Retek® Merchandising System™ 11.0.4

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@retek.com
Internet (ROCS)	rocs.retek.com Retek's secure client Web site to update and view issues
Phone	+1 612 587 5800

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.

Overview

Retek Customer Support investigates submitted issues assuming all release patches have been applied. While the client has discretion as to when to apply patches, delays or lags in their 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). Please review the enclosed Defect documents promptly to determine the impact to your business operations.

Before installing RMS 11.0.4, confirm that RMS 11.0 and all following patches have been applied. The RMS 11.0.4 patch release contains batch, package, forms program modifications. See the RMS 11.0.4 patch documentation for detailed information on each fix.

As with all patches, the following points should be considered before applying RMS 11.0.4:

- Copy the original files to an archive directory before you overwrite them in case they are later needed for reference.
- 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).

Defect documentation (DEFECT MODULE XREF 11.0.4.xls)

As mentioned earlier, RMS 11.0.4 includes general product fixes. Read the provided documents for details. A Defect fix is a modification to base Retek code (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 "1557 nxprcno.doc". Defect documents should be fully reviewed before this patch is implemented. In addition, for this patch, there are enhancements that should be noted; see the section, 'Enhancements', below for more details. To assist with the patch application process, there is also a Defect module cross-reference spreadsheet in the same folder (DEFECT MODULE XREF 11.0.4.xls). This spreadsheet lists and allows sorting by Defect, Program Name, Revision #, Functional Area, Priority, and Defect Description.

Specific defects to note

Defect 393620

There is an issue that arises during the process that creates new deals and deal components in RMS when vendor funded promotion components are approved in RPM. Please note that this defect modification is meant to work when implemented in conjunction with RPM defects 376708 and 394340 available in the RPM 11.0.3 release.

Enhancements

Performance enhancement processing RPM generated price changes

The packages RMSSUB_PRICECHANGE and RMSSUB_PRICECHANGE_UPDATE process RPM-generated price changes in RMS. Due to the heavy volume of price events that can be generated in RPM, these packages underwent performance enhancements that included more efficient queries and bulk processing to handle this load. Changes to the code in these packages are too various to be called out in this document. The following modules have been re-written and are included in this patch:

- rmssub_pricechanges.pls
- rmssub_pricechangeb.pls
- rmssub_pricechangeupds.pls
- rmssub_pricechangeupdb.pls

Database partitioning enhancement

In some cases, a patch database change (DBC) script may have to remove and recreate a table in order to make an applicable change. When such a change is made, if the table is partitioned in the retailer's database, removing and recreating the table causes the partition definition to be lost. This new script, COPY_PARTITIONING.SQL, extracts the partitioning clauses from the existing table and adds them to the DDL. This script, COPY_PARTITIONING.SQL, must be in the same file folder as the system's other DBC scripts. Some DBC scripts starting with this patch release may internally make a call to COPY_PARTITIONING.SQL in order to properly handle table partitioning.

New API enhancement for RPM-RMS integration

The package RPM_WRAPPER provides an API for RPM to access setup and other data from RMS. This is only used by RPM. The following modules have been written and are included in this patch:

- rpmwrappers.pls
- rpmwrapperb.pls

Item zone price enhancement

For performance and integration reasons, the database framework involving item zone price was modified. The ITEM_ZONE_PRICE table was removed and replaced by a view. Additional columns were added to the existing ITEM_LOC table. This table is referenced by the new view. The user processes remain the same as existed previously. For more detail on this enhancement please see the RMS 11.0.4 Operations Guide Addendum. The modules included can be found within the RMS 11.0.4 XREF spreadsheet filtered on the defect description: “IZP Performance Modifications”.

Known issues

Defect 395208

The Quick Item Entry (itemadd.fmb) form gives an error if the selling UOM and standard UOM are equal to Eaches(EA). This issue is currently being worked and will soon be available via a hot fix upon request.