

Retek[®] Invoice Matching[™] 10.2.6

Release Notes

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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)	rocs.retek.com 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.
- WebEx recording of recreation (when applicable).

Overview

Please review the enclosed DEFECT documents promptly to establish the impact on your business operations. Retek Customer Support investigates submitted issues with the assumption that all release patches have been applied. While it is ultimately at the client's discretion as to when to apply patches, delays or lags in their application can complicate the support process. When members of Retek Customer Support investigate a potential software bug, they assume that you have applied all patches for a given module before the issue was discovered. To assist in the patch review, Retek Customer Support provides a system-level assessment by assigning a Priority. In addition, a cross-reference spreadsheet is provided to assist with this research. This Patch CD contains the 10.2.6 patch release. Before you apply the Retek Invoice Matching (ReIM) 10.2.6 patch:

- Check that Retek Invoice Matching 10.2, Retek Invoice Matching 10.2.1, Retek Invoice Matching 10.2.2, Retek Invoice Matching 10.2.3, Retek Invoice Matching 10.2.4 and Retek Invoice Matching 10.2.5 are installed.
- Check that the latest RMS patch is installed. RMS 10.1 users should be current with the RMS 10.1.10 patch and RMS 9.0.x users should be current with the RMS 9.1.17 patch.

The Retek Invoice Matching 10.2.6 patch contains files that were modified since the Retek Invoice Matching 10.2.5 patch release. For detailed information on what is included regarding software fixes in this patch release, refer to the Retek Invoice Matching 10.2.6 patch documentation.

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 because the provided scripts *do not* preserve data. See the defect documentation for details.



Note: If applying the ReIM 10.2 or ReIM 10.2.1 install against RMS 10.2.1 patch, ignore the errors.

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 Retek Invoice Matching 10.2.6 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 Retek Invoice Matching. 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 10.2.6.xls)

A DEFECT fix is a modification to the base Retek code (for example, 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 10.2.6.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.

ReIM fixes

As mentioned earlier, ReIM 10.2.6 includes general product fixes. Refer to the DEFECT MODULE XREF INVOICE MATCH 10.2.6.xls. This spreadsheet is a complete list of fixes included in the patch. Description of several noteworthy fixes follows.

Defect 349292 – While running AutoMatchService in multithreaded option, if an exception occurs for a single thread, all transactions attributes are rolled back due to many transactions starts and ends methods.

Defect 355497 – The method populateLocationCompany(DocumentDynamicSegments segments) in GLAccountService fails trying to get location.

Defect 360771 – An incorrect error message appears when the user tries to enter a duplicate item for Credit Note details.

Defect 361842 – On all the screens, the calendar popup displays the following error message: "undefined NAN".

Defect 365537 – ReIM is unable to handle receipts containing items that are split across containers within Retek Invoice Matching.

Defect 372397 – The Total Cost and Invoice Qty field in the Invoice Maintenance Header page is not editable when the invoice status is 'RMTCH', 'URMTCH', 'MURMTCH' in edit mode.

Defect 372848 – The LOV tab does not trap field validations. When a user enters an invalid value in an LOV, which requires a numeric value, an oracle error message gets written to the log file. The numeric validation should be done before making the database query.

Defect 373150 – In the Group Entry screen, when an invalid supplier is entered in Document Entry, the supplier and its description fields are disabled and focus will be on Doc No.

Defect 373152 – When all the invoices are deleted from a group, the status on the group remains as WKSHT.

Defect 374376 – On the GL Cross Reference screen, the system hangs if the user clicks OK.

Defect 374955 – On the Detail Matching screen, if the user clicks on the Split receipt button, an error message appears.