

# **Selling and Fulfillment Foundation: Release Notes**

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# Preface

---

This document describes the new features introduced in Selling and Fulfillment Foundation, Release 9.0. In addition, it discusses the known issues in the release, and how to resolve them, if applicable.

## Intended Audience

This document is intended for use by system administrators and managers who need to configure Selling and Fulfillment Foundation to fit their business requirements.

## Structure

This document contains the following sections:

### **Chapter 1, "New Features"**

This chapter introduces the new features in Selling and Fulfillment Foundation, Release 9.0.

### **Chapter 2, "Known Issues"**

This chapter provides a list of the known issues in Selling and Fulfillment Foundation, Release 9.0.

### **Chapter 3, "Deprecated and Deleted Components, Functionalities, and Reports"**

This chapter provides a list of components and functionalities that have been deprecated or deleted from Selling and Fulfillment Foundation, Release 9.0.

# Selling and Fulfillment Foundation Documentation

For more information about Selling and Fulfillment Foundation components, see the following manuals:

- *Selling and Fulfillment Foundation: Release Notes*
- *Selling and Fulfillment Foundation: Installation Guide*
- *Selling and Fulfillment Foundation: Upgrade Guide*
- *Selling and Fulfillment Foundation: Configuration Deployment Tool Guide*
- *Selling and Fulfillment Foundation: Performance Management Guide*
- *Selling and Fulfillment Foundation: High Availability Guide*
- *Selling and Fulfillment Foundation: System Management Guide*
- *Selling and Fulfillment Foundation: Localization Guide*
- *Selling and Fulfillment Foundation: Customization Basics Guide*
- *Selling and Fulfillment Foundation: Customizing APIs Guide*
- *Selling and Fulfillment Foundation: Customizing Console JSP Interface for End User Guide*
- *Selling and Fulfillment Foundation: Customizing the RCP Interface Guide*
- *Selling and Fulfillment Foundation: Customizing User Interfaces for Mobile Devices Guide*
- *Selling and Fulfillment Foundation: Customizing Web UI Framework Guide*
- *Selling and Fulfillment Foundation: Customizing Swing Interface Guide*
- *Selling and Fulfillment Foundation: Extending the Condition Builder Guide*
- *Selling and Fulfillment Foundation: Extending the Database Guide*
- *Selling and Fulfillment Foundation: Extending Transactions Guide*



- *Selling and Fulfillment Foundation: Using Sterling RCP Extensibility Tool Guide*
- *Selling and Fulfillment Foundation: Integration Guide*
- *Selling and Fulfillment Foundation: Product Concepts Guide*
- *Sterling Warehouse Management™ System: Concepts Guide*
- *Selling and Fulfillment Foundation: Application Platform Configuration Guide*
- *Sterling Distributed Order Management™: Configuration Guide*
- *Sterling Supply Collaboration: Configuration Guide*
- *Sterling Global Inventory Visibility™: Configuration Guide*
- *Catalog Management™: Configuration Guide*
- *Sterling Logistics Management: Configuration Guide*
- *Sterling Reverse Logistics™: Configuration Guide*
- *Sterling Warehouse Management System: Configuration Guide*
- *Selling and Fulfillment Foundation: Application Platform User Guide*
- *Sterling Distributed Order Management: User Guide*
- *Sterling Supply Collaboration: User Guide*
- *Sterling Global Inventory Visibility: User Guide*
- *Sterling Logistics Management: User Guide*
- *Sterling Reverse Logistics: User Guide*
- *Sterling Warehouse Management System: User Guide*
- *Selling and Fulfillment Foundation: Mobile Application User Guide*
- *Selling and Fulfillment Foundation: Business Intelligence Guide*
- *Selling and Fulfillment Foundation: Javadocs*
- *Sterling Selling and Fulfillment Suite™: Glossary*
- *Parcel Carrier: Adapter Guide*
- *Visual Modeler™: Application Guide*
- *Selling and Fulfillment Foundation: Multitenant Enterprise Guide*

- *Selling and Fulfillment Foundation: Password Policy Management Guide*
- *Selling and Fulfillment Foundation: Properties Guide*
- *Catalog Management: Concepts Guide*
- *Selling and Fulfillment Foundation: Pricing Concepts Guide*
- *Selling and Fulfillment Foundation: Setting Up Quotes*
- *Sterling Sensitive Data Capture Server, Release 1.0: Configuration Guide*
- *Sterling Sensitive Data Capture Server, Release 1.0: PA-DSS Implementation Guide*
- *Selling and Fulfillment Foundation: Secure Deployment Guide*
- *Business Center: Item Administration Guide*
- *Business Center: Pricing Administration Guide*
- *Business Center: Customization Guide*
- *Business Center: Localization Guide*

## Conventions

The following conventions may be used in this manual:

Convention	Meaning
. . .	Ellipsis represents information that has been omitted.
< >	Angle brackets indicate user-supplied input.
mono-spaced text	Mono-spaced text indicates a file name, directory path, attribute name, or an inline code example or command.
/ or \	Slashes and backslashes are file separators for Windows, UNIX, and Linux operating systems. The file separator for the Windows operating system is "\" and the file separator for UNIX and Linux systems is "/". The UNIX convention is used unless otherwise mentioned.

Convention	Meaning
<INSTALL_DIR>	User-supplied location of the Selling and Fulfillment Foundation installation directory. This is only applicable for Release 8.0 and later.
<INSTALL_DIR_OLD>	User-supplied location of the Selling and Fulfillment Foundation installation directory (for Release 8.0 and later). <b>Note:</b> This is applicable only for users upgrading from Release 8.0 and later.
<SSDCS_DIR>	User-supplied location of the Sterling Sensitive Data Capture Server installation directory.  This is applicable for Selling and Fulfillment Foundation, Release 9.0 and later.
<YANTRA_HOME>	User-supplied location of the Sterling Supply Chain Applications installation directory. This is only applicable for Releases 7.7, 7.9, and 7.11.
<YANTRA_HOME_OLD>	User-supplied location of the Sterling Supply Chain Applications installation directory (for Releases 7.7, 7.9, or 7.11). <b>Note:</b> This is applicable only for users upgrading from Releases 7.7, 7.9, or 7.11.
<YFS_HOME>	For Releases 7.3, 7.5, and 7.5 SP1, this is the user-supplied location of the Sterling Supply Chain Applications installation directory.  For Releases 7.7, 7.9, and 7.11, this is the user-supplied location of the <YANTRA_HOME>/Runtime directory.  For Release 8.0 and later, the <YANTRA_HOME>/Runtime directory is no longer used and has been substituted with the location <INSTALL_DIR>.
<YFS_HOME_OLD>	This is the <YANTRA_HOME>/Runtime directory for Releases 7.7, 7.9, or 7.11. <b>Note:</b> This is only applicable for users upgrading from Releases 7.7, 7.9, or 7.11.
<ANALYTICS_HOME>	User-supplied location of the Sterling Analytics installation directory.  <b>Note:</b> This convention is used only in the <i>Selling and Fulfillment Foundation: Business Intelligence Guide</i> .

Convention	Meaning
<COGNOS_HOME>	User-supplied location of the IBM Cognos 8 Business Intelligence installation directory. <b>Note:</b> This convention is used only in the <i>Selling and Fulfillment Foundation: Business Intelligence Guide</i> .
<MQ_JAVA_INSTALL_PATH>	User-supplied location of the IBM WebSphere® MQ Java components installation directory. <b>Note:</b> This convention is used only in the <i>Selling and Fulfillment Foundation: System Management and Administration Guide</i> .
<DB>	Refers to Oracle®, IBM DB2®, or Microsoft SQL Server® depending on the database server.
<DB_TYPE>	Depending on the database used, considers the value oracle, db2, or sqlserver.

**Note:** The Selling and Fulfillment Foundation documentation set uses the following conventions in the context of the product name:

- Yantra is used for Release 7.7 and earlier.
- Sterling Supply Chain Applications is used for Releases 7.9 and 7.11.
- Sterling Multi-Channel Fulfillment Solution is used for Releases 8.0 and 8.2.
- Selling and Fulfillment Foundation is used for Releases 8.5 and 9.0.

# 1

## New Features

---

This chapter describes the new concepts and functionalities introduced in Selling and Fulfillment Foundation, Release 9.0.

- [System Requirements](#)
- [Documents Introduced in Release 9.0](#)
- [Application Platform Framework](#)
- [Upgrade in Multischema Environments](#)
- [Sterling Sensitive Data Capture Server](#)
- [Distributed Order Management](#)
- [Warehouse Management System](#)
- [Quotes and Opportunity Management](#)
- [Business Center](#)

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**Important:** Selling and Fulfillment Foundation is already tuned for optimal performance. However, your own results are directly based on your hardware, data volumes, and user activities.

Sterling Commerce expects the *Selling and Fulfillment Foundation: Performance Management Guide* to be thoroughly read, evaluated, and the recommendations applied to your production system as required.

Sterling Commerce predefines a set of indexes, but also expects your Database Administrator to monitor the system and add or remove indexes, as necessary.

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## 1.1 System Requirements

Before proceeding, ensure that you have read the complete list of requirements for your platform, as described in the *Selling and Fulfillment Foundation: Installation Guide*.

## 1.2 Documents Introduced in Release 9.0

In Release 9.0, the following new documents have been created. These documents do not have a Preface.

- *Selling and Fulfillment Foundation: Setting Up Quotes*
- *Sterling Sensitive Data Capture Server, Release 1.0: Configuration Guide*
- *Sterling Sensitive Data Capture Server, Release 1.0: PA-DSS Implementation Guide*
- *Selling and Fulfillment Foundation: Secure Deployment Guide*
- *Visual Modeler: Application Guide*

## 1.3 Application Platform Framework

The following new functionalities and enhancements have been added to the Application Platform Framework of the Selling and Fulfillment Foundation, Release 9.0:

- [Predefining Pool Passwords](#)
- [Sensitive Logging Information Is Masked](#)
- [IBM WebSphere MQ7 Support](#)
- [Port Ranges for Remote Method Invocation \(RMI\) Objects](#)

### 1.3.1 Predefining Pool Passwords

This feature enables an administrative user to set up a series of future dates during which passwords for a database connection will be valid. Using this mechanism, it is possible to predefine passwords for a pool months in advance, and for passwords to change on the fly without a server restart.

### 1.3.2 Sensitive Logging Information Is Masked

This feature provides a default log filter to mask SecureAuthenticationCode in log files. The feature is part of Payment Application Data Security Standard (PA-DSS) compliance, and meets the Payment Card Industry Data Security Standard (PCI-DSS).

### 1.3.3 IBM WebSphere MQ7 Support

In Release 9.0, Selling and Fulfillment Foundation supports IBM WebSphere MQ 7.0.

### 1.3.4 Port Ranges for Remote Method Invocation (RMI) Objects

If your deployment uses servers in two different network zones, the firewall between the servers must be configured to allow RMI communication between them. This was not possible in previous releases because the RMI port number was selected at random and the port number changed whenever the server was restarted. This feature enables you to configure servers to listen on a port within a range. You

can specify that range with the `rmi.portrange` property in the `yfs.properties` file.

### 1.4 Upgrade in Multischema Environments

Selling and Fulfillment Foundation, Release 9.0, has been enhanced to support two strategies for upgrading a multischema environment. The all-colony mode upgrades all the colonies in a multischema deployment, and the colony-by-colony strategy upgrades one or more colonies in a multischema deployment.

The multischema functionality was introduced in Selling and Fulfillment Foundation, Release 8.5, to enable enterprises to have data independence. In a multischema environment, multiple colonies can run on multiple versions of Selling and Fulfillment Foundation. This enables you to maintain different enterprises on different versions of Selling and Fulfillment Foundation. For example, you can deploy colony 1 on Selling and Fulfillment Foundation, Release 8.5, and colonies 2 and 3 on Release 9.0. The enterprise in colony 1 runs on Release 8.5, while the enterprises in colonies 2 and 3 run on Release 9.0.

The colony-by-colony upgrade strategy provides the advantage of upgrading one or more colonies in a multischema deployment, while the other colonies in the deployment remain in production. There is minimal loss of production time for the colonies that are not being upgraded. Similarly, enterprises are maintained at different versions and are upgraded with little production down time for the other enterprises in the deployment.

Selling and Fulfillment Foundation, Release 9.0, supports both single-schema deployments and multischema deployments. In a single-schema deployment, only single-schema upgrade mode, where all the enterprises are upgraded together, is allowed. However, in the case of a multischema deployment, either multiple colonies can be upgraded at one time or each colony can be upgraded independent of the others. Each upgrade process has its own benefits and consequences.

### 1.5 Sterling Sensitive Data Capture Server

Selling and Fulfillment Foundation, Release 9.0, introduces a new application, the Sterling Sensitive Data Capture Server (SSDCS), to capture and tokenize credit card and store value card numbers for the



following Selling and Fulfillment Foundation applications: Distributed Order Management, Sterling Web, Sterling Field Sales and Sterling Call Center and Sterling Store applications. The SSDCS is an important component of our PCI PA-DSS strategy. Customers who properly use the SSDCS will store sensitive credit card or store value card numbers in a credit card vault; more importantly, outside of the Selling and Fulfillment Foundation applications. Doing so will potentially limit the customer's PCI DSS auditing scope to the SSDCS and away from the rest of the applications in the Selling and Fulfillment Foundation Suite. We strongly encourage customers that handle credit cards to review the use of the SSDCS and Sterling's PCI PA-DSS strategy with their PCI DSS QSA. The PCI PA-DSS strategy is described in the *Sterling Sensitive Data Capture Server, Release 1.0: PA-DSS Implementation Guide* and the *Selling and Fulfillment Foundation: Secure Deployment Guide*.

## 1.6 Distributed Order Management

In Selling and Fulfillment Foundation, Release 9.0, the Distributed Order Management functionality has been enhanced to include the following feature:

- [Order and Item Changes for Product Configurator](#)

### 1.6.1 Order and Item Changes for Product Configurator

In earlier versions of Selling and Fulfillment Foundation, the integration logic with the Product Configurator was written in the client layer of the Sterling Call Center™ user interface.

In Selling and Fulfillment Foundation, Release 9.0, new interfaces are exposed for integration to the Product Configurator from the order and item modules. These modules now include the logic for parsing and persisting the Bill of Materials (BOM) so that changes to configurations can be reviewed and saved. The configurator invocation logic, however, will continue to remain in the respective clients.

## 1.7 Warehouse Management System

In Selling and Fulfillment Foundation, Release 9.0, the Warehouse Management System has been enhanced to provide visibility to the return tracking numbers of an outbound container, and reprint the return carrier labels for the outbound container.

## 1.8 Quotes and Opportunity Management

Selling and Fulfillment Foundation, Release 9.0, has been enhanced to include an application, Sterling Field Sales, which provides an easy way to create and negotiate professional quotes and automate the quote approval process. The quoting feature automates building quotes based on price lists, discount offers, pricing rules, and item and product selections. The quoting features introduced in Sterling Field Sales automate the quoting process and price negotiation process, which reduces preparation cycles, errors, and the time taken to move from a sales opportunity to cash.

The following functionalities are enabled:

- [Quote Management and Opportunity Management](#)
- [Quote Approvals](#)
- [Quote Pricing](#)
- [Manual Price Adjustment Rules](#)

### 1.8.1 Quote Management and Opportunity Management

The quoting process provides a seller with the capability to create a sales opportunity for a buyer and to present one or more corresponding quotes to the buyer. A seller may also create an opportunity prior to creating a quote. The seller and the buyer can negotiate the terms of a quote, and a quote approval process ensues.

A quote can be accepted, rejected, or abandoned by a buyer. When a quote is accepted by a buyer, an order is created for the corresponding quote, and, subsequently, all the alternative quotes are abandoned. Quotes can also be abandoned at the buyer's request or when a quote expires. After an order is created from a quote, the quotes and their associated opportunity are purged, and the order is fulfilled through the Order Fulfillment pipeline.

### 1.8.2 Quote Approvals

In business-to-business (B2B) scenarios, one or more approvals are often required for quotes when special discounts are offered to customers. Approvals are triggered based on a combination of factors, such as item categories, an item's brand, and manual discounts. If a

quote requires approval, the quote is placed on hold, the required approver is notified that the quote is pending approval, and the approver can either accept or reject the quote based on the approval criteria defined. In a complex scenario, multiple people and multiple departments may be required to approve a quote, and an approval hierarchy may be defined. All required approvers must approve a quote before it can be presented to a customer.

### 1.8.3 Quote Pricing

A quote is a legally binding agreement between a seller and a buyer to purchase a predetermined set of items and quantities, at a predetermined price. Price adjustments can be negotiated between a buyer and a seller, but item quantities and prices cannot be changed after a buyer accepts a quote.

Selling and Fulfillment Foundation, Release 9.0, supports pricing in quotes, as follows:

- Discounts at the order level and line level
- Manual price adjustment rules
- Recommended lines

### 1.8.4 Manual Price Adjustment Rules

Selling and Fulfillment Foundation, Release 9.0, provides the capability to create manual adjustment rules that are recommended to a Field Sales Representative during the quoting process, based on the contents or the total of a quote.

The rules provide an absolute adjustment or percentage adjustment that can be applied to a quote. When applying a manual rule to a quote, if the manual rule is defined with a maximum limit, a Field Sales Representative can manually provide the absolute adjustment or percentage adjustment that is applied, but the Field Sales Representative cannot exceed the maximum adjustment specified in the manual rule.

## 1.9 Business Center

In Selling and Fulfillment Foundation, Release 9.0, the Business Center application has been enhanced to include the following features:

- [Preview Item Details Screen](#)
- [Integration of the Item Configurator with Business Center](#)
- [Access to Visual Modeler](#)
- [Manual Pricing Rules](#)
- [Approval Rules](#)
- [Enhancement to Pricing Rule Search Screen](#)
- [Enhancement to Support Customization](#)

### 1.9.1 Preview Item Details Screen

After an item is created and its attributes are defined, you can preview the way the item details will be displayed to end users in the Web channel application. For example, if you change an item image, you can preview the way the new image is displayed in the Web channel application.

### 1.9.2 Integration of the Item Configurator with Business Center

You can create bundle items and physical kit items as configurable items so that a customer can pick and choose from a variety of options available for an item. After creating a bundle or physical kit item as a configurable item, you can also make the item a preconfigured item, which enables you to select the configurations that are possible for the item in the Item Configurator.

### 1.9.3 Access to Visual Modeler

You can access Visual Modeler from within Business Center. The Visual Modeler is an application that enables you to create models that represents all the possible valid configurations for an item.

## 1.9.4 Manual Pricing Rules

You can create and search for manual pricing rules that can be used by a customer sales representative in a quote. A manual pricing rule is used to perform pricing adjustments to a quote that will be applicable only if certain conditions are met. You can create conditions and define result for the conditions in a manual pricing rule.

## 1.9.5 Approval Rules

You can create and search for approval rules that can be used to set and enforce discount policies in the Sterling Field Sales application.

## 1.9.6 Enhancement to Pricing Rule Search Screen

The Pricing Rule Search screen has been enhanced to exclude manual pricing rules in the search results.

## 1.9.7 Enhancement to Support Customization

The following customizations are now supported in the Business Center application:

- **Related Tasks** - You can customize the **Related Tasks** panel by removing a related task or a related task category, adding a related task or a related task category, and redirecting a related task to a new screen.
- **Conditions in an Approval Rule** - You can customize the conditions in an approval rule by adding, deleting, or modifying an entity attribute depending on which a condition can be created.



# 2

## Known Issues

---

The following sections describe the known issues that you may encounter in Release 9.0:

- [Upgrade](#)
- [Installation](#)
- [Application Platform](#)
- [Business Center](#)
- [Catalog Management](#)
- [Pricing Management](#)
- [Quote Management](#)
- [Distributed Order Management, Supply Collaboration, and Reverse Logistics](#)
- [Global Inventory Visibility](#)
- [Delivery Management](#)
- [Receipt](#)
- [Value-Added Services](#)
- [Sterling Warehouse Management System](#)
- [Mobile Application](#)
- [Applications Manager](#)
- [Business Intelligence](#)
- [Reference Utilities](#)
- [System Management Console/Application](#)

- [Third Party](#)
- [Internationalization and Localization](#)
- [Parcel Carrier Adapter](#)
- [Documentation](#)

Some of the defects listed in this chapter will be addressed in future 9.0 maintenance pack releases. To determine if a defect has been addressed in a maintenance pack, review the *Hot Fix Release Notes* that accompany the maintenance pack.

## 2.1 Upgrade

The following issues may occur when migrating to Release 9.0:

- **200720** - The following entries, which are listed in the Platform section of "Added APIs and User Exits" in `upgrade_home.html`, are not valid APIs:
  - `changeServiceInstance`
  - `changeSchema`
  - `createWorkFlowDef`
  - `getProfileList`
  - `getDeliveryChannelDetails`
  - `getDeliveryChannellist`
  - `managePackaging`
  - `getWorkFlowDefList`
  - `createSchedule`
  - `changeWorkFlowDef`
  - `getProfileDetails`
  - `createServiceInstance`
  - `getSchemaList`
  - `deleteSchedule`
  - `getTransportDetails`



- getPackagingList
- deleteWorkFlowDef
- deleteSchema
- manageContract
- getContractDetails
- getContractList
- lockServiceInstance
- getDocumentExchangeDetails
- getScheduleList
- createSchema
- manageProfile
- getCertificateList
- getServiceDefinitionList
- getTransportList
- changeWorkFlowDefStatus
- getSchemaDetails
- getWorkFlowDefDetails
- deleteServiceInstance
- getServiceDefinitionDetails
- getWorkFlowDefStatus
- getServiceInstanceDetails
- getScheduleDetails
- getDocumentExchangeList
- changeSchedule
- getTrustedCertificateInfoList
- getPackagingDetails
- manageTransport
- manageDeliveryChannel

- manageDocumentExchange
- getServiceInstanceList
- getCertificateDetails
- manageCertificate
- changeSchemaStatus
- masterConfiguratorBOM
- MasterOpportunity

**Solution/Workaround:** You can ignore these entries.

- **210908/213149** -When upgrading to Release 9.0, the `initupgrade` target will fail if extensions exists and the `installPCA` target was executed earlier.

**Solution/Workaround:** After running the `installPCA` target, delete the entity extension XMLs from the `<INSTALL_DIR>/repository/entity/upgradeextensions` directory.

- **214146** - If HF13 is applied on 7.11 and if upgrading to Release 9.0, the `install-transaction-indexes` and `install-history-indexes` throw errors for the indexes that already exist.

**Solution/Workaround:** None. The upgrade does not fail because of the errors, although exceptions are logged in the log files.

- **214841** - In a colony-by-colony upgrade, when some colonies are deployed on Release 8.5 and other colonies are deployed on Release 9.0, the `initcolonypool` target generates all poolids, regardless of the release number. The `initcolonypool` target should generate the poolids for only the specified colony release number.

**Solution/Workaround:** None.

- **214926** - When performing a multihop upgrade, migration logs for 8.2 to 8.5 upgrade are created under the 8.2 folder in the `<INSTALL_DIR>` directory.

**Solution/Workaround:** For upgrade logs, please analyze the `<INSTALL_DIR>` directory.

- **215400** - In colony-by-colony upgrade mode, when one colony is already upgraded to the new version and the user is upgrading a second colony, then when using the Configuration Deployment Tool (CDT) to move configuration data for the second colony from the upgrade environment to the production environment, the CDT deletes the configuration data for the already upgraded colony in the production environment.

**Solution/Workaround:** When using CDT to move configuration data for a second colony upgrade, CDT should be used in append mode. CDT takes in a list of tables to be considered for append mode. In this case, all the configuration tables should be added to the list of tables.

- **216300** - When upgrading to Release 9.0, the clean-up-for-rerun target deletes the status folder that contains all the \*.done files. Only the \*.done files created by the copyExtensions and initUpgrade tasks should be deleted. This will cause initUpgrade to fail when rerun, because it attempts to create tables that have already been created.

**Solution/Workaround:** "Table already exists" errors can be ignored.

## 2.2 Installation

You may encounter the following issues during the installation process:

- **185587** - During a multischema installation using an Oracle 11g driver, Oracle may display the following error:

```
oracle.jdbc.driver.OracleDriver registerMBeans SEVERE:
Error while registering Oracle JDBC Diagnosability MBean.
javax.management.InstanceAlreadyExistsException.
```

**Solution/Workaround:** This error message can be ignored. The MBean error is a non-fatal error, which mostly occurs when the JVM loads a class more than once or the class loaders do not match. However, the JVM continues to load classes after displaying the error.

- **193792** - When running the `build ear` command on Windows with the JRockit JDK, warnings such as the following occur:

```
[WARN] -XX:MaxNewSize=256m is not a valid VM option.
```

**Solution/Workaround:** This error is benign and will not affect the `build ear` process.

- **193960** - In a silent installation in multischema mode, error messages similar to the following may appear in the log file even if the installation is successful:

```
/home/systest/apps/Aries/oracle/properties/sandbox.cfg:
line 7:
multischema.file=/home/systest/install/tools/Aries/MSoracle
.xml: No such file or directory

/home/systest/apps/Aries/oracle/properties/sandbox.cfg:
line 13: multischema.enabled=true: command not found

/home/systest/apps/Aries/oracle/properties/sandbox.cfg:
line 17: -J-Xmx1408m: command not found

/home/systest/apps/Aries/oracle/properties/sandbox.cfg:
line 54: multischema.version=8.5: command not found

/home/systest/apps/Aries/oracle/properties/sandbox.cfg:
line 58: Multi: command not found
```

**Solution/Workaround:** You can ignore these errors. However, other installation errors should not be ignored.

- **213092** - Installation of the Application Add-in package may fail on HP UNIX Itanium if the `sandbox.cfg` file has a space in the value of any property file.

**Solution/Workaround:** Properties are automatically copied from the `install.silent` file to the `sandbox.cfg` file. When installing Selling and Fulfillment Foundation, if any property in the `install.silent` file contains a space, place the value in quotes (").

- **216006** - In a Selling and Fulfillment Foundation installation, the disk space specified by the disk space check is incorrect.

**Solution/Workaround:** The minimum disk space required for a core product is 7GB, and the minimum disk space required for bundled databases is 3GB.

## 2.3 Application Platform

You may encounter the following issues when using the APIs, user exits, time-triggered transactions (agents), and services for the Application Platform:

- **149194** - When running command-line utilities, you may see an error stating that the `performance.properties` file is not found.

**Solution/Workaround:** You can ignore this error.
- **163793** - In Release 9.0, the WebService component of the Service Definition Framework does not work with WebLogic Version 10.

**Solution/Workaround:** If you are using WebLogic Version 10, use a custom API to invoke WebServices.
- **198994** - When creating a dynamic condition, if condition properties are specified, the condition properties are not saved.

**Solution/Workaround:** When creating a dynamic condition, save the condition before creating condition properties.
- **209300** - When the `deployer.cmd -t entitydeployer target` or `deployer.sh -t entitydeployer target` is run, any changes made to files in the `<INSTALL_DIR>/extensions/global/entities` folder are automatically copied to the `<INSTALL_DIR>/repository/entity/upgradeextensions` folder. However, if a corrupt XML file is removed from the `<INSTALL_DIR>/extensions/global/entities` folder, the corrupt XML file is not automatically removed from the `<INSTALL_DIR>/repository/entity/upgradeextensions` folder, and an error will occur.

**Solution/Workaround:** Delete any corrupt XML files from the `<INSTALL_DIR>/repository/entity/upgradeextensions` folder.
- **212871** - When shutting down the application server, an error occurs because the statistics datasource cannot be found.

**Solution/Workaround:** None.
- **213902** - When multiple agents are run simultaneously on SSL enabled JMS Queue, the following exception may be encountered:

```
<Error ErrorCode="javax.naming.CommunicationException"
ErrorDescription="" ErrorRelatedMoreInfo="">
```

```
<Stack>javax.naming.CommunicationException [Root
exception is java.net.ConnectException: t3s://<host:<port>:
Destination unreachable; nested exception is:
java.io.IOException: Stream closed.; No available router to
destination].
```

The agent attempts to reconnect after the configured timeout has elapsed.

**Solution/Workaround:** None.

- **214362** - When multi-threaded agents are running on Oracle WebLogic JMS Queue, an exception "weblogic.jms.common.IllegalStateException" may be encountered in the agent logs.

**Solution/Workaround:** If you receive this exception, use the `customer_override.properties` file to set the `yfs.jms.session.reaptime=` property to -1. For additional information about overriding properties using the `customer_override.properties` file, refer to the *Selling and Fulfillment Foundation: Properties Guide*.

- **215927** - An agent throws a `ClassNotFoundException` for `javax.servlet.http.HttpServlet`.

**Solution/Workaround:** Add `/jar/jboss/4_2_0/servlet-api.jar` to the `AGENTDynamicclasspath.cfg.in` file.

- **216074** - In `namedwebservices.xml`, exposed names must begin with a lowercase letter, otherwise an error is thrown during the EAR build.

**Solution/Workaround:** Make sure that exposed names begin with a lowercase letter.

## 2.4 Business Center

You may encounter the following issues when using the Business Center application:

- **179705** - In Mozilla Firefox, the horizontal scroll bar is not displayed if you expand the columns in such a way that one or more of the columns are hidden. Additionally, the Description column does not get extended when the screen is viewed in a higher resolution.

**Solution/Workaround:** None.

- **182535** - When a screen is viewed in a resolution smaller than 1024 X 768 pixels, scrolling does not work correctly.

**Solution/Workaround:** None.

- **192766** – When multiple child categories are created for a parent category, the vertical scroll bar in the **Catalog Hierarchy** panel is not displayed, and the horizontal scroll bar that is displayed is hidden.

**Solution/Workaround:** To view the scroll bars, press F11 on the keyboard.

- **197286** – The attribute values of a number attribute, which are displayed in a combo box, are not sorted in an ascending order.

**Solution/Workaround:** None.

- **199272** - In Microsoft Internet Explorer, the panels in a few screens may get extended and move out of the frame. Additionally, if a vertical scroll bar is displayed on a screen, the horizontal scroll bar may also be displayed even if it is not required.

**Solution/Workaround:** None.

- **209494** - When a context organization user switches the context organization, the menu options pertaining to the new context organization are not displayed in the corresponding menu list. However, in the Home page and in the corresponding **Related Tasks** panel, all the task hyperlinks are appropriately displayed.

**Solution/Workaround:** Use the Home page or the **Related Tasks** panel to perform tasks for the context organization.

- **210612** - When searching for a customer, if you use a phone number as a search criteria and you enter the phone number in the (XXX) XXX-XXXX format, the search result does not provide any results.  
**Solution/Workaround:** Do not enter a space or special characters when entering the phone number as a search criteria.
- **212049** - In Business Center, for text fields that have lookup icon associated with it, you cannot clear the value once you have selected the value using the lookup icon.  
**Solution/Workaround:** You must navigate out of that particular screen, and then navigate back to the screen to clear the value.
- **215125** - The application server log displays trace statements only for the Business Center screens and not for the Item Configurator screens.  
**Solution/Workaround:** To debug issues in the Item Configurator screens turn on the respective API traces in the **System Management Console > Trace Components**.
- **215827** - When adding an asset, if the long description of an asset is longer than 500 characters and you click **Save**, an SQL exception is displayed.  
**Solution/Workaround:** Enter a description that has less than 500 characters.
- **216337** - If you have configured Skin ID to define storefronts for Visual Modeler, and when launching the Visual Modeler from Business Center, a 404 Exception may be displayed.  
**Solution/Workaround:** Define a Skin ID such that it matches the organizationcode.
- **216469** - When opening a tabbed Item Configurator from Business Center using Internet Explorer 7.0.5730.111C browser, the tabbed data is not loaded.  
**Solution/Workaround:** None.



- **216496** - From the Business Center application, you cannot mark a derived attribute to be used for filtering.

**Solution/Workaround:** Use the manageAttribute API and set IsAllowedValueDefined to "Y". After doing this, you will be able to mark the attribute as For Filter from the Business Center application.

- **216744** - If the Sterling Business Center is deployed on a JBoss server in HTTPS mode, a session timeout error is thrown when you log in to the application for the first time.

**Solution/Workaround:** Log in to Business Center again.

- **216892** - In Sterling Business Center, a customer created in Sterling Field Sales cannot be found in any customer search screen.

**Solution/Workaround:** None.

## 2.4.1 Pricing Administration

The following are the known issues when administering the Pricing module in Business Center:

- **199236** - In the Price List Summary screen of the master price list, the **View Dependent Price Lists** related task is not displayed when you perform these steps:

1. Navigate to the Price List Summary screen of a dependent price list.
2. Click the price list ID hyperlink of the master price list.

**Solution/Workaround:** Navigate to the Price List Summary screen of the master price list by performing a search for the corresponding master price list in the Price List Search screen.

- **212841** - In the Pricing Rule Summary screen, although the literal reads as **If the quantity of the item is greater than <quantity> THEN apply <discount/surcharge> of <amount>**, the item is entitled for a discount or surcharge when the quantity of the item is either greater than or equal to the specified quantity.

**Solution/Workaround:** Customize the literal to read as **If the quantity of the item is greater than or equal to the <quantity> THEN apply <discount/surcharge> of <amount>**.

- **214098** - When a Manual Discount(%) equals condition is defined in an approval rule, the corresponding approvals may not be created on an order. For example, if you define Manual Discount(%) in an approval rule as 1, and if an order has 1.00 as a value for the manual discount, then the corresponding approvals will not be created.

**Solution/Workaround:** None.

- **211259** - If the first expression in an approval rule condition has a Boolean field and you move it to a lower position, the row containing the expression expands and the Boolean field shifts to the next row. However, the behavior of the condition remains unchanged.

**Solution/Workaround:** None.

- **216047** - When opening Item Configurator from Business Center, the prices are not displayed accurately for bundles that have bundles within it.

**Solution/Workaround:** None.

- **216049** - The Test Pricing screen does not display the correct price for a Bundle item.

**Solution/Workaround:** None

- **216135** - For a subcatalog organization user, the "Record Does Not exist in the database" error is displayed if the user clicks the **Show Price** link in the Test Pricing screen. This error is displayed only for items whose pricing is maintained by the catalog organization.

**Solution/Workaround:** Use the Coupon Search screen to access this coupon.

- **216384** - From the Price List Summary screen, if the user tries to adjust the date ranges for a price list line that has multiple date ranges, an "Invalid Date Format" message is displayed.

**Solution/Workaround:** None.

## 2.4.2 Item Administration

The following are the known issues when administering the Item module in Business Center:

- **188672** - If you search for items in order to assign them to a category, the search results contain items that have already been assigned to that category.  
**Solution/Workaround:** None.
- **197709** - Even if you associate the same business customer twice to a customer entitlement, an error message is not displayed.  
**Solution/Workaround:** None.
- **198078** - If you delete search indexes by date, a message asking for confirmation is displayed even if no search index older than the corresponding date is deleted.  
**Solution/Workaround:** None.
- **198096** - In the Item Variations screen, **<Attribute ID>** is not a mandatory field if you perform the following steps:
  1. Create an attribute and select the **Must have an assigned value on associated items** check box.
  2. Assign this attribute to a classification that has an item with variation associated to it.
  3. Assign the **Item With Variation** usage to the attribute.
  4. Click the **Manage Variation** related task to manage a child item pertaining to the item with variation.  
  
A row to define the attribute value for the child item is displayed. However, the attribute is not mandatory in the **Variations** panel even though the attribute has been defined as mandatory in the Attribute Management screen.**Solution/Workaround:** None.
- **198423** - In the Item Variations screen, if you modify the attribute value of a child item and click **Save**, the "Update Successful" message is not displayed.  
**Solution/Workaround:** None.

- **198510** - If the Enterprise ARchive (EAR) file that is used for the JBoss Application Server deployment is not precompiled, a blank page is displayed when either the **Manage Catalog** hyperlink is clicked from the home page or the **Manage Catalog** option is selected from the **Item** menu.

**Solution/Workaround:** The EAR file should be precompiled for the JBoss Application Server deployment.

- **199078** - A subcatalog organization user can delete a category by clicking **Delete** in the **Category Details** panel even if the **Delete** button is disabled.

**Solution/Workaround:** None.

- **199141** - A subcatalog organization user is able to localize the short description and long description of the category domain assigned to the subcatalog organization.

**Solution/Workaround:** None.

- **199247** - After making modifications to a customer entitlement rule, if you navigate to a related task using the **Related Tasks** panel without clicking **Save**, the Unsaved Changes dialog box is not displayed.

**Solution/Workaround:** Before navigating to a related task, click **Save**.

- **199886** - In the **Derived Attribute Value Ranges** panel, if you add a new range to a derived attribute and select the check box adjacent the newly added row to delete it immediately, the **Delete** button is disabled in the More Actions drop-down menu.

**Solution/Workaround:** Clear the check box adjacent the row that you want to delete and select it again.

- **199961** - If you try to use the **Create Attribute** related task before saving on the Create Attribute screen, you will get an error when saving the new attribute.

**Solution/Workaround:** Make sure you save the attribute group before using the **Create Attribute** related task.

- **199968** - In the **Derived Attribute Value Ranges** panel, if you add a range to a derived attribute and select **Localize** from the **More Actions** drop-down menu without clicking **Save**, the Unsaved

Changes dialog box is displayed. If you click **Yes** in the Unsaved Changes dialog box, the Localize dialog box is displayed with a runtime error message.

**Solution/Workaround:** None.

- **200461** - During the process of creating an item as a user of a subcatalog organization, you can assign the item to a category even if your organization is not authorized to manage that category.

**Solution/Workaround:** Do not assign an item to a category during the process of creating the item for a subcatalog organization. Instead, perform the following steps:

1. Create an item.
  2. Navigate to the Catalog Management screen.
  3. Select the category and assign the item to that category.
- **200463** - When a subcatalog organization is authorized to maintain a category, the ability to assign items is disabled for both the subcatalog organization and the catalog organization for this category. However, while the subcatalog organization can perform the related tasks pertaining to a catalog organization the catalog organization cannot perform the related tasks for this category.

**Solution/Workaround:** The subcatalog organization can create a child category under the category that a subcatalog organization is authorized to maintain. The subcatalog organization can then assign items to this child category.

- **200464** - When you click a root node in a tree panel such as the **Catalog Hierarchy** panel before the screen is completely loaded, the root node is displayed twice in the corresponding tree panel.

**Solution/Workaround:** Do not click a node in a tree panel before the screen is loaded completely.

- **200850** - In the Subcatalog Organizations screen, if you select a buyer or seller organization, which is not an enterprise organization, as a subcatalog organization, you cannot administer items and categories for the newly selected subcatalog organization.

**Solution/Workaround:** None.

- **207585** - If you provide a space and special characters in the **Category ID** and **Attribute ID** fields when creating the corresponding category and attribute, the Business Center application does not validate these inputs and allows the creation of the category and attribute. In such a scenario, you may view incorrect information when searching for this category or items associated to this category in the Web channel application.

**Solution/Workaround:** Do not put a space or special characters in the **Category ID** field of the **Category Detail** panel and the **Attribute ID** field of the **Attribute Detail** panel.

- **210817** - From the Catalog Management screen, when you assign an attribute that has a default value, and click **Save**, the attribute value is not saved with the default value.

**Solution/Workaround:** Reassign the default value to the attribute, and click **Save**.

- **213415** - When you launch the Visual Modeler application from the Business Center application, the log on screen of the Visual Modeler application does not display any images.

**Solution/Workaround:** None

- **213717** - For a subcatalog organization user, although the Seller Entitlement screen should be a read-only screen, it is displayed in read-write mode. However, any modifications made in the Seller Entitlement screen by a subcatalog organization user cannot be saved. The "Either Seller Entitlement or Customer Entitlement exists with the same name" message is displayed.

**Solution/Workaround:** None.

- **214167** - Business Center allows Provided Services to be added to the category, but does not allow the attribute values to be managed for the services.

**Solution/Workaround:** None.

- **214273** - When you are performing a category-based item search, only those items that are associated to a parent category are displayed. The items associated to the child category are not displayed in the search results.

**Solution/Workaround:** None

- **214770** - On the Category Details Screen, after you select a parent variant item to be added to a category, say B, you can move the child item to a different category, say D, thus resulting in an invalid configuration.

**Solution/Workaround:** None.

- **214903** - As an enterprise user when you switch to a catalog organization and create a new item, you will be able to associate the item to a subcatalog organization category. Although you should not be able to associate this item to a subcatalog org category, no error is displayed.

**Solution/Workaround:** None.

- **214993** - When associating a model with either the configurable item or preconfigured item, you can also view and select an **Option Class Group** and **Option Item Group** from the **Model Groups** tree of the Components screen to be associated with these items.

**Solution/Workaround:** None.

- **215026** - If you have a category hierarchy and you have assigned an attribute to a category, say C, within the hierarchy, and you try to assign the same attribute to another category, say B, which is higher in the hierarchy, a "Unique Constraint" error message is displayed.

**Solution/Workaround:** Remove the attribute from the category C and add it to the category B. You must reset the attribute values for the category C and categories lower than C in the category hierarchy. You must also re-set the item attribute values for all items in the category C and categories lower than C in the category hierarchy.

- **215037** - In Business Center, the attribute value dropdown list is sorted alphabetically, and does not follow the sequence specified in the Attribute Management screen.

**Solution/Workaround:** None.

- **215207** - A subcatalog organization user can view all the seller entitlements of other subcatalog organizations.

**Solution/Workaround:** None.

- **215906** - In the Item Attributes screen, an API error is displayed when you to enter values for computed attributes.

**Solution/Workaround:** None.

- **215987** - From the Components screen, when information is sent to the Item Configurator, the Item Configurator screen displays a literal "Review and Buy" instead of "Done".

**Solution/Workaround:** None

- **216107** - Without clicking the **Override** link from the Item Attributes screen, you can modify the attribute value for an attribute that has a default attribute value.

**Solution/Workaround:** None

### 2.4.3 Customization

The following are the known issues when customizing the Business Center application:

- **199256** - If you extend the Create Price List screen using differential extensibility, the screen may turn blank after a control is added from the extensibility workbench.

**Solution/Workaround:** To enable the correct display of the screen, resize the screen by clicking either the Maximize or Minimize button in the Web browser.

- **213410** - In Business Center, you cannot use custom Greex functions to define customized conditions for the Create Approval screen.

**Solution/Workaround:** None.

### 2.4.4 Localization

The following are the known issues when localizing the Business Center application:

- **182587** - On the Attribute Management screen, if you enter a locale-specific value in the Number attribute field, the value is saved as-is without any localization. For example, if you login as a French locale user and you enter the value as 1,0, the value is saved as 1,0 and not as 1.0.

**Solution/Workaround:** Ensure to enter the attribute value in the base locale.



- **198058** - If you make modifications to an item's details and then click the **Localize** related task without saving the modifications, the Unsaved Changes dialog box is displayed twice.

**Solution/Workaround:** None.

- **198070** - If you do not save the modifications after modifying the localized value for a specific attribute, and click **Localize All Fields**, the Unsaved Changes dialog box is not displayed.

**Solution/Workaround:** None.

## 2.5 Catalog Management

You may encounter the following issues when using the APIs, user exits, time-triggered transactions (agents), and services for the Catalog Management module:

- **212501** - When removing an assigned attribute from a category, all the corresponding assigned values for the assigned attribute are also removed from the category and its child categories that have inherited the assigned attribute. However, the corresponding assigned values for items belonging to the above category hierarchy are not removed.

**Solution/Workaround:** To remove inherited assigned values for items as well, first remove the values at the category level. This will, in turn, remove the assigned inherited values for items. Then the assigned attributes may be removed at the category level.

- **213933** - On rare occasions, a deadlock may occur while building a catalog search index.

**Solution/Workaround:** Rebuild the index.

- **215057** - When there are attributes, which are used for filtering, with many attribute allowed values, the system may require higher memory consumption that may result in the app server running out of memory during initialization.

**Solution/Workaround:** Increase the heap size for the JVM memory.

- **215619** - When an item belongs to two categories, and one category is published and the other category is not published, the item will appear while browsing the parent category of the unpublished category.

**Solution/Workaround:** Remove the desired item from the unpublished category.

- **215630** - The searchCatalogIndex API returns only one digit of the decimal values with trailing 0 as the digits for the facet values. For example, the value 1.00 is being returned as 1.0.

**Solution/Workaround:** None.

## 2.6 Pricing Management

In Release 9.0, there are no known issues for the Pricing Management module.

## 2.7 Quote Management

You may encounter the following issues when using the APIs, user exits, time-triggered transactions (agents), and services for the Quote Management module:

- **215353** - If a quote is placed on hold after an approver rejects the quote, the quote incorrectly shows that other users still need to approve the quote.

**Solution/Workaround:** None.

- **216433** - For a custom quote document type, the following APIs pick up incorrect transactions:

- sendForApproval
- reworkQuote
- presentToBuyer
- sendBuyerResponse
- createOrderFromQuote

**Solution/Workaround:** None.

- **216480** - It is recommended that CategoryPath be used to set up approval rules. CategoryID may not be able to apply approval rules if there are subcatalogs involved.

**Solution/Workaround:** Use CategoryPath to set up approval rules.

## 2.8 Distributed Order Management, Supply Collaboration, and Reverse Logistics

You may encounter the following issues when using the APIs, user exits, time-triggered transactions (agents), and services for the Sterling Distributed Order Management, Supply Collaboration, or Reverse Logistics modules:

- **192357** - When the confirmShipment API is invoked to create and confirm a shipment for a quantity that is greater than the quantity listed on an order, the inventory is not updated.

**Solution/Workaround:** Create the shipment using the createShipment API call, and confirm the shipment using the confirmShipment API call.

- **200639** - The getPossibleSchedule API throws an invalid node error when the node DSG is applied for a node user. The error is not thrown for a console node user, but exists for an nWMS node user.

**Solution/Workaround:** Create a team for the nWMS user, and ensure that the team contains all the accessible nodes.

- **200735** - In an order that has a bundle parent with one component out or ratio, the getPossibleSchedules API may not find inventory for a component line and return the error "CONFLICTING\_CONSTRAINTS."

**Solution/Workaround:** None.

- **215253** - After reconfiguring a physical kit on an order in pending change mode, subsequent modifications to the line in pending change mode will throw a "Line not found" error.

**Solution/Workaround:** Apply pending changes before making additional changes to the line.

- **215388** - When running the executeCollection agent to update internally-tracked account balances for business customers, you may see an error stating that the update failed.

**Solution/Workaround:** You can ignore this error. The record will be reprocessed the next time the agent runs.

- **216483** - When adding a configurable product without any configuration to an order in pending change mode, a "YFS: No Kit Lines Found" error is thrown.

**Solution/Workaround:** None.

- **216489** - When creating a BOM bundle item in the catalog, a bundle can be chosen as a component of the preconfiguration. Also, when reconfiguring a BOM bundle on an order, a bundle can be chosen as a component of the configuration. In both cases, a validation error is expected to be thrown, but the configuration is allowed to be created.

**Solution/Workaround:** Avoid creating models/configurations that allow a component to be a bundle.

- **216672** - There is a performance issue in DB2 when the validateItemForOrdering API is called on a large order during BOM XML validation.

**Solution/Workaround:** None.

## 2.9 Global Inventory Visibility

You may encounter the following issue when using the APIs, user exits, time-triggered transactions (agents), and services for the Sterling Global Inventory Visibility module:

- **216674** - The getInventorySnapShot API fails with the error "ORA-00942: table or view does not exist" on a multischema environment.

**Solution/Workaround:** None.

## 2.10 Delivery Management

In Release 9.0, there are no known issues for the Delivery Management module.

## 2.11 Receipt

In Release 9.0, there are no known issues for the Receipt module.

## 2.12 Value-Added Services

In Release 9.0, there are no known issues for the Value-Added Services module.

## 2.13 Sterling Warehouse Management System

You may encounter the following issues when using the Sterling Warehouse Management System modules:

- **149504** - When the Global Serial Number Purge agent is run without populating the ColonyId in the criteria, no global serial number records are purged.

**Solution/Workaround:** Provide the ColonyId in the agent criteria before running the Global Serial Number Purge agent.

- **198192** - If two or more enterprises have the same capacity organization code and resource pools are configured for a node, deployment using CDT fails when you deploy a node enterprise combination configuration with either of these enterprises.

When the capacity organization is not shared between enterprises, deployment using CDT succeeds but resource pool configuration does not get deployed.

**Solution/Workaround:** If the capacity organization of the enterprise referenced in CDT deployment is not shared by other enterprises, provide the capacity organization code along with the node and enterprise to deploy the configuration successfully.

- **199567** - The ReceiptComplete Agent throws the "This operation cannot be processed in current task status" exception when the Putaway products on receipt are configured in the context of the RECEIPT\_COMPLETE transaction. The same error is observed for the ReleaseWave agent. This is because the AllocateTask agent threads get stuck, causing these transactions to wait and finally throw the exception.

**Solution/Workaround:** None.

- **202429** - A specific query reported in this defect fetches too many records from the YFS\_TASK table.

**Solution/Workaround:** None.

- **202430** - A specific query reported in this defect fetches too many records from the YFS\_ITEM table.

**Solution/Workaround:** None.

- **208879** - If a shipment using the FedEx carrier and containing a returnable item is manifested for a future date, the application displays the following message:

"Future Day Shipping is not available. - error occurred while return label generation. Container was not manifested. Please destroy any label generated while current manifest process."

**Solution/Workaround:** Manifest the shipments containing the returnable items for the present day.

- **209360** - While manifesting a container, if a user opts to publish the label buffer in the ON\_SUCCESS event XMLs instead of printing the labels immediately, multiple labels may be generated for one addContainerToManifest API call. However, only one of the labels is published in the ON\_SUCCESS event XML. The remaining label buffers are lost.

**Solution/Workaround:** Send the labels directly to a printer and print them immediately.

- **212564** - If an item identifier contains 20 characters, including a hyphen (-), for example "NORMAL00000001-ITEM", the characters that are present after the hyphen are not printed. Only "NORMAL00000001-" is printed. However, if the item identifier is entered without a hyphen (-), for example, "NORMAL000000001ITEM", all the 20 characters are printed as "NORMAL000000001ITEM".

**Solution/Workaround:** None.

- **214698** - In case of negative inventory adjustments with adjustment sequence, where one of the locations is a virtual location in the sequence, the inventory audits are written incorrectly. For a virtual location, the inventory supply quantity is mentioned incorrectly. For example, if five units are removed from the inventory with the initial supply quantity of zero, the supply is incorrectly updated as +5 instead of -5.

**Solution/Workaround:** None.

- **214725** - In a particular item pick scenario, tasks are created from multiple locations when a least number of pick locations are expected.

**Solution/Workaround:** None.

- **214954** - When a user enables the ON\_SKU\_RECEIPT, ON\_CASE\_RECEIPT and ON\_PALLET\_RECEIPT events on the Receive transaction, the action on these events is Putaway SKU on receipt. If a user also enables the ON\_SUCCESS event on the releaseMoverequest transaction, the action on this event is PrintMoveTickets. However, if the user receives a loose SKU, pallet, or case, an "API security violation" error is registered in the log.

**Solution/Workaround:** Disable the ON\_SUCCESS event for the PrintMoveTickets action.

- **215565** - When an enterprise user loads consoles such as create shipment, create load, and so on, the ship nodes that do not participate with the user's organization are also displayed in the Node combo box.

**Solution/Workaround:** None.

- **215905** - The registerBatchCompletion API throws a null pointer exception if the <Tasks> element is not passed under the <Batch> element.

**Solution/Workaround:** Provide an empty <Tasks/> element under the <Batch> element.

- **216607** - A new version of inbound shipment pipeline is provided in Release 9.0. When you upgrade to Release 9.0 from a previous release, if a shipment is created with an old pipeline, the shipment will not move to Receipt Closed status, even if the receipt corresponding to the shipment is moved to Received status.

**Solution/Workaround:** None.

- **216634** - When the getNodeInventory API returns inventory that belongs to multiple Catalog organizations, the Item element is missing from the output XML.

**Solution/Workaround:** None.

## 2.14 Mobile Application

You may encounter the following issue when using the Mobile Application modules:

- **201974** - RF mobile devices show Mobile Application Client Version as not known.

**Solution/Workaround:** None.

## 2.15 Applications Manager

You may encounter the following issue when using the Applications Manager:

- **214207** - In Release 9.0, credit card encryption is deprecated through the deprecation of the corresponding installation rule, because the credit card number is tokenized and stored in an external vault system. However, this rule also controls the encryption of additional credit card attributes, namely, the expiration date and the name on the credit card. Consequently, encryption of additional credit card attributes is also disabled.



**Solution/Workaround:** Use the credit card encryption rule and handle the enabling or disabling of encryption of credit card numbers in the encryption implementation class.

## 2.16 Business Intelligence

You may encounter the following issues when using Business Intelligence:

- **200907** - The performance of the Unshipped Orders Report may be unacceptable under load.

**Solution/Workaround:** Test the performance of this report before using it during production.

- **202127** - If your user name is not the same as your schema, a report may not be able to find the appropriate table.

**Solution/Workaround:** Perform the following steps:

1. In Framework Manager, open the model provided in the <ANALYTICS\_HOME>/Model directory.
2. Edit the problem datasource and set the schema in the datasource here.
3. Edit each problem query subject in the Database Layer without making changes and click OK. You can test the query subject to determine if there is a problem with it.
4. Save the model.
5. Remove the schema from the datasources. You may choose to test some of the problem query subjects to ensure that there are no issues with them.
6. Publish the package and overwrite the existing one.
7. Save the model.

## 2.17 Reference Utilities

You may encounter the following issues when using the Configuration Deployment Tool (CDT) utility and the dbverify tool:

- **181772** - When running the CDT to compare all databases, if you open another program over the CDT and move the CDT screen away, the CDT screen may not repaint and a null pointer exception is displayed in the command window.

**Solution/Workaround:** This is a nonfatal error that can be ignored.

- **188373** - The CDT does not deploy the "shadow columns" used in case-insensitive searches when deploying data from an import XML file.

**Solution/Workaround:** Use the YPCCaseInsensitiveDataLoaderAgent in the target system to populate the values.

- **191099** - The CDT timer on the status bar is not displaying correctly when it runs out of memory and resumes.

**Solution/Workaround:** If an out-of-memory exception occurs, stop the CDT, increase the memory parameters, and restart the CDT.

- **199862** - The Configuration Data Versioning (CDV) tool may fail to deploy due to a foreign key constraints failure.

**Solution/Workaround:** When deploying using the CDV tool, pass -DStrictFKchecks=false.

- **215241** - When you deploy data using the CDT in an environment where Sterling Call Center and Sterling Store is installed, the following error message is displayed:

"No record satisfying [RESOURCE\_KEY=ycdRCP0177] was found in YFS\_RESOURCE"

**Solution/Workaround:** None.

- **216029** - When running the DBVerify tool after performing a fresh installation of Selling and Fulfillment Foundation, Release 9.0, drop statements may be generated by the DBVerify tool.

**Solution/Workaround:** The drop statements are commented out and do not cause any issues with the DBVerify tool.

## 2.18 System Management Console/Application

You may encounter the following issues when using the System Management Console/Application:

- **216432** - A user is unable to log in when the user is assigned to the Menu Group called "SMA\_Admin".

**Solution/Workaround:** Any other user who belongs to the SYSTEM user group can still log in.

- **216457** - The copyright information on the SMA login page is incorrect. It contains question mark (??) characters and the dates for the copyright year are incorrect.

**Solution/Workaround:** None.

## 2.19 Third Party

In Release 9.0, there are no known issues in the Sterling Third Party module.

## 2.20 Internationalization and Localization

In Release 9.0, there are no known issues when using the internationalization or localization features in the Selling and Fulfillment Foundation.

## 2.21 Parcel Carrier Adapter

In Release 9.0, there are no known issues when using the Sterling Pierbridge Integration feature.

## 2.22 Documentation

You may encounter the following issues when using the documentation:

- **128502** - Support for SSL is not documented for WebLogic.

**Solution/Workaround:** Perform the following steps:

1. Install Sterling Selling and Fulfillment Suite.
2. Install Cognos and create a datasource.

3. Install Business Intelligence and deploy it to the Cognos server running the `ant -f installanalytics.xml` task. Copy the `auth.jar` and property file using `ant -f installanalytics.xml copy.sscap-auth.jar target`.
  4. Enable the SSL mode on WebLogic. WebLogic provides an SSL security configuration that consists of private keys, certificates, keystore, and so forth. You can use this for development purposes, but do not use it in a production environment. For production environments, use the digital certificate from Certificate Authority.
  5. Log in to the application with https protocol and click the Launch Report. A separate window opens with the Cognos reportnet URL, as defined in the `yfs.properties` file. You can view the reports in this window.
- **201460** - The Help -> Online Help menu option in the Applications Manager is incorrectly named. It should be changed to Help -> Documentation Library.  
**Solution/Workaround:** None.
  - **209676** - Section 3.2.1, Greex Library Functions, of the *Selling and Fulfillment Foundation: Extending the Condition Builder Guide* is missing information about the arguments for each function.  
**Solution/Workaround:** None.
  - **212725** - In the `security.propertyencrypter.class` property in the *Selling and Fulfillment Foundation: Properties Guide*, the following statement is incorrect:  
Properties starting with ".encrypted" are automatically decrypted at run-time.  
**Solution/Workaround:** The statement should read:  
Properties starting with "encrypted:" are automatically decrypted at run-time.
  - **212801** - When viewing the Online Help in Mozilla Firefox, the bullets are displayed as alphabets.  
**Solution/Workaround:** None.

- **213147** - The *Selling and Fulfillment Foundation: Installation Guide* should mention that when using WebLogic JMS that has SSL port enabled, a "JMSText7" error is thrown.

**Solution/Workaround:** Add the following JARs to the agent classpath:

- wlcipher.jar
- wfullclient.jar

- **214394** - The Channel Applications Manager does not provide a screen to configure the display of UOM for quotes.

**Solution/Workaround:** To configure the UOM rules for quotes, navigate to Quote Administration -> UOM rules

- **214921** - The *Selling and Fulfillment Foundation: Customizing Console JSP Interface for End User Guide* does not explain that when you extend JSP pages after having `smcfs.ear` files with war files `smcfs.war` and `sbc.war` (for example), WebLogic precompilation can fail and throw the error, `weblogic.utils.compiler.ToolFailureException`. This is because the extended JSP file is wrongly included in both the `smcfs.war` file and the `sbc.war` file.

**Solution/Workaround:** Move all JSPs from `<INSTALL_DIR>/extensions/global/webpages` to `<INSTALL_DIR>/extensions/<package>/webpages`, for example, `<INSTALL_DIR>/extensions/smcfs/webpages` or `<INSTALL_DIR>/extensions/sbc/webpages` for `smcfs` or `sbc` wars, respectively. Rebuild the EAR, and use this EAR for compiling the JSP.

- **215486** - The *Selling and Fulfillment Foundation: Performance Management Guide* that is compiled as part of context-sensitive help is out of synch with the content in the PDF, which is available on both the Online Library (<http://www.sterlingcommerce.com/Documentation/MCSF90/homepage.htm>) and the DVD.

**Solution/Workaround:** The *Selling and Fulfillment Foundation: Performance Management Guide* in PDF format contains the most up-to-date information.

- **215649** - In Release 9.0, the following documents will not be available from the Local Library, but they will be available from the Online Library and the DVD.
  - *Selling and Fulfillment Foundation: Performance Management Guide*
  - *Visual Modeler: Application Guide*
  - *Selling and Fulfillment Foundation: Secure Deployment Guide*

**Solution/Workaround:** None.

- **215650** - The documentation for setting up backend logging in the *Selling and Fulfillment Foundation: Customizing the Web UI Framework Guide* does not include the steps for enabling trace of the Web UI Framework Console in the System Management Console.

**Solution/Workaround:** To turn on tracing for the Web UI Framework in the System Management Console, do the following:

1. Open the System Management Console.
  2. Navigate to Tools -> Trace Components. The Traced components pop-up window is displayed.
  3. Click **Add in** and select component type as Web UI Console.
  4. Select the component name as WUFALL and the trace level as VERBOSE.
  5. Click **Apply** and **Close**.
- **215680** - The note in Section 5.2, Extending an Output XML Template, of the *Selling and Fulfillment Foundation: Customizing APIs Guide* is incorrect. It should state:

**Note:** If you are extending an output XML template, place your extended files in the <INSTALL\_DIR>/extensions/global/template/api folder. However, when providing the name of the template.api file during service definition, the path should be /global/template/api/<CUSTOM-TEMPLATE-API>.

**Solution/Workaround:** None.

- **215778** - The *Sterling Distributed Order Management: Configuration Guide* is missing the following information about item validation:

When an item is unpublished, expired, or cannot be sold separately, the item will appear in the product catalog as long as the association expiry period is valid for the parent item. However, the item will not be available for ordering.

An item becomes invalid when one of the following criteria is met:

- Current Date falls outside of ItemExpiryStartDate and ItemExpiryEndDate
- Product cannot be sold separately (IsSoldSeparately="N")
- Item is not published (Status not equal to 3000).

**Solution/Workaround:** None.

- **215964** - In Section 5.3, Building Database Extensions, of the *Selling and Fulfillment Foundation: Customization Basics Guide*, the following note is incorrect:

**Note:** Before building the database extensions, make sure that all the extension files are stored in the <INSTALL\_DIR>/repository/entity/extensions directory, if they are not already there.

**Solution/Workaround:** The note should state the following:

**Note:** Before building the database extensions, make sure that all the extension files are stored in the <INSTALL\_DIR>/extensions/global/entities directory.

- **216539** - Section 5.3, Defining Teams, of the *Selling and Fulfillment Foundation: Application Platform Configuration Guide* is missing information. The section needs to state that Selling and Fulfillment Foundation does not support teams with organizations across colonies.

**Solution/Workaround:** None.

- **216374** - In the *Selling and Fulfillment Foundation: Customization Basics Guide*, the section "Preparing the Development Environment on WebLogic" should contain the following information for Step 3:

Copy the weblogic.xml file from the <INSTALL\_DIR>/tmp/build<package\_name>/WEB-INF/weblogic.xml file to the <INSTALL\_DIR>/extensions/<package\_name> directory.

In this example, `<package_name>` is the application name; for example, `smcfs`.

**Solution/Workaround:** None.

- **216560** - In Chapter 44 "Creating Product Models" of the *Visual Modeler: Application Guide*, the steps for creating a configurable product are incorrect. Follow the steps for creating the product in the Business Center application, using the *Business Center: Item Administration Guide*.

**Solution/Workaround:** None.

- **216549:** The *Business Center: Item Administration Guide* does not provide the exact format for the `sterling-webchannel-visualmodeler-url` context parameter in the `web.xml`. The exact format for the `sterling-webchannel-visualmodeler-url` context parameter in the `web.xml` must be `http(s)://<ip>:<port>/<SDK_PackageName>`

**Solution/Workaround:** None.

- **216553:** In the *Business Center: Item Administration Guide*, information to set up the Preview Item Details is not included in the initial configuration topic.

**Solution/Workaround:** None.

- **216686** - Context-Sensitive Help does not open correctly from the console after the `smcfs.ear` and `smcfsdoc.ear` are built and deployed.

**Solution/Workaround:** None.

- **216743** - There are discrepancies between the copyright notices in some of the documentation.

**Solution/Workaround:** None.

- **216749** - The *Business Center: Customization Guide* should explain that Business Center customization tasks cannot be performed using the `sbc.war` file. The guide should also explain that to customize, the user must use the `sbcdev.war` file. The following information is missing in the *Business Center: Customization Guide*.

To customize Business Center, you must use the `sbcdev.war` file. The `sbcdev.war` file contains additional folders and `web.xml` entries that



are required for customization. In production, you must deploy the `sbc.war` file with the required extensions created using the `sbcdev.war` file.

To create the `sbcdev.war` file, run the following command:

```
.\buildwar.sh (.cmd for Windows) -Dappserver=<application server>
```

```
-Dwarfiles=sbcdev
```

After you have run the command, you must perform the following tasks:

1. Deploy the `sbcdev.war` file.
2. Start the application server by passing the following argument:

```
-Dwufdevmode=true
```

**Solution/Workaround:** None.

- **216792** - The Local Documentation Library contains a link to Sterling Catalog Management that incorrectly points to the *Sterling Reverse Logistics: Configuration Guide*.

**Solution/Workaround:** None.

- **216783** - In the Local Documentation Library, under Using the Selling and Fulfillment Foundation and Applications > Selling and Fulfillment Foundation Platform > Getting Started, the following errors are displayed:

"Topic Not Available" is displayed for the second-to-last topic.

"Topic Not Accessible By This Method" is displayed for the last topic.

**Solution/Workaround:** None.

- **216786** - In the Local Documentation Library, the link in the following sentence throws an error:

[Sterling Payment Application Data Security Standard Configuration](#) describes the steps that you should follow for your SSDCS installation to remain in compliance with the Payment Application Data Security Standard (PA-DSS).

The link is broken because the PA-DSS Configuration Guide does not exist. The link should open the *Sterling Sensitive Data Capture Server, Release 1.0: PA-DSS Implementation Guide*.

**Solution/Workaround:** None.

- **216838:** The JavaScript documentation of Web UI Framework based applications, such as Business Center and Sterling Field Sales, is not available.

**Solution/Workaround:** None.

# Deprecated and Deleted Components, Functionalities, and Reports

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This chapter provides a list of components, functionalities, and reports that have been deprecated or deleted from the Selling and Fulfillment Foundation, Release 9.0.

## 3.1 Deprecated or Deleted Components

This section provides a list of components that have been either deprecated or deleted in Selling and Fulfillment Foundation, Release 9.0.

### 3.1.1 Deprecated Components

- For information about deprecated components, refer to the *Selling and Fulfillment Foundation: Upgrade Guide*.
- The DOM-DCS integration has been deprecated in Selling and Fulfillment Foundation, Release 9.0. For more information, refer to the *Selling and Fulfillment Foundation: Integration Guide*.

### 3.1.2 Deleted Components

For information about deleted components, refer to the *Selling and Fulfillment Foundation: Upgrade Guide*.

## 3.2 Deprecated or Deleted Functionalities

This section provides a list of functionalities that have been either deprecated or deleted.

### 3.2.1 Deprecated Functionalities

For information about deprecated functionalities, refer to the *Selling and Fulfillment Foundation: Upgrade Guide*.

### 3.2.2 Deleted Functionalities

No functionalities have been deleted in Selling and Fulfillment Foundation, Release 9.0.

## 3.3 Deprecated or Deleted Business Intelligence Reports

This section provides a list of Business Intelligence reports that have been either deprecated or deleted.

### 3.3.1 Deprecated Reports

The Exception Aging report and Order Details report are deprecated in Release 9.0.

For information about operational and analytical reporting capabilities using Business Intelligence, refer to the *Selling and Fulfillment Foundation: Business Intelligence Guide*.

### 3.3.2 Deleted Reports

No reports have been deleted in Selling and Fulfillment Foundation, Release 9.0.