Sterling Field Sales

IBM

Hot Fix Release Notes

Release 9.0, HF5

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Contents

In This Hot Fix

This hot fix contains Sterling Field Sales software fixes.

Installation Information

The prerequisites for this hot fix differ, depending on whether you are a new customer or an existing customer.

Prerequisites

Before you begin installing this fix pack, complete these prerequisites:

- If you are a new customer:
  - Install Sterling Field Sales Release 9.1.0.0 before you install this fix pack. For information about installing Release 9.1.0.0, see the installation information on http://publib.boulder.ibm.com/infocenter/sfsf/v9r1/index.jsp.
  - Follow the "Hot Fix Installation Procedure" below.
- If you are an existing customer, follow the "Hot Fix Installation Procedure" below.

Hot Fix Installation Procedure

This hot fix and the associated Release Notes New Feature document are available on the Sterling Commerce Customer Center. If you are not already logged into this site, follow these steps to obtain the software download and Release Notes New Feature document:

1. After you log in, click the **Support Center** tab at the top of the main page.
2. In the left pane, hover over **Selling & Fulfillment Suite** > **Multi-Channel Fulfillment (9x and Above)** > and select **Product Updates & Downloads**.
3. In the Product Updates & Downloads, select **Sterling Field Sales**. A list of Release 9.0 hot fixes is displayed.
4. Click on the links for the latest software download and the associated Release Notes New Feature document.

The installation instructions file, HotFixInstallation.txt, is included in the hot fix package.

Defects Addressed In This Hot Fix

The following defects have been addressed in this hot fix to Sterling Field Sales, Release 9.0. As hot fix are released, they will be listed cumulatively here.

Hot Fix 5

Release 9.0-HF5

Defect ID	245012
Case ID	Case ID 00300080
Description	Description When the Product Configurator pop-up window is opened, duplicate scrollbars are displayed for the pop-up window.

Hot Fix 4

Defect ID	236687, 243313
Case ID	Case ID 00253749
Description	Description The Microsoft Windows 7 Operating System must support Microsoft Internet Explorer 8.0.

Solution:
> Solution: The Microsoft Windows 7 Operating System supports Microsoft Internet Explorer 8.0.

For more information about the plugin requirements, see Chapter "Internet Browser and Java Plugin Requirements", of the Sterling Selling and Fulfillment Suite: Applications Installation Guide.

Defect ID	Defect ID 242911
Case ID	Case ID 00287699
Description	Description In a Sterling Field Sales hot fix, some javascript source files are missing. Due to this, the Selling and Fulfillment Foundation hot fix installation fails.

Defect ID	Defect ID 243454
Case ID	Case ID Internal
Description	Description Minification of javascript source files must be done during Sterling Field Sales hot fix installation.

Hot Fix 3

Defect ID	235753
Case ID	Case ID 00247631
Description	Description When a user performs the following sequence of actions, the error message, "sc.sbc.containerUtil is undefined" is thrown:

1. 1.Creates an editable grid.
2. 2.Adds two date fields in two columns, which is 'start date' and 'end date'.
3. 3.Provides validation type for the date fields as "gridDaterange".
4. 4.Selects any date in one of the fields.

Defect ID	Defect ID 235754
Case ID	Case ID 00247627
Description	Description When a user uploads a Comma Separated Values (CSV) file to a server, the system displays a "res.getResponseHeader is not a function" error message.

Defect ID	Defect ID 236166
Case ID	Case ID 00246096
Description	Description When the page is loaded for the first time, the system takes a long time to switch tabs in Internet Explorer.

Hot Fix 2

Defect ID	233842
Case ID	Case ID Internal
Description	Description Integration of Sterling Field Sales with Salesforce.com is supported.

You can use the Sterling Field Sales Quote Management functionality from Salesforce.com. The integration enables customers using Salesforce.com to work on Salesforce.com opportunities, and the associated Sterling Field Sales quotes from the Sterling Quotes tab, which is a custom tab provided by Sterling Commerce.

For more information about the integration, refer to the following guides:

- Sterling Configure, Price, Quote: Solutions Guide
- Sterling Configure, Price, Quote: User Guide

Known Issues:

231325: When working with a quote, duplicate messages or messages that differ by only one or two attributes are often posted to the JMS queue. As a result, the performance of the application and integration servers is adversely affected.

Solution/Workaround: None.

232246: Sterling Commerce does not currently support enterprise-specific authentication when using single sign-on. If you enable enterprise-specific authentication, users of unauthorized enterprises will be able to access Sterling Quotes from Salesforce.com.

Solution/Workaround: Do not use enterprise-specific authentication when integrating Sterling Field Sales with Salesforce.com. Alternatively, you can modify the single sign-on class, SFDCSingleSignOn, by appending the organization suffix to the end of the username.

Hot Fix 1

Defect ID	209846
Case ID	Case ID Internal
Description	Description When an error message or success message is displayed in a dialog box, scroll bars should not be displayed.

Defect ID	Defect ID 212667
Case ID	Case ID Internal
Description	Description When a user adds a new address for a customer in Sterling Field Sales, the user cannot make this address the default Bill To address, default Ship To address, or default Sold To address using Sterling Call Center and Sterling Store.

Defect ID	Defect ID 212941
Case ID	Case ID Internal
Description	Description When a user creates a quote from an opportunity for a business customer, the organization name is not displayed in the "Customer" panel of the "Quote Details" screen.

Defect ID	Defect ID 213390
Case ID	Case ID Internal
Description	Description In the Sterling Selling and Fulfillment Suite: Applications Configuration Guide, the topic "Configure the Sterling Field Sales Application" should not have references to the following configuration task hyperlinks:

- Define Shipping Nodes and Stores
- Define Carriers
- Define Vendors
- Define Node Types
- Configure Display of Model Items
- Configure Item Search Options
- Configure the Display of a Product Web Page for an Item

Solution/Workaround:
> In the Sterling Selling and Fulfillment Suite: Applications Configuration Guide, the sub-topics "Manage Supply Chain Network Model" and "Manage Products and Categories" have been updated with the required modifications.

Defect ID	Defect ID 213627
Case ID	Case ID Internal
Description	Description If a user searches for a business customer that is created in Sterling Call Center and Sterling Store, the customer will not be returned in the search results if the user searches using the following customer information as the search criteria:

- Postal Code
- E-mail
- Day Phone

Additionally, if a user adds a new business customer contact in Sterling Field Sales, the customer will not be returned in the search results if the user searches for the customer using the following contact information of the new business customer contact as the search criteria:

- Postal Code
- E-mail
- Day Phone

Solution/Workaround:
> The binding data for the Postal Code, E-mail, and Day Phone fields has been changed as follows:
>
> - ZipCode:Customer.CustomerContactList.CustomerContact.CustomerAdditionalAddr
> - DayPhone:Customer.CustomerContactList.CustomerContact.DayPhone
> - EmailID: Customer.CustomerContactList.CustomerContact.EmailID

Defect ID	Defect ID 215276
Case ID	Case ID Internal

Description	Description If a user modifies the Short Description of an attribute in the Business Center application, the modifications are not reflected in the following screens:

- "Narrow By" panel in the "Product Search" screen
- "Specifications" tab and "Variations" tab of the "Product Details" screen

Defect ID	Defect ID 215325, 215357
Case ID	Case ID Internal
Description	Description The allowed values of a product displayed in the following screens should be taken from the Short Description of the allowed values defined in Business Center:

- "Narrow By" panel in the "Product Search" screen
- "Specifications" tab and "Variations" tab of the "Product Details" screen

Defect ID	Defect ID 215547
Case ID	Case ID Internal
Description	Description If the Sterling Field Sales application is deployed on the JBoss server in HTTPS mode, a session timeout error is thrown when a user logs in to the application for the first time.

Defect ID	Defect ID 215744
Case ID	Case ID Internal
Description	Description Shipping charges are included in the header adjustments displayed under the "Products" tab of the "Quote Details" screen.

Solution/Workaround:
The binding for the header adjustments has been changed from HdrAdjustment to HeaderAdjustmentWithoutShipping to prevent the shipping charges from being displayed.

Defect ID	Defect ID 215818
Case ID	Case ID Internal
Description	Description If a user does not define the expiration date when creating a quote, the expiration date will be computed when the quote is sent to the customer. In such a scenario, in the "Quote Summary" screen, the "Expiration Date" field displays only an icon with the "If sent to the customer today, this date will be <Computed_Date>" message displayed when a user moves the pointer over the icon. There is no information displayed on the user interface to indicate how a user can modify the expiration date.

Solution/Workaround:
If a quote is created without the expiration date defined, the expiration date that will be computed by the system when the quote is sent to the customer is displayed in the "Expiration Date" field in the "Quote Summary" screen. Additionally, the message that is displayed when a user moves the pointer over the icon displayed adjacent to the "Expiration Date" field has been changed to "If sent to the customer today, this date will be <Computed_Date>. Select Modify Quote task to change this date."

Defect ID	Defect ID 216002
Case ID	Case ID Internal

Description	Description The screenshot in the Sterling Field Sales: User Guide that illustrates the user interface layout of the application should be updated to show the correct icons.

Solution/Workaround:
> The screenshot in the topic "Understanding the Sterling Field Sales Application User Interface" of the Sterling Field Sales: User Guide has been updated.

Defect ID	Defect ID 216183
Case ID	Case ID Internal
Description	Description The message and the buttons in the "Unsaved Changes" dialog box may be confusing to a user. The "Unsaved Changes" dialog box displays the following message along with the "OK" and "Cancel" buttons:

"Are you sure you want to navigate away from this page? Any unsaved data will be lost."

Solution/Workaround:
> The message in the "Unsaved Changes" dialog box has been changed to "You have unsaved changes on this screen. You may go back to the screen to perform the save or continue without saving your changes." Additionally, the buttons in the "Unsaved Changes" dialog box have been changed to "Go Back" and "Continue Without Saving".

Defect ID	Defect ID 216211
Case ID	Case ID Internal
Description	Description When a quote is in the "Ordered" status, the "View/Add Notes" hyperlink in the top panel of the quote management screens may not be displayed completely.

Defect ID	Defect ID 216266
Case ID	Case ID Internal
Description	Description The incorrect expiration date is displayed when a user performs the following sequence of actions:

1. 1.Creates a quote without defining the expiration date.
2. 2.Navigates to the "Quote Summary" screen, and clicks the "Edit" hyperlink in the "Customer" panel.
3. 3.Moves the pointer over the icon displayed adjacent to the "Expiration Date" field.

Defect ID	Defect ID 216319
Case ID	Case ID Internal
Description	Description A runtime error may be thrown when a user performs the following sequence of actions:

1. 1.Navigates to the "Products" tab of the "Quote Details" screen.
2. 2.Clicks the "Browse" button.
3. 3.Clicks the "Add to Quote" button.
4. 4.Immediately clicks the "Close" button.

Defect ID	Defect ID 216376
Case ID	Case ID Internal

Description	Description If the "Quote Line Type To Use For Recommended Items" rule is not configured, when a user clicks the "Modify Quote" related task, the "Quote Lines" tab appears truncated.

> **Solution/Workaround:**
> The "Recommended Lines" tab is hidden by default and will be displayed only if the "Quote Line Type To Use For Recommended Items" rule is configured.

Defect ID	Defect ID 216547
Case ID	Case ID Internal
Description	Description The Sterling Field Sales: Implementation Guide should be updated with information that a user cannot generate a proposal using the JasperReport reports provided out of the box if the ARIALUNI.TTF font is not installed on the application server.

> **Solution/Workaround:**
> The required information has been included in the topic "Generating a Proposal" in the Sterling Field Sales: Implementation Guide.

Defect ID	Defect ID 216598
Case ID	Case ID Internal
Description	Description When searching for a product, if there are both products and services matching the search criteria, the number of products returned by the search may be lesser than the number selected in the "Results Per Page" drop-down list.

> **Solution/Workaround:**
> The input XML of the searchCatalogIndex API has been changed to include the ItemGroupCode attribute under the Filters element instead of the Item element so that the correct number of products is retrieved when a user searches for a product.

Defect ID	Defect ID 216710
Case ID	Case ID Internal
Description	Description The attributes displayed in the "Generate Proposal" screen that are to be included in a proposal are saved as a JSON object and not as an XML file.

Defect ID	Defect ID 216895
Case ID	Case ID Internal
Description	Description If there is only one attribute to be displayed in the "Narrow By" panel of the "Product Search" screen, the attribute is not displayed and a "No further refinements available" message is displayed.

Defect ID	Defect ID 217124
Case ID	Case ID Internal

Description	Description The unit price of a product displayed in the following screens may not be consistent:

- "Product Search" screen
- "Product Details" screen
- "Products" tab of the "Quote Details" screen (when adding a product by entering the complete Product ID)

Solution/Workaround:
> The PricingDate attribute is passed in the input XML of the searchCatalogIndex API and the getCompleteItemList API so that the pricing date is considered when a search is performed for a product in a quote.

Defect ID	Defect ID 217418
Case ID	Case ID Internal
Description	Description The JavaScript API Documentation should be updated with the Sterling Field Sales JavaScript API information.

Solution/Workaround:
> The JavaScript API documentation has been updated with the required information. For more information about the JavaScript API Documentation and the URL that can be used to access it, refer to the topic "Overview of Sterling Field Sales Customization" in the Sterling Field Sales: Customization Guide.

Defect ID	Defect ID 217495
Case ID	Case ID Internal
Description	Description The Sterling Field Sales: Deployment Guide should provide information about the URL that a user can use to log in to Sterling Field Sales.

Solution/Workaround:
> The required information has been included in the topic "Logging In to Sterling Field Sales" in the Sterling Field Sales: Deployment Guide.

Defect ID	Defect ID 217580
Case ID	Case ID Internal
Description	Description The Sterling Field Sales: User Guide should be updated with information that the "Recommended Lines" tab in the "Quote Details" screen is displayed or hidden based on the configuration. Additionally, the Sterling Field Sales: Implementation Guide should be updated with information about the "Quote Line Type To Use For Recommended Items" rule.

Solution/Workaround:
> The Sterling Field Sales: User Guide and the Sterling Field Sales: Implementation Guide have been updated with the required information.

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