Sterling e-Invoicing

Release Notes

1.4, for Sterling B2B Integrator 5.2.2

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This edition applies to Version 1 Release 4 of IBM Sterling e-Invoicing and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

Issues and Resolutions (1.4 for 5.2.2 or higher)

IBM® Sterling e-Invoicing has certain identified issues and resolutions.

Important Upgrade Notice: Oracle Add Constraint Error

When you upgrade Sterling e-Invoicing and are using an Oracle database, if the upgrade fails with the error message "name is already used by an existing object," this occurs because the default behavior for the "drop constraint" command changed in Oracle 10. The index that is used to support the constraint is now only removed if the index was generated by the "create constraint" command.

The indexes for Sterling e-Invoicing are always generated from constraints during an install. If you receive this error during a Sterling e-Invoicing upgrade, it is because of how the database was restored, the version of Oracle you are using, and because the Oracle "imp command" exported the indexes and constraints separately.

There is no way to determine when the imp command will not add a create index command to the export file if it was generated by a constraint – but if it does add the command, the database restore process loses the association of the constraint and its underlying index.

The database script that runs during a Sterling e-Invoicing upgrade executes two steps:

1. First, it drops the unique constraint so the next step can redefine it using additional columns. However, the drop constraint command does not remove the underlying index if the association with its index was lost.

2. The next command that redefines this constraint requires a different index definition, but in this scenario the name of the index the constraint wants to use already exists, which causes the "name is already used by an existing object" error.

If you receive the above error message, the solution for this problem is to drop the index and rerun the Sterling e-Invoicing upgrade. The drop index command you should use is:

```
drop index UNQ_EINV_CANON
```

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 eInvoicing 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 (setupEinvoiceArchive.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 setupEinvoicearchive.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 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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