

Retek® Price Management 10.1.2



Release Notes



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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

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

E-mail support@retек.com

Phone US & Canada: 1-800-61-RETEK (1-800-617-3835)
World: +1 612-587-5800
EMEA: 011 44 1223 703 444
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When contacting Customer Support, please provide:

- Product version and program/module name.
- Which Application Server and version
- Server Operating System and version
- JDK version
- Client Operating System and version (if applicable)
- Client browser and version (if applicable)
- 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

When Retek Customer Support investigates a potential software bug, we assume that you have made **all** required upgrades and applied **all** patches for a given module before the issue was discovered. This Patch CD contains the 10.1.2 patch release. Before you apply the RMS 10.1.2 patch:

- Check that RPM 10.1 is installed.
- Check that RMS 10.1.3 is installed (unless you are running RPM 10.1 as a standalone product).
- Also check that all the following patches have been applied:
 - RPM 10.1.1

The 10.1.2 patch contains files that were modified since the previous patch release. For detailed information on what is included regarding software fixes in this patch release, refer to the 10.1.2 patch documentation located included on this CD.

How to apply the patch

See the install guide (rpm-1012-ig.pdf) for instructions on installing this patch.

DEFECT documentation (DEFECT MODULE XREF 1012.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 \doc\defect_doc folder titled <DEFECT#> <module>.doc, such as “123456 nxprno.doc”. There is also a document in that same folder titled “DEFECT MODULE XREF 1012.xls”, that lists every DEFECT # and the accompanying modules/scripts that are included in the patch.

To provide better customer service, we have created a more comprehensive, user-friendly version of our DEFECT module cross-reference Excel document. This updated document includes a full list of all the previous patch DEFECT modules, plus new tabs showing DEFECTs related to the current patch, and current DEFECTs broken out by module types. We hope this will assist you in installing and maintaining patch-related projects. We will follow this format for all upcoming patches.

Enclosed is an updated version of the cross-reference document. Each DEFECT document should be fully reviewed before this patch is implemented.