

# Retek® Integrated Store Operations™ 10.4.4

## Installation Guide



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### Customer Support hours

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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@retек.com
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Internet (ROCS)	<a href="https://rocs.retek.com">rocs.retek.com</a> 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

SIM 10.4.4 is a patch that should be applied on top of the SIM 10.4.3 release. If you do not have SIM 10.4.3, you must upgrade to SIM 10.4.3 prior to applying the SIM 10.4.4 patch.

There are two components to installing this patch, each detailed below:

- Client Install
- Server Install

To install this SIM patch:

Shut down your server and any clients that might be connected to it.



**Note:** If the application is built from the source code provided in this patch it is necessary to manually download and install the `jonas_timer.jar` file. The manual download and installation of this file is required due to open-source licensing restrictions. These steps should be dismissed if the delta patch is applied on top of an existing SIM 10.4.3 release.

## Download and Install `jonas_timer.jar`

1. Download `jotm-1.4.1.tgz` from [http://forge.objectweb.org/project/showfiles.php?group\\_id=19&release\\_id=1024](http://forge.objectweb.org/project/showfiles.php?group_id=19&release_id=1024) (JOTM package 1.4.1) into a staging directory.

2. Untar the compressed file



**Example:** `tar xzf jotm-1.4.1.tgz jotm-1.4.1/lib/jonas_timer.jar`

3. Copy the `jonas_timer.jar` file from the staging directory to `INSTALL_BASE/retek/library` (where `INSTALL_BASE/` is the directory where `developer.zip` was extracted).

## Client instructions

1. Copy the patch to `SIM_INSTALL_DIR/client<Platform>`
2. Unzip `Retek_SIM10.4.4_Patch.zip` in this directory - the patch will update the necessary files by overwriting them with newer versions.
3. Review any files in the `/classes/retek` folder. 'Hot fixes' released as individual class files by support that are included in the current patch should be removed.

## Server instructions

1. Copy the patch to `SIM_INSTALL_DIR/server<Platform>`
2. Unzip `Retek_SIM10.4.4_Patch.zip` in this directory - the patch will update the necessary files by overwriting them with newer versions.
3. Change directories to `SIM_INSTALL_DIR/server<Platform>/retек/sim/files/prod/database/arts_oracle`. Open a SQLPlus session as the SIM database user. Run the following scripts:

`396057.sql`



**Note:** You may want your local DBA to review the script for any possible conflicts.

4. Review any previously applied 'Hot fixes' in the /classes/retek folder. 'Hot fixes' are released as individual class files by support. If these are included in the current patch, these class files should now be removed.

After all components of the patch have been installed, restart the SIM application server.