

Retek[®] Invoice Matching[™]

10.2.3

Release Notes



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

You can choose to apply only a portion of the enclosed patch, based on the Invoice Match functionality you are currently running. Review each enclosed DEFECT document immediately to judge the impact if you do not apply a given fix. When Retek Customer Support investigates a potential software bug, they assume that you have applied all patches for a given module before the issue was discovered. This Patch CD contains the 10.2.3 patch release. Before you apply the Invoice Match 10.2.3 patch:

- Check that Invoice Match 10.2, Invoice Match 10.2.1, Invoice Match 10.2.2 is installed.
- Check that the latest RMS patch is installed. RMS 10.1 users should be current with the RMS 10.1.5 patch and RMS 9.0.x users should be current with the RMS 9.0.12 patch.

The Invoice Match 10.2.3 patch contains files that were modified since the initial release. For detailed information on what is included regarding software fixes in this patch release, refer to the Invoice Match 10.2.3 patch documentation located in the doc folder on this CD.

Applying source code

Before applying the patch source files over your code:

- Note whether customizations have been made to the module. If so, then the customizations must be reapplied to the new version of the module (or the fix may need to be applied to the custom version of the code).
- Copy the original files to a different directory before you copy over them in case you need to refer to them at a later date.

Running scripts

Back up data before running any script as the provided scripts DO NOT preserve data. See the defect documentation for details.

Note: If applying the RMS 10.1.5 patch after applying the ReIM 10.2.3 patch, delete or comment out the code that creates the stage_purged_shipment and stage_purged_shipsku tables. These tables already exist for the ReIM environment and the error 'table already exists' will occur when applying the RMS 10.1.5 patch.

Deploying the reim.war file

If you have made no customizations to the initial release and wish to accept all modifications that are included in the Invoice Match 10.2.3 Patch, you can save time and effort by extracting the reim.war file. The reim.war file contains all of the source code you need to run Invoice Match. You will still need to manually run scripts.

Most application servers will extract the .war file automatically – please see your server’s documentation for guidance on how to extract the .war file. You may have to modify your server’s configuration files.

After you extract reim.war, you will have to modify the ldap.properties and reim.properties files. You must then restart the server for your changes to take effect.

DEFECT documentation (DEFECT MODULE XREF INVOICE MATCH 10.2.3.xls)

A DEFECT fix is a modification to the base Retek code (e.g. a bug fix, a performance enhancement, or a functional enhancement). Each DEFECT fix that is included in this patch has a corresponding DEFECT document in the \docs folder titled <DEFECT#>.doc, such as “123456.doc”. There is also a document in that same folder titled “DEFECT MODULE XREF INVOICE MATCH 10.2.3.xls”, that lists every DEFECT # and the accompanying modules/scripts that are included in the patch.

Each DEFECT document should be fully reviewed before this patch is implemented.

Please note that scripts DO NOT preserve data. Make sure that all data is backed up prior to running any script.