Infor ERP VISUAL Enterprise 6.5.4

Release Notes

Publication Information

Release: Infor ERP VISUAL Enterprise 6.5.4

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Contents

Compatibility

VISUAL Enterprise 6.5.4 is compatible with the following database engines:

- SQLServer 2005
- SQLServer 2008
- Oracle 9i
- Oracle 10g

If you use SQLServer 2000 and attempt to upgrade to VISUAL Enterprise 6.5.4, the system displays a warning message alerting you that you do not have the correct version of SQLServer.

Infor Evolve components, such as MyDay, are not currently compatible with SQLBase. If you use SQLBase and upgrade your database to VISUAL Enterprise 6.5.4, you cannot use any of the SOA-related maintenance windows. The SOA Maintenance option in Application Global Maintenance is disabled. If you try to make edits in the Code Mapping Maintenance window, the system displays a warning message that the option is unavailable. The system will not send business object documents (BODs) to Infor On-Ramp.

Because of issues with Accounting Entity, you cannot use multiple databases with MyDay

Infor MyDay is compatible with the following versions of Infor ERP VISUAL:

- Infor ERP VISUAL Enterprise 6.5.4
- Infor ERP VISUAL CRM 6.5.107 and above

Infor MyDay is not currently certified with ERP VISUAL Global Financials 7.2. If you use Global Financials, you can run a limited number of Purchasing and Sales metrics. The Accounts Payables Manager and Account Receivable Manager roles are not supported.

Please review the *Infor MyDay Installation Guide* for information regarding hardware requirements for installation of MyDay.

Upgrading from a Previous Version of VISUAL Enterprise

Infor strongly recommends that you install the upgrade of your application in a test environment for evaluation prior to updating the production environment.

If you have customized code, please contact Professional Services or your Infor Channel Partner to coordinate upgrading the custom code before installing 6.5.4 into your production environment.

To successfully upgrade your database to Infor ERP VISUAL Enterprise 6.5.4, log in to 6.5.4 using a database from a previous version of Infor ERP VISUAL Enterprise. The system prompts you to update your database and launches the Conversion Utility. The Conversion Utility executes all changes to the database schema for 6.5.4.

Overview of Major New Features

This release adds features that Infor VISUAL Enterprise 6.5.4 needs to integrate with Infor Source Open Architecture (SOA). VISUAL can send information through Infor SOA to Infor Evolve applications such as Infor MyDay.

Major changes to VISUAL Enterprise 6.5.4 include:

Infor SOA Maintenance – Use this new window, available from Application Global Maintenance, to set up default information that appears on each Business Object Document (BOD). SOA Maintenance is available to the SYSADM user only.

Code Mapping Maintenance – Infor MyDay uses standardized codes, such as International Organization for Standardization (ISO) codes, for information such as units of measure and currency. Use Code Mapping Maintenance to assign your VISUAL codes to the standardized codes.

You can now enter your VISUAL units of measure in ISO format in Unit of Measure Maintenance. Use the new Unit of Measure browse button to assign the appropriate ISO code. You can still use your user defined units of measure in VISUAL.

Use Program Security to control access to Code Mapping Maintenance.

Drill Back Maintenance – From Infor MyDay, users can access VISUAL to view the original record that generated the information in the MyDay window. Use Drill Back Maintenance to choose which VISUAL windows you would like to associate with Infor MyDay views. Drill Back Maintenance is available to the SYSADM user only.

New Fields – New fields and database columns have been added to support MyDay metrics and reports. These new fields and database columns are:

- Status_Eff_Date (database column)
- Promise Ship Date
- Promise Delivery Date
- Actual Delivery Date
- Sales Order ID
- Special Price Authorization
- Supplier Quote ID

Infor ERP VISUAL Infor MyDay Integration Guide – This new guide explains the special setup requirements to integrate Infor ERP VISUAL to Infor MyDay.

Infor SOA Maintenance

Use Infor SOA Maintenance to set up your VISUAL Instance ID, Tenant ID, SOA Location, Calendar Name, and Language ID. The system uses the VISUAL Instance ID and Tenant ID to identify the system that generated the BOD. The SOA Location identifies your database's main site or other geographic location. Use the Calendar Name field to name your accounting calendar. The Language ID sets the language used in each BOD.

Also use SOA Maintenance to specify whether or not your database is the System of Record for the BOD. A system of record "owns" the information published in the BOD and publishes all changes to the information in the BOD to other systems.

The SOA Maintenance window is available to the SYSADM user only.

For more information on SOA Maintenance, refer to the *Infor ERP VISUAL Infor MyDay Integration Guide*.

Code Mapping Maintenance

BODs employ standardized codes for elements such as currency, language, country, and unit of measure. To ensure that information flows properly from VISUAL, use Code Mapping Maintenance to associate the codes you use in VISUAL to the standardized codes.

When VISUAL sends information to a BOD, the system replaces the user-defined codes in VISUAL with the codes you mapped to them in Code Mapping Maintenance. When information is sent into VISUAL via a BOD, the system replaces SOA codes with their corresponding VISUAL user-defined codes.

Use Program Security to control access to Code Mapping Maintenance.

For more information on Code Mapping Maintenance, refer to the *Infor ERP VISUAL Infor MyDay Integration Guide*.

Using Unit of Measure Maintenance to Map ISO Codes

You can now enter your VISUAL units of measure in ISO format in Unit of Measure Maintenance. Use the new Unit of Measure browse button to assign the appropriate ISO code. You can still use your user defined units of measure in VISUAL.

For more information on Unit of Measure Maintenance, refer to *Infor ERP VISUAL Enterprise Volume II – Foundation User's Guide*.

Drill Back Maintenance

In Infor MyDay, you can "drill back" from a particular MyDay view into the VISUAL record used to build the MyDay view. Use Drill Back Maintenance to specify which VISUAL window you would like MyDay to open when drilling back. For example, if you are working with purchase orders in MyDay, you can use Drill Back Maintenance to choose whether you want MyDay to drill back to Purchase Order Entry or the Purchase Management window.

Drill Back Maintenance is available to the SYSADM user only.

For more information on Drill Back Maintenance, refer to the *Infor ERP VISUAL Infor MyDay Integration Guide*.

New Fields

Several new fields and columns in VISUAL Enterprise 6.5.4 help to complete the information sent to Infor On-Ramp for use in metrics and reports.

Status Effective Date

This new column indicates when a VISUAL record was assigned a particular status. The system generally does not display this piece of information in any window, but you can view the information in many browse tables.

When you upgrade your database to 6.5.4, the system inserts a date into the status_eff_date column. The system determines the status for each table based on the fields below and inserts the appropriate date.

Table Name	Status Column Name	VISUAL Window and Status Field	Default Value on Upgrade
ACCOUNT	ACTIVE_FLAG	Accounting Window, Active check box	The status effective date is the date that the database was upgraded.
ACCOUNT_PERIOD	STATUS	Financial Calendar Maintenance, Status	The status effective date is the date that the database was upgraded.
CO_PRODUCT	LINE_STATUS	Manufacturing Window, Work Order Header, Co-Products, Closed	If the Closed check box is not selected, use the date the Work Order was created (WORK_ORDER.CREATE_DATE). If the Closed check box is selected, use the date the Work Order was closed (WORK_ORDER.CLOSE_DATE).
CUST_LINE_DEL	LINE_STATUS	Customer Order Entry, Lines, Delivery Schedule, Ln Closed Short	If the Line Closed Short check box is selected, use the Actual Ship Date (CUST_LINE_DEL.ACTUAL_SHIP_DATE) where the Last Shipped Date is not blank. Otherwise, use the date the Customer Order was created (CUSTOMER_ORDER.CREATE_DATE).

CUST_ORDER_LINE	LINE_STATUS	Customer Order Entry, Lines, Ln Closed Short	If the Line Closed Short check box is selected, use the Actual Ship Date (CUST_ORDER_LINE.ACTUAL_SHIP_DATE) where the Last Shipped Date (CUSTOMER_ORDER_LINE.LAST_SHIPPED_DATE) is not null. If Last Shipped Date is blank, use the date the Customer Order was created (CUSTOMER_ORDER.CREATE_DATE).
CUSTOMER	ACTIVE_FLAG	Customer Maintenance, Active check box	If the Active check box is selected, use the date in the Account Open field (CUSTOMER.OPEN_DATE) In all other cases, the effective date is the date in the Account Modified field (CUSTOMER.MODIFY_DATE).
CUSTOMER_ORDER	STATUS	Customer Order Entry, Status	If Status equals Closed or Camcelled/Void,use the date in the Customer Order, Last Ship Date field available in the Customer View panel (CUSTOMER_ORDER.LAST_SHIPPED_DATE). For all other statuses, or if the Last Shipped Date field is blank, use the date the Customer Order was created (CUSTOMER_ORDER.CREATE_DATE).
EC	STATUS	Engineering Change Notice Entry, Status	If Status equals Undefined or Pending, use the date the ECN was created (EC.CREATE_DATE). Otherwise, the status effective date is the date that the database was upgraded.
EC_LINE	STATUS	Engineering Change Notice Entry, Lines, Status	If the line status equals Open, use the date that the line was created (EC_LINE.CREATE_DATE). Otherwise, the status effective date is the date that the database was upgraded.

IBT	STATUS	Inter Branch Transfer Entry, Status	If status equals Firmed or Released,use the date in the Order Date field (IBT.ORDER_DATE). If status equals Shipped, use the shipped date (IBT.SHIPPED_DATE). If status equals Closed or Cancelled/Void, and a receipt exists, use the date the IBT Receipt Entry was created for the transfer (max(IBT_RECEIVER.CREATE_DATE)). If a shipment exists but a receipt does not exist b exists, use the date the IBT Shipment Entry was created for the transfer (max(IBT_SHIPPER.CREATE_DATE)). Otherwise, the status effective date is the date that the database was upgraded.
IBT_LINE	LINE_STATUS	Does not appear in the Inter Branch Transfer lines table.	If STATUS = ‘A’, use the date in the Order Date field in the header. Otherwise, the status effective date is the date that the database was upgraded.
OPERATION	STATUS	Manufacturing Window, Operation Card, Status (displayed before start date).	If the status is Cancel or Close, use the date the work order was cancelled or closed (OPERATION.CLOSE_DATE). If the status is Unrelease or Firm, use the date the work order was created (WORK_ORDER.CREATE_DATE). If the status is Release, then the status effective date is the Desired Release Date available in the Work Order Audit Detail dialog box (WORK_ORDER.DESIRED_RLS_DATE).
PART	STATUS	Part Maintenance, Config Mgt, Obsolete check box	If STATUS is null, use min(PART.TRANSACTION_DATE). If STATUS = ‘O’, use max(PART.TRANSACTION_DATE).
PART_LOCATIO N	STATUS	Part Maintenance, Warehouse Locations, Status	The status effective date is the date that the database was upgraded.

PAYABLE	PAY_STATUS	Payable Invoice Entry, Status	If status equals Log, use the date the invoice was created (PAYABLE.CREATE_DATE). If status equals Void, use the date the invoice was voided (PAYABLE.VOID_DATE). If status equals Hold, use the date the database was upgraded. If the status equals Pay and the Paid to Date amount equals the Invoice Total, use the date the balance due is zero (PAYABLE.ZERO_DATE). If the status equals Pay and the Paid to Date is greater than zero but not equal to the Invoice Total, use the date of the last payment (PAYABLE.LAST_PAID_DATE). If the status equals Pay and the Paid to Date amount is zero, use the date the invoice was created (PAYABLE.CREATE_DATE).
PHYS_COUNT_TAG	STATUS	Physical Inventory Count, Review Counts, Status	If status equals Active, use the Physical Count Start date (PHYSICAL_COUNT.START_DATE). If status equals void or U, use Enter Counts, Count Date for the tag # (PHYS_COUNT_TAG.COUNT_DATE) if not null. If the Count Date is null and in all other cases, the status effective date is the date that the database was upgraded.
PHYSICAL_COUNT	STATUS	A status field does not appear in the Physical Inventory Count window	If the count is an active count, use the Start date (PHYSICAL_COUNT.START_DATE). If the count is closed, use the latest Count Date in Enter Counts (PHYS_COUNT_TAG.COUNT_DATE). If the Count Date is null and in all other cases, the status effective date is the date that the database was upgraded.
PURC_ORDER_LINE	LINE_STATUS	A status field does not appear in the Purchase Order Entry lines table.	If the line status is closed, use PURC_ORDER_LINE.LAST_RECEIVED_DATE. Otherwise the status is the date that the Purchase Order was created (PURCHASE_ORDER.CREATE_DATE).

PURC_REQ_LINE	LINE_STATUS	Purchase Requisition Entry, Lines, Line Status	If status equals Draft, then use the Requisition Date (PURC_REQUISITION.REQUISITION_DATE). If status equals In Process, then use the earliest Create Date for the approval task in Task Maintenance (TASK.CREATE_DATE). If status equals Approved, then use the earliest Create Date for the approval task in Task Maintenance (TASK.CREATE_DATE). If status equals Cancelled/Void, then use the latest Date Completed date for the approval task in Task Maintenance (TASK.COMPLETED_DATE). If status equals Ordered or Closed, then use the latest purchase order create date for the purchase order on the line (PURCHASE_ORDER.CREATE_DATE).
PURC_REQUISITION	STATUS	Purchase Requisition Entry, Status	If status equals Draft, then use the Requisition Date (PURC_REQUISITION.REQUISITION_DATE). If status equals In Process, then use the earliest Create Date for the approval task in Task Maintenance (TASK.CREATE_DATE). If status equals Approved, then use the earliest Create Date for the approval task in Task Maintenance (TASK.CREATE_DATE). If status equals Cancelled/Void, then use the latest Date Completed date for the approval task in Task Maintenance (TASK.COMPLETED_DATE). If status equals Ordered or Closed, then use the latest purchase order create date for the purchase order on the line (PURCHASE_ORDER.CREATE_DATE).
PURCHASE_ORDER	STATUS	Purchase Order Entry, Status	If status equals Closed or Cancelled/Void, then status effective date is the Last Received Date (PURCHASE_ORDER .LAST_RECEIPT_DATE). If the Last Receipt Date is blank and in all other cases, then the status effective date is the date the purchase order was created.

QUOTE	STATUS	Estimating Window, Status	If status equals Inhouse or Cancel, then status effective date is the date the quote was created (QUOTE.CREATE_DATE). If status equals Won or Lost, then the status effective date is the Won/Lost date (QUOTE.WIN_LOSS_DATE). If status equals Printed, then the status effective date is the Printed Date (QUOTE.PRINT_DATE). If status equals Ready, then the status effective date is the date that the database was upgraded.
REQUEST_FOR_QUOTE	STATUS	Vendor RFQ Entry, Status	If status equals active, then the status effective date is the date the RFQ was created (REQUEST_FOR_QUOTE.CREATE_DATE). If status equals Closed, then the status effective date is the latest Vendor Quote Quote date (RFQ_VENDOR.QUOTED_DATE). IF status equals Cancelled, then the status effective date is the latest Vendor Quote Quote date (RFQ_VENDOR.QUOTED_DATE). If any of the above date fields are blank and in all other cases, the status effective date is the date that the database was upgraded.
REQUIREMENT	STATUS	Manufacturing Window, Leg/Detail/Material Card, Status	If the status is Cancel or Close, then the status effective date is the date the requirement was cancelled or closed (REQUIREMENT.CLOSE_DATE). If the status is Unrelease or Firm, then the status effective date is the date the work order was created (WORK_ORDER.CREATE_DATE). If the status is Release, then the status effective date is the Desired Release Date available in the Work Order Audit Detail dialog box.
RFQ_VENDOR_QUOTE	STATUS	Vendor RFQ Entry, Vendor Quote, Printed/ Quoted/ Waiting/ Approved buttons	Use Vendor Quote Quote Date (RFQ_VENDOR_QUOTE.QUOTED_DATE). If Quote Date is blank and in all other cases, the status effective date is the date that the database was upgraded.

RMA	STATUS	Return Material Authorization, Status	If status equals Open or On hold, then the status effective date is the date the RMA was created (RMA.CREATE_DATE). If status equals Received, then the status effective date is the date items were last received (RMA.LAST_RECEIVED_DATE). If status equals Closed or Cancelled, then the status effective date is the date items were last shipped (RMA.LAST_SHIPPED_DATE). If any of the above dates are null and in all other cases, the status effective date is the date that the database was upgraded.
SHIPPER	STATUS	Shipping Entry, Ship Status	The status effective date is the date the Shipping Entry record was created (SHIPPER.CREATE_DATE).
TASK	STATUS	Task Maintenance, Pending/ Rejected/ Completed/ Cancelled check boxes	If status equals pending, then the status effective date is the date the task was created (TASK.CREATE_DATE). If the status equals completed, then the status effective date is the Date Completed date (TASK.COMPLETED_DATE). If the Date Completed field is blank and in all other cases, the status effective date is the date that the database was upgraded.
VENDOR	ACTIVE_FLAG	Vendor Maintenance, Active check box	If the Active check box is selected, then the status effective date is the Account Open date (VENDOR.OPEN_DATE). Otherwise, the status effective date is the Account Modified date (VENDOR.MODIFY_DATE).
WBS	STATUS	Project Maintenance, WBS Codes tab, Status	The status effective date is the date that the database was upgraded.

WORK_ORDER	STATUS	Manufacturing Window, Work Order Header, Status	If the status is Cancel or Close, then the status effective date is the date the work order was cancelled or closed (WORK_ORDER.CLOSE_DATE). If the status is Unrelease or Firm, then the status effective date is the date the work order was created (WORK_ORDER.CREATE_DATE). If the status is Release, then the status effective date is the Desired Release Date available in the Work Order Audit Detail dialog box (WORK_ORDER.DESIRED_RLS_DATE).
WORKFLOW	STATUS	Workflow Designer, Status	The status effective date is the date that the database was upgraded.

Promise Ship Date, Promise Delivery Date, and Actual Delivery Date

The Promise Ship Date field is displayed in the following windows:

- Consignment Receipt Entry (Vendor Returns dialog)
- Customer Order Entry
- Order Management Window
- Purchase Order Entry (added to header and lines)
- Purchase Management Window

The Promise Ship Date column has been added to the payable database table, but the field is not displayed in the Accounts Payable Invoice Entry window.

The Promise Delivery Date field is displayed in the following windows:

- Invoice Generation (added to Invoice Report)
- Customer Order Entry
- Order Management Window
- Progress Billing
- Purchase Management Window
- RMA Entry
- Shipping Entry (added to header, lines, reports)

The Actual Delivery Date field has been added to the Shipping Entry window and to the Edit Packlist window.

Supplier Sales Order ID and Special Price Authorization

Two new fields, Sales Order ID and Special Price Authorization, have been added to the Purchase Order Entry window. These fields are also used in the Purchase Order Entry tool in the Purchase Management window.

Use the Sales Order ID field to enter the sales order ID that the vendor uses for your order.

Use the Special Price Authorization field to indicate if the pricing the vendor offers is part of a promotion or other program. Click the drop-down button to select a code from the list. This field is available in both the Purchase Order Entry header and in the lines table.

Supplier Quote ID

Supplier Quote ID has been added to the Vendor RFQ Entry window and to the Vendor Quote dialog box. Use this field to enter the ID that your vendor uses to identify the quote.

Infor ERP VISUAL Infor MyDay Integration Guide and Other Documentation

The *Infor ERP VISUAL Infor MyDay Integration Guide* provides information for the integration between VISUAL and MyDay. The guide describes integration requirements and provides setup instructions specific to VISUAL. The guide also provides information about the business events or user actions in VISUAL that send the various BODs to Infor On-ramp.

In addition to the guide, a series of PDF files that illustrate the relationship between VISUAL and MyDay are available, along with report files you can use with Infor Reporting to customize the information.

The documentation is available on Infor365.com.

Known Issues

Unsupported Drill Backs

You cannot drill back to VISUAL from the following views/metrics in Infor MyDay:

- Lead Generation (metric not supported)
- Opportunity drill backs
- Purchase Contract and Purchase Contract Line drill backs from Contact Utilization metric
- Lost Sales drill back will only open Customer Orders. If you drill back on Quotes, it does not open the Estimating Window.

Unsupported Metrics and Reports

The following metrics and reports are not currently supported.

Financial Metrics and Reports

Disputed Invoices Report – Summary and Detail

Bad Debts Written Off Report

Dunning Letters Report

Bad Debts W/O by Reason Code Metric

Bad Debts W/O by Period Metric

Bad Debts W/O by Business Unit Metric

Purchasing Metrics and Reports

Contract Spent Metric

Evaluate Purchase Contracts Report

Sales Metrics and Reports

Short Shipments Percentage

Pipeline by Stage Metric (note: when this report is available, you will need to run CRM to view it)

Opportunity Won vs. Lost Report (note: when this report is available, you will need to run CRM to view it)

Lead Management Report (note: when this report is available, you will need to run CRM to view it)

Reports and Metrics Supported in VISUAL CRM Only

You can only run the following sales reports and metrics if you are using VISUAL CRM 6.5.107 or above. Please refer to Errors on Specific Metrics and Reports, below, for issues with these reports:

- Opportunity Forecast Metric
- Opportunity to Close Metric
- Opportunity by Territory Report
- Pipeline by Product Group Report
- Pipeline by Stage Report
- Pipeline by Month Report
- Pipeline by Probably by Sales Exec Report
- Lead Generation Report

Errors on Specific Metrics and Reports

AP Manager Metrics and Reports

Errors occur in the following AP Manager metrics and reports:

AP Aging Detail Report -- This report does not calculate totals correctly.

Invoice Variance Metric -- This metric drills back to the Sales Invoice instead of the Purchase Invoice.

AR Manager Metrics and Reports

Errors occur in the following AR Manager metrics and reports:

Uncollected AR Metric – The detail records display every record for the period instead of the records for the Sales Location only.

Customer Payment Summary Report – This report has pagination issues.

Customer Payment Detail Report – This report only supports amounts in the base (system) currency regardless of the document's currency.

Purchasing Metrics and Reports

Errors occur in the following Purchasing metrics and reports:

Invoice Variance metric – This metric drills back to the Sales Invoice instead of the Purchase Invoice.

Compared Quotations Report – This report does not currently include Delivery dates.

Converted Requisitions Report – This report does not currently include Purchase Order References and RFQ References.

Sales Metrics and Reports

Errors occur in the following Sales metrics and reports:

Lost Sales Report – This report does not currently include opportunities.

Monthly Sales Details Report – This report does not currently include Items and Descriptions.

Number of Sales Order Line Report – Unit Price Per Quantity column appears twice on the report. This report also presents the value of 1.00 for everything.

CRM Metrics and Reports

Errors occur in the following reports and metrics available only to CRM users:

Opportunity Forecast Metric – This metric displays, but a calendar update is needed.

Opportunity to Close Metric – This metric currently displays only Won opportunities.

Opportunity by Territory Report – This metric does not currently display the Sales Executive Name.

Pipeline by Product Group Report – This metric does not currently display the Product Code, and the Probability percentage is not formatted properly.

Pipeline by Probability by Sales Exec Report – The Probability percentage is not formatted properly.

General Errors on Metrics and Reports

Metrics

- In various metrics, when browsing on the Buyer, the Customer Party Master displays.
- Depending on the sequence of key strokes on the settings for metrics, the save, restore and close buttons overwrite each other. Closing the browser and reopening corrects the issue.
- Depending on the sequence of key strokes on the settings for metrics, the calendar buttons are truncated and are difficult to locate and select. Closing the browser and reopening corrects the issue.
- The Hierarchy grid shows column heading as “hry.viewer.data.grid.alternateid.column”.
- The Hierarchy grid shows the selected parameter Name column using global IDs. You cannot filter this grid.
- In many cases on the AR & AP Manager home pages, amounts in the document currency are replaced with the System currency values. Future releases of MyDay will support document currency reporting.

Reports

- Various reports have alignment issues between the heading and the detail data.
- Detail reports on customers and suppliers that have special characters (such as &) in their IDs do not render properly.
- When you select Edit Parameters in a report and exceed the timeout, the system displays a "Rendering error cannot find a report with this ID” message. Closing the report and re-selecting it eliminates the error.
- The Hierarchy grid shows column heading as “hry.viewer.data.grid.alternateid.column”.
- The required parameter indicator is not locked when scrolling windows. The “*” scrolls when the window is scrolled.
- If you receive a "This field is required" error message, the "!" indicating the required field is not locked when you scroll the window. The “!” scrolls when the window is scrolled.
- After you export a report, you must refresh the report. An error occurs if you export a report then try to access a different page.

Other Issues

- Filtering sales metrics and reports by Sales Rep is not supported.
- The Hierarchy grid shows the same Customer ID for different Customer names if you attempt to send the Customer ID with a different Accounting Entity ID.
- The sort order for the Customer Name in the Hierarchy is not in Customer Name sequence.

- When browsing long lists in the Hierarchy grid, such as customer party master, you may receive the following error: “Rendering error cannot find a report with this ID” when you select the desired Customer ID. Limiting your search criteria to the smallest selection as possible will avoid the error.
- Various windows are sized incorrectly, and header and footer fields are not locked to the form.

Workarounds and Recommendations

In general, when error messages occur, it is recommended that you close and re-open your browser.

Occasionally Tomcat services are stopped during normal processing. Re-starting these services is required and can be done through the standard Services window. If the ESB service cannot be started, it may be necessary to re-install the bus.

Performance

System performance degrades as more users log into MyDay. This issue is currently under investigation.

Installing Content Fixes and Patches

Installing New Content

If you install new content, you will need to resend all of your data to BIS. This issue is scheduled to be resolved later in 2009.

Installing Patches

You can install patches using the standard install process. All patches are located on www.Infor365.com.