

Hot Fix Analysis



Your LMS environment is a dynamic work in progress. Your content is in flux. Your requirements or users change. Even your technology solutions offer opportunities—called “hot fixes”—for corrections or upgrades. These fixes typically enable enhancements to the TotalLMS™ environment that can improve functionality, but you need to know which fixes have been applied in order to optimize your configurations. The SumTotal Hot Fix Analysis service helps you determine which fixes you have—and which ones you need—so you can boost your potential return on investment.

Identifying fixes paves way for improved LMS environment

During your Hot Fix Analysis, SumTotal consultants will review your deployment and determine how many fixes have been applied and what type they are. In general, your TotalLMS environment receives two types of hot fixes:

- **Core product fixes.** Considered “general releases,” these fixes are deployed by our technical support organization as needed and are applied to address issues encountered within the LMS application
- **Environmental fix.** This kind of hot fix is developed to address an issue that is specific to your environment—such as problems that are found in a customized patch or performance problems unique to your infrastructure

SumTotal experts will work with you to accurately list any fixes we find. This is critical to ensuring that the most recent fixes

are applied both within the application and within your specific environment. This is also important when considering a product version upgrade. Often, many core product hot fixes are bundled into newer versions of the product. If you already have those hot fixes, they do not have to be re-applied, which can streamline the upgrade process.

Expert fix recommendations help ensure up-to-date deployment

Upon completion of your analysis, you’ll receive a conclusive list of all hot fixes currently found within your existing deployment. SumTotal consultants will also outline any additional recommended fixes that will further optimize your system. And we’ll document any hot fixes that have been included in the latest version of the LMS for use when you are considering future upgrades. Ultimately, knowledge of your existing fixes will help you maintain a current and well configured deployment, so you can realize the greatest value from your learning initiatives.

For more information,
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