

Retek[®] Merchandising System[™]

10.1.11

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
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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.
- 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 assuming 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. 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 (see 'DEFECT Documentation' below). As listed below, this patch contains both general product fixes and functional enhancements and is considered the RMS 10.1.11 release. Refer to the 'RMS Fixes' and 'RMS Enhancements' sections of this document for more details.

Before installing RMS 10.1.11, confirm that RMS 10.1 and all following patches (RMS 10.1.1, RMS 10.1.2, RMS 10.1.3, RMS 10.1.4, RMS 10.1.5, RMS 10.1.6, RMS 10.1.7, RMS 10.1.8, RMS 10.1.9, RMS 10.1.10) have been applied. The RMS 10.1.11 patch release contains batch, package, forms program modifications. Refer to the 10.1.11 patch documentation for detailed information on each fix.

As with all patches, the following points should be considered before applying RMS 10.1.11:

- Copy the original files to an archive directory before you overwrite them in case they are later needed for reference.
- Note that the cutoff date for RMS 10.1.11 was Feb 28, 2005. Fixes that you have received after this date and applied to your environment may require special consideration when applying this patch.
- Note whether customizations have been made to the module. If so, the customizations will need to be reapplied to the new version of the module (or the fix may need to be applied to the custom version of the code).

RMS fixes

As mentioned earlier, RMS 10.1.11 includes general product fixes. Read the provided documents for details. A defect fix is a modification to the base Retek code (for example, a bug fix, performance enhancement, or functional enhancement, and so on). Each defect fix included in this patch has a corresponding defect document titled < defect #> <module>.doc (for example, "123456 nxprcno.doc"). Defect documents should be fully reviewed before this patch is implemented. To assist with the patch application process, there is also a defect module cross-reference spreadsheet in the same folder (RMS 10.1.11 MODULE XREF.xls) which lists and allows sorting by Defect, Program Name, Revision #, Functional Area, Priority, and Defect Description. A description of noteworthy fixes follows.

Specific issues to note

- Defect 376869: RECLSDLY runs slow while reclassifying the pack items.
- Defect 378041: The system takes a considerable amount of time (performance) while applying on-line deals to orders.

RMS enhancements

- Defect 377434: This is an enhancement to the transfer functionality that allows new items to be added to transfers of type 'EG' after they have been set to 'C'losed status.
- Defect 377471: When an allocation is manually closed online, the stock on hand values are not handled ideally for items that were shipped but not received. The inventory is placed back at the shipping location. This is an enhancement to handle those quantities differently.
- Defect 393235: Retek Advanced Inventory Planning (AIP) 11.3 includes an online Order Maintenance dialog in which users can modify purchase orders that have already been sent from AIP to RMS. *Clients not using Retek AIP need not take any action.* Purchase order delivery dates, locations and order quantities may be changed. To prevent these modifications from creating discrepancies between AIP and RMS, two new RMS extracts are needed.

The first contains the numbers of AIP-generated purchase orders and transfers that have been closed in RMS since the last extract. This extract serves the following two purposes:

- It prevents users from modifying closed purchase orders in the AIP Online Order Maintenance dialog
- It instructs AIP Online as to when purchase orders and transfers can be purged from the system.

The second extract contains received quantity snapshots for AIP-generated purchase orders and transfers. This information prevents users in the AIP Online Order Maintenance dialog from decrementing the order quantity below what has already been received. These extracts are intended to run on a nightly basis.

Miscellaneous notes about defects

- Two modules `rmssub_xtsfsqlb.pls` and `rmssub_xudab.pls` were not included in the last patch (RMS 10.1.10) with Defect 374999. They have been added in this patch.
- Defect 342423: The control script `c342423.sql` is not included in the RMS 10.1.11 patch. Please refer to the document 342423 Master.doc for more details.