Frequently Asked Questions on Hotfixes and Service Packs on CustomerSource

This document outlines the CustomerSource strategies around the web dissemination of Microsoft Dynamics hotfixes and service packs.

Software Update Standard Terminology

**Q:** What is a product hotfix?
**A:** A hotfix is 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. Hotfixes are distributed by Microsoft Product Support Services. Customers may not redistribute hotfixes without written, legal consent from Microsoft.

**Q:** What is a product service pack?
**A:** A service pack is a tested, cumulative set of all hotfixes, security updates, critical updates, and updates. Service packs may also contain additional fixes for problems that are found internally since the release of the product and a limited number of customer-requested design changes or features.

**Q:** What is a product update?
**A:** An update is a broadly released fix for a specific problem. An update addresses a non-critical, non-security-related bug.

Microsoft Dynamics Product Hotfixes and Service Packs on CustomerSource

Microsoft Dynamics AX Hotfixes and Service Packs

**Q:** Are Microsoft Dynamics AX hotfixes published on CustomerSource?
**A:** Hotfixes for all supported versions of Microsoft Dynamics AX are documented in Knowledge Base articles with instructions on how to obtain the hotfix. However, there are some country/region specific hotfixes available on CustomerSource at Support > Hot Fixes.

We highly recommend that you contact your Solution Provider before applying any hotfix. Your Solution Provider will be able to work with you on any product customizations or other items specific to your environment.

**Q:** Are Microsoft Dynamics AX service packs published on CustomerSource?
**A:** Microsoft Dynamics AX service packs are posted to CustomerSource at Support > Service Packs.

Microsoft Dynamics CRM Hotfixes and Service Packs
Q: Where are Microsoft Dynamics CRM hotfixes posted?
A: All hotfixes are documented in Knowledge Base articles with instructions on how to obtain the hotfixes. Knowledge Base articles for Microsoft Dynamics CRM can be located on CustomerSource or on the Microsoft Help and Support site (http://support.microsoft.com).

Q: Where are Microsoft Dynamics CRM service packs posted?
A: Microsoft Dynamics CRM service packs (called update rollups) for CRM are posted to the Microsoft Download Center.

Microsoft Dynamics GP Hotfixes and Service Packs

Q: Are Microsoft Dynamics GP hotfixes published on CustomerSource?
A: Microsoft Dynamics GP hotfixes are posted to CustomerSource starting with version 9.0 at Support > Hot Fixes. Some hotfixes prior to version 9.0 can be found either on CustomerSource or documented in Knowledge Base articles with instructions on how to obtain the hotfix.

Q: Are Microsoft Dynamics GP service packs published on CustomerSource?
A: Microsoft Dynamics GP service packs are posted to CustomerSource at Support > Service Packs.

Microsoft Dynamics NAV Hotfixes and Service Packs

Q: Are Microsoft Dynamics NAV hotfixes published on CustomerSource?
A: Hotfixes post version 3.70 are documented in Knowledge Base articles with instructions on how to obtain the hotfix, however, we highly recommend that you first contact your Solution Provider. Your Solution Provider will be able to work with you on any product customizations or other items specific to your software install.

Q: Are Microsoft Dynamics NAV service packs published on CustomerSource?
A: Microsoft Dynamics NAV service packs are currently posted to CustomerSource at Support > Service Packs.

Microsoft Dynamics SL Hotfixes and Service Packs

Q: Are Microsoft Dynamics SL hotfixes published on CustomerSource?
A: Microsoft Dynamics SL Hotfixes previous to version 6.5 SP2, as well as, 7.0 base version are available on CustomerSource at Support > Hot Fixes. Hotfixes for version 6.5 SP2 and above (except 7.0 base version, as previously noted) are documented in Knowledge Base articles with instructions on how to obtain the hotfix.

Q: Are Microsoft Dynamics SL service packs published on CustomerSource?
A: Microsoft Dynamics SL service packs are currently posted to CustomerSource at Support >
Service Packs.

Microsoft Dynamics Retail Management and Microsoft Dynamics - Point of Sale Hotfixes and Service Packs

Q: Are Microsoft Dynamics Retail Management and Microsoft Dynamics - Point of Sale hotfixes published on CustomerSource?
A: Hotfixes for both RMS and POS are documented in Knowledge Base articles with instructions on how to obtain the hotfixes.

Q: Are Microsoft Dynamics Retail Management and Microsoft Dynamics - Point of Sale service packs published on CustomerSource?
A: Microsoft Dynamics Retail Management and Microsoft Dynamics - Point of Sale service packs are currently published to CustomerSource at Support > Service Packs.