

Retek® Integrated Store Operations™ 10.4.3

Installation Guide

Corporate Headquarters:

Retek Inc.
Retek on the Mall
950 Nicollet Mall
Minneapolis, MN 55403
USA
888.61.RETEK (toll free US)
Switchboard:
+1 612 587 5000
Fax:
+1 612 587 5100

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

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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.

Overview

SIM 10.4.3 is a cumulative patch that should be applied on top of the SIM 10.4.0 release. If you do not have SIM 10.4.2, you must upgrade to SIM 10.4.2 prior to applying the SIM 10.4.3 patch! The SIM 10.4.3 patch can be applied on top of any patches sent out since the original SIM 10.4.0 release.

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

- Client Install
- Server Install

To install this SIM patch:

Shut down your server and any clients that might be connected to it.

Client instructions

1. Copy the patch to SIM_INSTALL_DIR/client<Platform>
2. Unzip Retek_SIM10.4.3_Patch.zip in this directory - the patch will update the necessary files by overwriting them with newer versions.
3. Review any files in the /classes/retex folder. 'Hot fixes' released as individual class files by support that are included in the current patch should be removed.

Server instructions

1. Copy the patch to SIM_INSTALL_DIR/server<Platform>
2. Unzip Retek_SIM10.4.3_Patch.zip in this directory - the patch will update the necessary files by overwriting them with newer versions.
3. Change directories to
SIM_INSTALL_DIR/server<Platform>/retex/sim/files/prod/database/arts_oracle.

Open a SQLPlus session as the SIM database user. Run the following scripts:

394568.sql

394754.sql



Note: You may want your local DBA to review the script for any possible conflicts.

4. Review any previously applied 'Hot fixes' in the /classes/retex 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 all components of the patch have been installed, restart the SIM application server.