

# **Retek<sup>®</sup> Data Warehouse<sup>™</sup> 10.2.3**

## **Operations Guide Addendum**



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## Customer Support

### Customer Support hours

Customer Support is available 7x24x365 via email, phone, and Web access.

Depending on the Support option chosen by a particular client (Standard, Plus, or Premium), the times that certain services are delivered may be restricted. Severity 1 (Critical) issues are addressed on a 7x24 basis and receive continuous attention until resolved, for all clients on active maintenance. Retek customers on active maintenance agreements may contact a global Customer Support representative in accordance with contract terms in one of the following ways.

Contact Method	Contact Information
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E-mail	support@retex.com
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Internet (ROCS)	<a href="https://rocs.retek.com">rocs.retek.com</a> Retek's secure client Web site to update and view issues
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Phone	+1 612 587 5800
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Toll free alternatives are also available in various regions of the world:

Australia	+1 800 555 923 (AU-Telstra) or +1 800 000 562 (AU-Optus)
France	0800 90 91 66
Hong Kong	800 96 4262
Korea	00 308 13 1342
United Kingdom	0800 917 2863
United States	+1 800 61 RETEK or 800 617 3835

Mail	Retek Customer Support Retek on the Mall 950 Nicollet Mall Minneapolis, MN 55403
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### When contacting Customer Support, please provide:

- Product version and program/module name.
- Functional and technical description of the problem (include business impact).
- Detailed step-by-step instructions to recreate.
- Exact error message received.
- Screen shots of each step you take.

## Overview

The table below serves as a reference to the following RDW programs which have been added or updated with this patch release. The two new programs are invblwmt.ksh and oratruncate.ksh. The operation type of the prdisldm.ksh has been changed to ‘UPDATE’ from ‘INSERT’.

## Program reference list

Program	Functional Area	Module Type	External Data Source	Source Table or File	Schema File	Target File or Table	Program_Control DM.program_type	Program_Control DM.operation_type	Notes
prdisldm.ksh	Item-Supplier-Location Cross Dimension	Dimension Load		prdisldm.txt	prdisldm.schema	PROD_ITEM_SUPP_LOC_DM	DIM_MTX	UPDATE	
invblwmt.ksh	Inventory Position	Positional Aggregation		NA	NA	INV_SBC_LW_DM	MAINTENANCE	UPDATE	
oratruncate.ksh	Pre-Batch Maintenance	Maintenance		NA	NA	CMPTR_LOC_MTX_DM CUST_ACCNT_DM CUST_ACCNT_TYPE_DM CUST_CHILD_DM CUST_CLSTR_ITEM_MTX_DM CUST_DT_OF_BIRTH_DM CUST_ETHNIC_DM	MAINTENANCE	UPDATE	<b>Non-Oracle customers should not use this.</b>

Program	Functional Area	Module Type	External Data Source	Source Table or File	Schema File	Target File or Table	Program_Control DM.program_type	Program_Control DM.operation_type	Notes
						CUST_GENDER_DM CUST_HH_DM CUST_INCOME_DM CUST_MARITAL_DM ITEM_CLSTR_CUST_MTX_DM ORG_CHANNEL_DM ORG_LOCLST_MTX_DM ORG_LOC_TRAIT_MTX_DM PLN_SEASN_WK_MTX_DM PROD_ITEM_LST_MTX_DM PROD_ITEM_LOC_TRAITS_MTX_DM PROD_ITEM_UDA_MTX_DM PROD_SEASN_ITEM_MTX_DM			

Program	Functional Area	Module Type	External Data Source	Source Table or File	Schema File	Target File or Table	Program_Control DM.program_type	Program_Control DM.operation_type	Notes
						DM REGIONALITY_ MTX_DM SUPP_TRAIT_ MTX_DM TIME_PLN_ STD_BY_WK_ DM			