

Sterling e-Invoicing



# Release Notes

*Version 14, for Sterling B2B Integrator 5.2.1*



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**Note**

Before using this information and the product it supports, read the information in "Notices" on page 7.

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## Contents

IBM Sterling e-Invoicing Issues and Resolutions . . . . .	1
Notices . . . . .	7



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# IBM Sterling e-Invoicing Issues and Resolutions

## Important Upgrade Notice:

The Sterling e-Invoicing features available with Sterling Integrator Release 5.0, Build 5007 or later are not yet available in the IBM Sterling B2B Integrator, Release 5.2.1. These enhancements will be available in a future release.

Therefore, if you are using Sterling e-Invoicing with Sterling Integrator 5.0, Build 5007 or later, do not upgrade to Sterling Integrator, Release 5.2.1. If you do, the Sterling e-Invoicing archive database upgrade will fail.

If you are using Sterling e-Invoicing with Sterling Integrator Release 5.0, Build 5007 or later, you must wait to upgrade your installation with Sterling B2B Integrator, Release 5.2.2, which will allow you to successfully upgrade your Sterling e-Invoicing archive database tables and you can continue to use the Sterling e-Invoicing enhancements introduced in Sterling Integrator Release 5.0, Build 5007.

## Defects 39143 and 39144

**Issue:** The following exception appears in the visibility.log:

```
[2008-05-22 04:37:13.465] ERROR 000110011076
WORKFLOW.WORKFLOW.ERR_String_statusMap_get_BASIC_STATUS
com.machinename.name.workflow.InitialWorkFlowContext.continueWorkFlow()
WARNING Can not complete CONTINUE BASIC_STATUS= 1 ADV_STATUS= null
wfc :IBMP509:node1:11a0f8c4be4:1293
```

**Resolution:** A failed attempt to revalidate an invoice will cause this exception. The exception should not occur, but if it does, it does not cause a functional problem in the system and therefore can be ignored.

## Defect 37944

**Issue:** If you execute the eInvoiceProcess business process and specify invalid e-Invoicing global configuration settings, the TrustWeaverEInvoicing business process fails and it will wait and retry the TrustWeaver™ connection. While the retry is in process, if you modify the global configurations with the valid details and execute the eInvoiceProcess business process, the TrustWeaverEInvoicing business process still continues to retry with the older configuration, which causes the creation of a country-specific lock.

**Resolution:** There are two resolutions for the above issue:

- If you need to retry executing the eInvoiceProcess business process, you have to either wait for a timeout (60 minutes by default or whatever is configured in the global e-Invoice Configuration parameters), or terminate the business process and then restart the eInvoiceProcess business process if the agreement is configured to invoke a post-processing business process. If the agreement is not configured to invoke a post-processing business process, then you must restart the parent process.

- If you terminate the business process, the country-specific locks are not released, and you must release them manually by using the Lock Manager in Sterling e-Invoicing. Unless the locks are released, the business process cannot be executed.

### Defects 39445 and 39590

**Issue:** The e-Invoice Archive Setup script (setupInvoiceArchive.sh) hangs when attempting to add the eInvoiceCanonical.bifm schema.

**Resolution:** First, stop and rerun the e-Invoice Archive Setup script. If it hangs again, delete the eInvoice fact models (**eInvoiceCanonical.bifm** and **eInvoiceArchive.bifm**) through the Sterling e-Invoicing user interface, and then delete the **jdbc.properties\_einvoicing\_ext** from `<install_dir>/properties` and rerun the setupInvoicearchive.sh script.

**Note:** Do not delete the **jdbc.properties\_einvoicing\_ext.in** file.

### Defect 38822

**Issue:** The description of the e-mail notification that is sent to the Sterling e-Invoicing administrator does not contain the count of e-mail notifications that were skipped because they surpassed the notification threshold/limit. This happens only when the parameter **Notify Internal Contact on Supplier-side Error** or **Notify Internal Contact on Buyer-side Error** is set to **Yes** in the agreement, but a contact e-mail address is not provided in the appropriate identity. In this scenario, and e-mail notification is still sent with the description stating that the agreement was configured to notify the partner but no e-mail address was specified.

**Resolution:** Update the appropriate identity with a valid e-mail address.

### Defect 37986

**Issue:** When running the e-Invoice Archive Setup script, exceptions are generated in the system log because the code tries to connect to an instance of the Sterling e-Invoicing that is not running. The exception looks like the following:

```
ERROR 000310010056 UTIL.UTIL.ERR_ConnectException Got  
ConnectException in URL.send java.net.ConnectException:  
A remote host refused an attempted connect operation.
```

**Resolution:** You can ignore these exceptions because they do not affect the setup of the e-Invoice Integrated Archive.

### Defect 35806

**Issue:** While exporting envelopes, if you select **Export All Versions** in the **Trading Partner > Document Envelopes > Envelopes** page, in the Confirm page the field value for Trading Partner Envelope Version is displayed as Default instead of ALL.

**Resolution:** Be aware that Default in this scenario really indicates ALL.

### Defect 39579



**Issue:** The first attempt to release a semaphore in a clustered environment may fail, causing the TrustWeaverEInvoicing business process to enter the “completed with error” state rather than the “completed” state.

**Resolution:** Failure to release the semaphore is not a fatal error, since the semaphore will timeout within thirty seconds. You can safely ignore this message.

#### Defect 38074

**Issue:** If you try to generate an invoice details report in XLS format when another XLS-formatted details report is already open, the generated report is not displayed (instead the old report is displayed again). This occurs for two reasons: XLS-formatted Invoice reports are always saved with the name (eInvoiceDetailsReport.xls) and Microsoft Excel does not allow two documents with same name to be open simultaneously.

Additionally, if you try to generate an eInvoiceSummaryReport in XLS format when an XLS-formatted details report is already open, the system displays a warning message before displaying the summary report.

**Resolution:** Close any XLS-formatted reports prior to generating an XLS-formatted summary or detail report.

#### Defect 36487

**Issue:** When two invoices have the same key values but are missing an invoice number are processed by the buyer-side process, the second invoice is reported as a duplicate in the eInvoice Archive service status report. However, in the integrated archive it shows the invoice as having a data error instead of being a duplicate invoice.

**Resolution:** The second invoice with the same key values and missing invoice number is not marked as a duplicate in the database because it is not known if it was truly a duplicate since key information was missing. The status report from the eInvoice Archive service shows that the second invoice was duplicate, but you should treat the invoice as a data error until you inspect the invoice and determine whether it truly is a duplicate.

#### Defect 38458

**Issue:** If you run the eInvoice archive install script while Sterling e-Invoicing is still running, it fails or hangs.

**Resolution:** Shut down Sterling e-Invoicing before running the eInvoice archive install script.

#### Defect 39434

**Issue:** The Translation service goes into the Interrupted state, the status report contains java.lang.NullPointerException and the system.log contains the following exception:

```
[2008-05-28 07:31:45.712] ERROR 000110070158 WORKFLOW.  
ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService21  
ActivityEngineHelper.invokeService() caught exception  
while attempting to execute service Translationjava.lang.  
NullPointerException
```

**Resolution:** Either resume or restart the business process that executed the Translation service, and it will complete successfully.

#### **Defect 38815**

**Issue:** If the canonical document is missing any of the six primary key fields, you may find the following error message in the logs:

```
DuplicateCheckService.findDuplicates:java.sql.SQLException:  
Parameter index out of bounds. 7 is not between valid values  
of 1 and 6
```

**Resolution:** Ignore the error, it will not prevent the document from being processed correctly.

#### **Defect 38483**

**Issue:** The TrustWeaverEInvoicing business process ends with an error on the HTTP Client Adapter instance because of a response timeout.

**Resolution:** If this error occurs, you should check the HTTP Client Adapter configuration settings to ensure the Response timeout (second) parameter is set to a value greater than the time taken by the HTTP adapter to return a response from TrustWeaver.

#### **Defect 39046**

**Issue:** When searching for invoices in the integrated archive, the search fails and the following exception is reported in the einvoicing.log:

```
SQL Error Code: 1652  
SQL State: 72000  
java.sql.SQLException: ORA-01652: unable to extend temp segment  
by 128 in tables pace TEMP
```

**Resolution:** Update the database statistics and retry the search. If the same error occurs, increase the available temporary (temp) space in the database.

#### **Defect 37121**

**Issue:** The Semaphore service does not give you the option to change the parameters in the business process.

**Resolution:** You can manually add the optional parameters in the GPM.

#### **Defect 39776**

**Issue:** If Sterling e-Invoicing is unable to connect to the e-Invoice Integrated Archive Database server, the eInvoice Archive service, eInvoice Duplicate Check service, or eInvoice Time Stamping Request service fails with the status "Interrupted\_Man," advanced status "Service Error," and the following error in the status report: java.lang.Exception: Throwable in ae.invokeService:null.

**Resolution:** First, ensure that the integrated archive database is running and accessible to Sterling e-Invoicing. Then, if the failed service is in the e-Invoice supplier process, restart (do not resume) the parent e-Invoice process. If the failed service is instead part of the e-Invoice buyer process or the timestamping process, resume (do not resume) that process.

### **Defect 37898**

**Issue:** When you specify an invalid fact set for a valid fact model in the Straight Through Extraction service, it results in a null pointer exception in the bizintel.\*log that starts with the following content:

```
Error during addStatementToBatch  
java.lang.NullPointerException
```

**Resolution:** Correct the StraightThroughExtraction business process to specify a valid fact set for the given fact model.

### **Defect 37201**

**Issue:** When you pass a non-existent Semaphore\_key to the getSemaphoreDetails service instance, you receive an empty result set instead of a “No Record Found” message.

**Resolution:** When an empty result set is returned for the getSemaphoreDetails service instance, assume that no records were found.

### **Defect 38269**

**Issue:** The user account for a general user (not an admin user) must be granted both the eInvoicing ALL SUPPLIERS and eInvoicing ALL BUYERS permissions to import an agreement.

**Resolution:** Assign the eInvoicing ALL SUPPLIERS and eInvoicing ALL BUYERS permissions to a general user so that the general user can import an agreement.

### **Defect 38266**

**Issue:** The eInvoiceSupplierProcess halts when the eInvoice Duplicate Check service detects a duplicate invoice. If the process is resumed, it will skip the eInvoice Duplicate Check service, which may result in duplicate invoices.

**Resolution:** The duplicate invoices are not processed because the eInvoice Archive service correctly reports an error, and no action is required from the user.



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