

Retek[®] Price Management[™]

10.1.4

Release Notes

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Printed in the United States of America.

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.

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 its 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 10.1.4 patch release. Before you apply the patch:

- Verify that RPM has been installed up to the previous patch: 10.1.3.
- Verify that RMS has been installed up to the previous patch (unless RPM is deployed as a standalone product). 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 RPM 10.1.4 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 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, 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. The provided scripts do *not* preserve data. See the defect documentation for details.

Deploying the rpm.war file

If you have made no customizations to the initial release and wish to accept all modifications that are included in the RPM 10.1.4 patch, you can save time and effort by extracting the rpm.war file. The rpm.war file contains all of the source code you need to run RPM. You will still need to manually run scripts.

Most application servers 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 rpm.war, you will have to modify the db.properties file. You must then restart the server for your changes to take effect.

DEFECT documentation (DEFECT MODULE XREF RPM 10.1.4.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 RPM 10.1.4.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.

RPM fixes

As mentioned earlier, RPM 10.1.4 includes general product fixes. Refer to the DEFECT MODULE XREF RPM 10.1.4.xls for a complete list of fixes included in the patch. Several noteworthy fixes are described below.

Defect 377577

The system encountered issues updating pricing worksheet column attributes when the FrontEnd batch was run on any day that was not the first day of a snapshot period. If the FrontEnd batch was run on the start date of the snapshot, attributes would update fine. If it was not the start date of the snapshot, many of the worksheet column attributes would not update after the batch was run. This defect fixed these updating issues.

Defect 377164

When a worksheet was in ‘Reject Submitted’ status, the user was not able to view the worksheet details and edit the fields for re-submission. This fix enables the fields so they can be edited.

Defect 377576

The application does not allow you to submit and approve a worksheet containing a second clearance markdown.

Defect 377332

The RPM application was showing a conflicting status when a promotion was created in RMS. When there was a promotion, the pending link yielded a window that indicated that there were no promotions when there were.

Defect 376900

After a clearance was created in RMS and a user tried to submit and approve the worksheet in RPM, the RPM application would error out indicating that the ‘clearance event already exists.’ RPM was not checking the clearance indicator field.

RPM enhancements

As mentioned earlier, RPM 10.1.4 may also contain enhancements in addition to general product fixes. Non-defect enhancements are described below.

Property file conversion

Several property files were identified as needing to be converted from DOS to UNIX format. Code for the following property files were not changed beyond this format conversion:

- Calendar_de.properties
- Calendar_es.properties
- Calendar_fr.properties
- Calendar_ko.properties
- CandidateRules_de.properties
- CandidateRules_es.properties
- CandidateRules_fr.properties
- CandidateRules_ko.properties
- PricingGuide_de.properties
- PricingGuide_es.properties
- PricingGuide_fr.properties
- PricingGuide_ko.properties
- PricingStrategy_de.properties
- PricingStrategy_es.properties
- PricingStrategy_fr.properties
- PricingStrategy_ko.properties
- PricingWorksheet_de.properties
- PricingWorksheet_es.properties
- PricingWorksheet_fr.properties
- PricingWorksheet_ko.properties
- RpmImages_de.properties
- RpmImages_es.properties
- RpmImages_fr.properties
- RpmImages_ko.properties
- RpmMessages_de.properties
- RpmMessages_es.properties
- RpmMessages_fr.properties

- RpmMessages_ko.properties
- RpmResources.properties
- RpmResources_de.properties
- RpmResources_es.properties
- RpmResources_fr.properties
- RpmResources_ko.properties

Internal automated testing

A change was made to db.properties through the addition of rpm.user and rpm.password attributes. These attributes are used for the Retek internal automated testing for RPM. Retek automated tests for RPM 10.1 are not available for release to customers. Customers who set up an automated testing framework of their own (a viable option when performing customizations) may use these attributes as needed.