Sterling Call Center and Sterling Store

IBM

Fix Pack Release Notes

Release 9.1.0.25

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Contents

In This Fix Pack

This fix pack contains the enhanced support for IBM® Sterling Call Center and IBM Sterling Store.

Installation Information

The prerequisites for this fix pack 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 Call Center and Sterling Store Release 9.1 before you install this fix pack. For information about installing Release 9.1, see the installation information on http://help.sterlingcommerce.com/SFSF91/index.jsp.
  - Follow the "Fix Pack Installation Procedure" below.
- If you are an existing customer, follow the "Fix Pack Installation Procedure" below.

Fix Pack Installation Procedure

This fix pack is available on the Sterling Commerce® Customer Center and on IBM Fix Central at http://www-933.ibm.com/support/fixcentral/.

The installation instructions file, `COM_Fix_Pack_Installation.txt`, is included in the fix pack download.

Defects Addressed In This Fix Pack

The following defects have been addressed in this and previous fix packs to Sterling Call Center and Sterling Store, Release 9.1.

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Fix Pack 9.1.0.25

Defect ID	396678
Case ID	66380,004,000
Description	The associated item panel is not displayed, when a user performs the following steps:

1. Configures Sterling Call Center and Sterling Store to show the associated item in a panel.
2. Creates an order and proceeds to Add Line screen.
3. Enters the same ItemID that was provided previously at the item panel and presses the Enter key.

Defect ID	397317, 287128
Case ID	37543,999,616, Internal

Description   When a user logs in to the application, the alerts from other queues are also displayed, even though it is configured to show alerts only from the user subscribed queues.

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Defect ID	388260
Case ID	37269,999,616
Description	The default note is not automatically populated, when a user performs the following sequence of actions:

1. Checks either 'Payment is External to the Call Center Mode' or 'Payment is External to the Store Mode' in Channel Applications Manager at Order Administration > Advanced Configurations > Configure User Interface Payment Handling.
2. Logs into Sterling Store.
3. Completes the Back Room Pick for a shipment.
4. Goes to Customer Pick : Customer Verification screen.
5. Selects one of the Verification Details options.

Defect ID	380265
Case ID	41205,082,000
Description	The item images that are fetched must be cached on to the disk to improve the performance.

Fix Pack 23

Defect ID	382643
Case ID	69932,999,649
Description	Override price for item pop-up screen is opened twice, when user with administrator privileges performs the following sequence of actions:

1. Clicks Create Order.
2. In the "Add Items" screen, adds an item, and then clicks "Override Price" option.
3. Overrides the price and clicks Apply or Cancel.
4. Clicks "Override Price" again.
5. Clicks the pop-up that is open.

Fix Pack 22

Defect ID	377223

Case ID	27921,082,000
Description	A potential performance issue is observed when processOrderCollection API is called with few extra attributes present in the output template.

Solution: The AwaitingAuthInterfaceAmount and AwaitingChargeInterfaceAmount attributes that are not used are removed from the PaymentMethod element in output template used for processOrderCollection API.

Please refer COM_Fix_Pack_Installation.txt file for the list of XML files affected.

Defect ID	378261
Case ID	Internal
Description	The error "Command null not defined in commands file" is logged in Sterling Call Center client trace and Return Order Notes are not displayed, when a user performs the following sequence of actions:

1. Creates an order with line level notes.
2. Ships the order and creates return for the order with line and header level notes for return order.
3. Navigates to the Sales Order Summary screen and opens Line Summary screen for a sales order line.
4. Clicks View/Edit Notes link in the Important Notes tab. Order Line Notes summary is displayed.
5. Selects the Return check box.

Fix Pack 21

Defect ID	374114
Case ID	71178,019,866
Description	Order notes filter does not work as expected, when a user performs the following sequence of actions:

1. Creates a sales order with some notes at order level and order line level.
2. Logs in to Sterling Call Center application.
3. Opens an order.
4. Navigates to the Order Summary screen and clicks View/Add Notes link. The Note Details pop-up window is displayed with the order header notes.
5. Selects Order Lines Check box and Return check box and clears the order header check box. The filtered notes are displayed.
6. Clears the Return check box and selects it again. Even if the selections are same as mentioned in step 5, the notes displayed are different.

Defect ID	376467
Case ID	36818,999,616

Description All style attributes are disabled in Style Item attribute selection pop-up window, when a user performs the following sequence of actions:

1. Sets Pick Up as the only fulfillment method for a child item and provides inventory for this child item.
2. Logs in to Sterling Call Center application.
3. Attempts to add the parent style item to an order.

Fix Pack 20

Defect ID 372776

Case ID 70916,019,866

Description The purged return order does not get restored, when a user performs the following sequence of actions:

1. Creates a sales order.
2. Creates a return order for the sales order, created in step 1.
3. Changes the state of the sales order and the return order to purgeable (ORDER_CLOSED=Y and PAYMENT_STATUS=PAID/ NOT_APPLICABLE).
4. Purges the return order and then the sales order.
5. Navigates to the Order Search screen or the Return Order Search screen, and clicks View History link to open the sales order and return order.

Fix Pack 19

Defect ID 286284

Case ID Internal

Description For an exchange order in a return-exchange scenario, the 'Item Description' field is not localized in the following screens:

- Appointment Summary
- Manage Service Groupings
- Choose Appointment

Defect ID 318946

Case ID Internal

Description The Host and Proxy fields provided in the Sterling Order Management login screen and the Sterling Call Center and Sterling Store login screen must be made configurable to allow the administrator to prevent a user from accessing an unauthorized host system.

Solution: A new -DdisableProxyInput parameter has been introduced. In the com.ini/som.ini, if the value of the -DdisableProxyInput is set to true (-DdisableProxyInput=true), the proxy host and port inputs in the login options are greyed out and the user will not be able to enter any value in the Host and Proxy fields.

Defect ID	369324
Case ID	70576,019,866
Description	The Item column is not hidden in the Reship Select Item screen, when a user performs the following sequence of actions:

1. Creates an order and moves the order to "Shipped" status.
2. Launches the Shipment Inquiry screen from "Where is my shipment?" related task and clicks the "Reship Shipment Line" hyperlink.
3. Hides the Item column using the Extensibility tool.

   The Item column is still visible and also expands when sorting any column.

Fix Pack 18

Defect ID	310430, 310433
Case ID	Internal
Description	The application must be enhanced to provide ability to delete externally related order lines programmatically.

Solution: A new utility, deleteLinesFromOrder(Element orderLines) is exposed to delete lines from an order.

The method can be used as below:

YCDExtensionUtils.deleteLinesFromOrder(orderLines).

This method is used to delete the OrderLine(s) from the Add Item page. It is exposed only for Order Entry Add Item page. The user must be on the Add Item page when this utility is invoked. If any of the saved order lines are deleted or cancelled, then the page is refreshed.

OrderLines - OrderLines element containing the OrderLine(s) that have to be deleted programmatically.

This element should be of following format:

```
<OrderLines>
<OrderLine TransactionalLineId="" OrderLineKey="" ShowWarningMessage=""/>
<OrderLines/>
```

The elements of YCDExtensionUtils.deleteLinesFromOrder(orderLines) method are as follows:

- OrderLineKey - The OrderLineKey of the OrderLine that needs to be deleted. This attribute is mandatory to be passed for order lines that are saved on order for which OrderLineKey is generated.
- TransactionalLineId - The TransactionalLineId of the OrderLine that must be deleted. Pass this attribute only if OrderLineKey is not generated for this line.
- ShowWarningMessage - Valid values for this attribute are "Y" or "N". If Y, the warning message 'before deleting the line' is displayed. If N, the warning message 'before deleting the line' is not displayed.

Defect ID	363314
Case ID	53927,057,649

Description   "Could not find active search index." error message is displayed, when a user performs the following sequence of actions:

1. Creates an Enterprise E1 and builds a search index for the catalog for E1.

2. From the Channel Applications Manager, configures the item search options to "Search Through Items Currently Being Sold", for E1 and DEFAULT organizations.

3. Logs in to the Sterling Call Center application as admin user created for DEFAULT organization.

4. Selects E1 from the enterprise drop-down list in the Quick Access screen.

5. Enters a search criteria for item search, such that multiple items are returned. The Advanced Item Search screen is displayed with "Could not find active search index." error message.

Fix Pack 17

Defect ID   286963

Case ID   Internal

Description   In the Consumer Details screen under the Draft Orders tab, the 'Channel' column is not localized.

Defect ID   352918

Case ID   64064,999,760

Description   An error message "You must specify a valid date and time" is displayed, when a user performs the following sequence of actions:

1. Launches Application Manager.

2. Navigates to the Application Platform > Presentation > Locales. The Locale screen is displayed.

3. Right clicks the out-of-box English locale, for example, en_US and clicks Save As.

4. Updates the following fields and saves it as a new locale;
   - Date Time Format to yyyy/MM/dd HH:mm:ss
   - Date Format to yyyy/MM/dd

5. Creates a new user with the new locale.

6. Logs in to the application with the new user credential.

7. Navigates to the Advanced Order Search screen.

8. Clicks calendar icon next to "From Date" and "To Date" fields to select a date.

Note: Similar error message is displayed for Return Order screen.

Defect ID   358239

Case ID   21665,082,000

Description   The system throws a NullPointerException, when a user performs the following sequence of actions:

1. Creates an order for an existing customer.
2. Navigates to the Confirm Payment screen.
3. Clicks Add Payment Method button.
4. Selects payment type from the drop-down list and enters the required information.
5. Selects the "Save Against Customer" check box.
6. Clicks Apply button.
7. Clicks Confirm on the Confirm Payment screen.

Fix Pack 16

Defect ID   289458, 350174

Case ID   Internal, 73318,082,000

Description   The default Bill To Address that is considered for credit card verification is not displayed in the following scenarios:

- When modifying the existing payment method in Manage Customer Payment Methods task.
- When adding a new payment method in Change Payment Method task, which is launched from the Order Summary screen using Alt +Shift+ H.

Defect ID   355263

Case ID   93330,082,000

Description   When a user clicks the View History Orders link in the Advanced Order Search screen after performing a search, the system incorrectly displays the results from the earlier search instead of displaying the History orders.

Defect ID   356600

Case ID   52841,057,649

Description   The StyleSize popup is not displayed for the model item M1, when a user performs the following sequence of actions:

1. Creates two model items, for example, M1 and M11, such that the itemID of one item is a substring of the other item.
2. Enters M1 in the item field in the Order Entry screen and then tabs out.

Fix Pack 15

Defect ID   287908

Case ID   Internal

Description   The data displayed in the columns added to a table through the extension tool is not localized.

Defect ID   351396

Case ID	63650,999,760
Description	Control name which is the unique identifier of the table columns is localized for the Invoice List table in the Order Invoice screen, due to which a user is not able extend the Order Invoice screen.

Fix Pack 14

Defect ID	286960
Case ID	Internal
Description	In the Undo Backroom Pick screen the description of an item under the 'Item Id' column is not localized.
	Solution: The application is enhanced. The system calls the getShipmentDetails API and getSalesOrderDetails API instead of only the getShipmentDetails API to fetch the localized description of an Item.

Defect ID	287941
Case ID	Internal
Description	The delivery method displayed in the Inventory Shortage Warning pop-up window of the Change Fulfillment Options screen is not localized.

Defect ID	291162
Case ID	Internal
Description	The system must not allow a user to create an order that has an order line with quantity as zero (0).

Defect ID	340902
Case ID	62903,999,760
Description	When Address pop-up window is opened in context of a customer, the pnlAddressID and pnlContactInfo panels both contains same control name "pnlContactInfo". Due to which, a user is not able to perform extensibility on these panels.
	Solution: The name of the panel containing lblAddressID and textAddressDesc is modified to pnlAddressID from pnlContactInfo.

Defect ID	347331
Case ID	18124,057,649
Description	In the Order Entry Add Item screen, columns are not aligned to their corresponding header labels, if the application is opened on a higher resolution.
	Solution: The alignment of columns with the header labels in the Order Entry Add Item screen is made resolution independent. The columns align with the header labels for all the resolutions.

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Defect ID	291162
Case ID	Internal
Description	The system must not allow a user to create an order that has an orderline with quantity as zero (0).

Defect ID	346593
Case ID	22608,082,000
Description	Error message "The getContextOrganizationCode() must be implemented" is displayed, when a user performs the following sequence of actions: 1. Creates a business customer with a Credit Card as payment method. 2. Navigates to the Customer Details page and opens the Manage Payment Method page. 3. Clicks Modify hyperlink and updates the Card Holder Name. 4. Clicks the Apply button. 5. Clicks Modify hyperlink again.

Defect ID	347287
Case ID	18387,057,649
Description	In the Style Items pop-up window, when a user selects a valid child item by selecting the values for all the attributes, the pop-up window expands horizontally.

Fix Pack 12

Defect ID	326152
Case ID	64025,379,000
Description	The YRCLoginDialog extension point must allow modification of Ship Node and Enterprise Code values. **Solution**: Use the static methods of the YRCAuthenticator class to modify the Ship Node and Enterprise Code values.

Defect ID	329697
Case ID	40048,550,000
Description	The *Sterling Call Center and Sterling Store: Implementation Guide* must be updated with the information about YCD_ExecuteCollectionCreditCard_Proxy_1.0 service used to integrate with the external payment system. **Solution**: In the *Sterling Call Center and Sterling Store: Implementation Guide*, the following topics have been updated with the required information: • Credit Card Implementation • Stored Value Card Implementation • Return Check Implementation

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Defect ID	328724
Case ID	82726,057,649
Description	If SSDCS is enabled, and a payment type is entered using Sterling Call Center and Sterling Store applications and ISSDCSTokenize UE user exit is implemented, the SterlingPaymentType attribute in the ISSDCSTokenize UE user exit input must be populated.

Defect ID	329185
Case ID	41385,550,000
Description	In the Order Entry flow, if the customer search result exceeds the configured page limit, the 'Get More Records' hyperlink must be displayed in the Customer Search Result screen.

Fix Pack 10

Defect ID	322029, 323158
Case ID	27760,999,616
Description	The DB2 and SQLServer specific database setup scripts and a generic command for the initial set up of database for Sterling Call Center and Sterling Store Operational Reports must be provided.
	Solution: The requisite information has been provided in the *Sterling Call Center and Sterling Store: Business Intelligence Guide* under the following topics;
	• Create the WithHistory Views
	• Create the WithoutHistory Views
	• Run the Custom Scripts for Windows
	• Run the Custom Scripts for UNIX
	.

Fix Pack 9

Defect ID	311490, 315061
Case ID	00188687, 899277,999,000

Description   When making the Secure Socket Layer (SSL) connection, the hostname is not validated properly .

Solution: The custom code has been modified such that the custom hostname verifier and the truststore implementation is disabled. The system property (`-DdisableTrustStore=true`) must be provided in the `com.ini` file so that the JDK implementation is used to match the hostname.

Fix Pack 8

Defect ID	302627, 302629
Case ID	Internal
Description	Globalization issues have been addressed.

Fix Pack 7

Defect ID	258296
Case ID	Internal
Description	Globalization issues have been addressed.

Defect ID	258257, 258332
Case ID	Internal
Description	"To=&To" string is used in multiples places.

Known Issues: "To=&To" string is used in multiples places. A separate string for Expiration_To , Created_on_To, and Follow up_Date_To must be created, as the translation is different in different languages for the string TO.

Workaround: NA.

Fix Pack 6

Defect ID	255882
Case ID	00363342
Description	The *Sterling Call Center and Sterling Store: Upgrade Guide* must be updated with information about migrating history-data from 7.5 to 9.1.

Solution: The section 'History Data Migration' under 'Upgrade the IBM Sterling Call Center and IBM Sterling Store Add-in' topic of the *Sterling Call Center and Sterling Store: Upgrade Guide* has been updated with the requisite information.

Fix Pack 5

Defect ID	255786
Case ID	00363284
Description	When a user logs in to the application after a session timeout, the login window does not display the Login ID.

Fix Pack 4

Defect ID	253737
Case ID	Internal
Description	Globalization issues have been addressed.

Fix Pack 3

Defect ID	252651
Case ID	Internal
Description	Globalization issues have been addressed.

The *Applications Installation Guide* has been updated with the requisite information as part of the globalization issues.

Fix Pack 2

Defect ID	249746
Case ID	Internal
Description	All the globalization issues have been addressed.

Fix Pack 1

Defect ID	140555
Case ID	Internal

Description When a user performs the following actions, the error message, "Cannot Change Delivery Method" is displayed:

1. Logs in to the application.
2. Selects the Create Order related task and proceeds to add an item.
3. Adds a ship together bundle item.
4. Selects the fulfillment option as Delivery and proceeds to take an appointment.
5. Clicks on bread crumbs and returns to the Advanced Add Item page.
6. Modifies the fulfillment option from Delivery to Shipping or Pickup.
7. Clicks the Next button.

Defect ID	238814
Case ID	Internal
Description	In the localized application, the task names in control assist are not translated according to the user's locale.

Defect ID	240654
Case ID	Internal
Description	From Sterling Call Center and Sterling Store, a user is not able to launch any other application, for example, IBM Sterling Business Center.

Defect ID	241890
Case ID	Internal
Description	When a user performs the following actions, the order line is not completely displayed:

1. Logs in to the application.
2. Creates a price match alert for multiple order lines.
3. In the Price Match Alert Detail screen, selects one of the order lines.

Defect ID	241936
Case ID	Internal
Description	In the Quick Access screen, under the Order Search panel, when a user adds a custom control and configures to set the focus on this field, the focus is not set on the custom control.

Defect ID	242315
Case ID	Internal
Description	When a user attempts to add a coupon to an order that was earlier applied and removed on the same order, an error message is displayed.

Defect ID	242362
Case ID	Internal

Description	The filtering of notes based on the selection of check boxes is incorrect when the Notes pop-up window is opened in the Create Order flow.

Defect ID	242369
Case ID	Internal
Description	When a user performs Customer Appeasement for an order line from the Return Reason page, the appeasement is applied to all the return order lines even though the user selects only one order line. As a result of this, an appropriate warning message is displayed.

Defect ID	242516
Case ID	Internal
Description	While performing the create return flow, if a user clicks another tab and returns to the return flow tab, the page title is incorrectly displayed.

Defect ID	242519
Case ID	Internal
Description	After applying discounts to an exchange order, a negative sign is not displayed for the discounts in the Payment Confirmation screen.

Defect ID	242605
Case ID	Internal
Description	If a user attempts to launch any other application such as Sterling Selling and Fulfillment Suite from the Related Tasks, the Sterling Call Center and Sterling Store Login screen is displayed.

Defect ID	242841
Case ID	Internal
Description	The Alt+Ctrl+V keyboard shortcut key provided in the Report Wrong Items Payment Confirmation screen does not work.

Defect ID	242848
Case ID	Internal
Description	In the Payment screen, the "View/Modify Return Order Price Details" button is incorrectly labeled.

Defect ID	242953
Case ID	Internal
Description	For a business customer, when a user modifies an existing customer contact, the user groups associated with the contact's user is incorrect.

Defect ID	243340

Case ID	Internal
Description	In the Sterling Call Center and Sterling Store screens, the field name "Country" must be displayed as "Country/Region".

Defect ID	244140
Case ID	Internal
Description	In the application, the images present in a table column are displayed in the table header.

Known Issues: A user will encounter the following issues:

- Themes are not properly displayed.

  Resolution: To display the themes properly, use the windows classic theme.

- Resizing the screen distorts the screen layout.

  Resolution: To display the screen properly, maximize or minimize the screen.

Defect ID	246731
Case ID	Internal
Description	The term "country" must be replaced with "country or region" in the Sterling Call Center and Sterling Store documents.

Solution: The following documents have been updated with the requisite information:

- *Sterling Call Center and Sterling Store: User Guide*
- *Sterling Call Center and Sterling Store: Implementation Guide*
- *Sterling Call Center and Sterling Store: Localization Guide*
- *Sterling Call Center and Sterling Store: Upgrade Guide*

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