

Retek® Price Management™ 10.1.5

Release Notes

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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 |
|----------------|---------------------|
|----------------|---------------------|

| | |
|--------|-------------------|
| E-mail | support@retex.com |
|--------|-------------------|

| | |
|-----------------|---|
| Internet (ROCS) | rocs.retek.com Retek's secure client Web site to update and view issues |
|-----------------|---|

| | |
|-------|-----------------|
| 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 |
|------|---|

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.
- WebEx recording of recreation (when applicable).

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 their 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 contains the 10.1.5 patch release. Before you apply the patch:

- Verify that RPM has been installed up to the previous patch: RPM 10.1.4.
- 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 10.1.12 patch.

The RPM 10.1.5 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, see 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 10.1.5 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 10.1.5.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 10.1.5.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 10.1.5 includes general product fixes. See the DEFECT MODULE XREF RPM 10.1.5.xls for a complete list of fixes included in the patch. Several noteworthy fixes are described below.

Defect 394908

Performance enhancement to load Worksheet Detail page.

Defect 394909

Performance enhancement for worksheet status submit/approve.

Defect 394920

Performance enhancement for FrontEndBatch.

Defect 395567

When a user tries to approve the worksheet status, an internal error appears on the form stating, “null java.lang.Null pointerException”

Defect 395729

When approving a worksheet in RPM, the system is not checking for conflicts properly. The system allows a price change to be created in RMS for the same item/zone_group/zone combination for the same active_date without throwing an applicable warning message.

Defect 395661

On the RPM Worksheet Detail screen, ‘select all’ selects only the current page. This issue affects price change totals, sales totals, competitive analysis, and the export to the Microsoft® Excel .CSV file.

Defect 394910

Performance enhancement to improve Worksheet status initial load time.

Known issues

Translation issues

Defect 395961

This defect has been logged to resolve an issue related to data's getting stored incorrectly in non-English environments.

Defect 395960

This defect has been logged to update the non-English RpmMessages.properties file to support non-English releases of RPM.