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Retek® Integrated Store Operations™ 10.4.1

Installation Guide

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Contact Method	Contact Information
E-mail	support@retek.com
Internet (ROCS)	rocs.retek.com Retek's secure client Web site to update and view issues
Phone	+1 612 587 5800

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

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

ISO 10.4.1 is a cumulative patch that should be applied on top of the ISO 10.4.0 release. If you do not have ISO 10.4.0, you must upgrade to ISO 10.4.0 prior to applying the ISO 10.4.1 patch. The ISO 10.4.1 patch can be applied on top of any patches sent out since the original ISO 10.4.0 release.

There are two components to installing this patch, each detailed below:

- Client Install
- Server Install

To install this ISO patch shut down your server and any clients that might be connected to it.

Client Instructions

1 Copy clientWindows.zip to ISO_INSTALL_DIR on the client machine.

2 Unzip clientWindows.zip in this directory - the patch will update the necessary files by overwriting them with newer versions.

3 Review any files in the /classes/retek folder. 'Hot fixes' released as individual class files by support that are included in the current patch should be removed.

Server Instructions

1 Copy serverUnix.zip to ISO_INSTALL_DIR on the application server.

2 Unzip serverUnix.zip in this directory - the patch will update the necessary files by overwriting them with newer versions.

3 Review any previously applied 'Hot fixes' in the /classes/retek folder. 'Hot fixes' are released as individual class files by support. If these are included in the current patch, these class files should now be removed.

After both components of the patch have been installed restart the ISO application server.