

Retek® Active Retail Intelligence 10.0.1



Patch



The software described in this documentation is furnished under a license agreement, is the confidential information of Retek Inc., and may be used only in accordance with the terms of the agreement.

No part of this documentation may be reproduced or transmitted in any form or by any means without the express written permission of Retek Inc., Retek on the Mall, 950 Nicollet Mall, Minneapolis, MN 55403, and the copyright notice may not be removed without the consent of Retek Inc.

Information in this documentation is subject to change without notice.

Retek provides product documentation in a read-only-format to ensure content integrity. Retek Customer Support cannot support documentation that has been changed without Retek authorization.

Corporate Headquarters:

Retek Inc.
Retek on the Mall
950 Nicollet Mall
Minneapolis, MN 55403

888.61.RETEK (toll free US)
+1 612 587 5000

European Headquarters:

Retek
110 Wigmore Street
London
W1U 3RW
United Kingdom

Switchboard:
+44 (0)20 7563 4600

Sales Enquiries:
+44 (0)20 7563 46 46
Fax: +44 (0)20 7563 46 10

Retek[®] Active Retail Intelligence[™] is a trademark of Retek Inc.

Retek and the Retek logo are registered trademarks of Retek Inc.

This unpublished work is protected by confidentiality agreement, and by trade secret, copyright, and other laws. In the event of publication, the following notice shall apply:

©2003 Retek Inc. All rights reserved.

All other product names mentioned are trademarks or registered trademarks of their respective owners and should be treated as such.

Printed in the United States of America.



Customer Support

Customer Support hours:

Customer Support is available 7x24x365 via e-mail, 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.

Contact Method Contact Information

Internet (ROCS) www.retek.com/support
Retek's secure client Web site to update and view issues

E-mail support@rettek.com

Phone US & Canada: 1-800-61-RETEK (1-800-617-3835)
World: +1 612-587-5800
EMEA: 011 44 1223 703 444
Asia Pacific: 61 425 792 927

Mail Retek Customer Support
Retek on the Mall
950 Nicollet Mall
Minneapolis, MN 55403

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.

Patch Contents

This patch includes:

- IET bug fixes, including updated JDBC drivers
- Changes to the Web Forms Help configuration
- Example launch page for the Forms Web Cartridge

Import-Export Tool

Use the installer in the IET folder of the addendum instead of the one from the original release. If the original version is already installed on client machines, it can be uninstalled using the Add/Remove Programs Control Panel. This applies to all clients using the Import-Export Tool.

Web Forms Help

An updated help configuration can be found in the folder Forms/WebHelp. In a typical installation, where RMS and ARI forms are run from a single configuration, the ARI web help would be installed in the same location as the RMS web help, inside the directory “english”. This folder also contains an updated rhelp file that replaces the file that was distributed with RMS.

There is a small change to the instructions in the Installation Guide (p. 13, Miscellaneous Tasks for Web Deployment). The following change should be made to the ARI master schema:

```
update ari_language set
WEBHELP_SERVER='http://<SERVER_NAME>:<PORT>' where
lang=1;
```

In a typical installation the server name and port would be the same as for RMS web help.

There is also an updated script ari_context_help.sql in the Database folder that should be run from sqlplus against the ARI master schema.

Other Changes

The file ari10launch.html referred to in the Installation Guide (p. 13, Miscellaneous Tasks for Web Deployment) is in the web_html folder.

Note that the instructions in this section of the Installation Guide refer to the forms server configuration instructions distributed with RMS.

There are 2 updated forms and a forms library (arievew.fmb, usergrp.fmb, aristandard.pll). These should be installed according to the instructions in the Installation Guide (pp. 11-12, Compile ARI Oracle Forms). ariewew.fmb and aristandard.pll have been modified so that web pages are opened in a new browser window. usergrp.fmb contains a fix for ARI issue 27175 (Oracle error when editing parm values for a user-group mapping; originally reported against ARI 9.0).

2 Retek Active Retail Intelligence

There is one updated package body (event_type_sql_b.sql). Log into SQL*Plus as the ARI master schema owner and start the package body. The change fixes an error that occurs when cloning event types.