

# Retek® Integrated Store Operations™ 11.0.1

## Installation Guide



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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@retек.com
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Internet (ROCS)	<a href="https://rocs.retek.com">rocs.retek.com</a> 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.

# Contents

<b>Chapter 1 – Client install instructions .....</b>	<b>1</b>
Update client files .....	1
<b>Chapter 2 – Server install instructions .....</b>	<b>3</b>
Update server files .....	3



# Chapter 1 – Client install instructions



**Note:** ISO 11.0.1 is a patch. Make sure that ISO 11 is installed as this release goes on top of it.

## Update client files

1. Log into the client machine.
2. Copy the Retek\_SIM11.0.1\_Patch.zip file to SIM\_INSTALL\_DIR/client<Platform>
3. Unzip Retek\_SIM11.0.1\_Patch.zip in this directory - the patch will update the necessary files by overwriting them with newer versions.





## Chapter 2 – Server install instructions



**Note:** ISO 11.0.1 is a patch. Make sure that ISO 11 is installed as this release goes on top of it.



**Note:** If RSL will be used with ISO 11.0.1, RIB for ISO will also need to be installed.

### Update server files

1. Log into the server machine.
2. Copy the Retek\_SIM11.0.1\_Patch.zip file to SIM\_INSTALL\_DIR/server<Platform>
3. Unzip Retek\_SIM11.0.1\_Patch.zip in this directory - the patch will update the necessary files by overwriting them with newer versions.
4. After all components of the patch have been installed, restart the SIM application server.