



Infor Xtreme

New Enhancements for Infor
Xtreme

April 30, 2015

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Information

Publication Information

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Intended Audience

This guide is intended for all Infor Customers that use Infor Xtreme, information contained within the guide is purely for Infor Customers

About this guide

The New Enhancements available for Infor Xtreme guide provides information on the latest customer related Enhancements or functional changes made to Infor Xtreme (www.infor.com/inforxtreme). A new customer New Enhancements available for Infor Xtreme guide will be created for each code push in which customers facing changes are made to Infor Xtreme. Each guide will cover any customer related changes in as much detail as possible so you are aware of any functionality changes that may affect your experience using Infor Xtreme.

This guide will be distributed via posting in the Announcement section of the Xtreme Portal

Enhancements

Restrict by Product

Restrict by Product – Knowledge Base

We are continuing the implementation of the project to restrict contacts by product line/product. In this code push we are continuing with Phase 2 – Knowledge Base

For Phase 2, this functionality has been applied to the following Knowledge Base related functions:

- Search / Components
- KBs linked to Incidents

Remaining from Phases 2 & 4 - we expect to complete the implementation of the following KB and Documentation functions in a future code push:

- Downloads / Patches
- KBs linked to KB
- Documentation – Search
- Documentation – Quick Lookup by ID

Future Phases – Analytics, Interactive Briefings, etc.

Incidents

The incident type has been removed from Incident View - Edit pages

The incident type has now been removed from the criteria, display and sort tabs of the Contact Incident View Edit page as we are using the incident type internally to track incidents. This internal only use was part of the February 19th implementation of the Incident Status and Type Changes.

Incident Views legacy page will now be redirected to the Infor Redesigned Incident Views page

The Incident Views legacy page will now be redirected to the Redesigned Infor Incident Views page. If you have any favorites, favorite bar links or general links to the Incident View page, they should be reviewed and updated to the Redesigned Infor Incident Views page link.

We will continue to add more redirects from legacy Xtreme pages to the redesigned pages in future codes pushes, as people are still using these old pages and having unpredictable results.

Please take the time to review any favorites or saved links you might have to ensure they are pointing to the Redesigned Infor Xtreme pages.

Analytics

Analytics Incidents tab chart renamed

The Average Days to Resolve by Priority chart has been renamed to Average Days to Resolve by Severity. This name change was requested so that the chart names were consistent with two other charts on the Analytics page Incidents tab.

- Open Incidents By Severity
- All Incidents By Severity

Key Requests

Infor Xpert Users can submit Key Requests using the generic key request form

Infor Xpert users will now be able to submit a Key Request using the generic key request form via the following menu path: Resources > Request a Software Key > Key Request option.

Note: the Infor Xpert manual form on the Key Request Forms menu has been removed.

Request for Software Key - Permanent

Customer Information

Contact	Beth Hamel	Customer	ABC Shipping
Email	Beth.Hamel@infor.com	Phone	616-284-6851
Key Length	Permanent	Key Start Date	04/23/2015

Product Information

Please request product for keys and release using the drop down option below

Deselect All Keys

Product	Licence Option	*User Count	*Release	*Request Key
AutoEx - OFTP via TCP/IP	SI	1	3.03	Yes, Key Required
Infor ERP XPPS - XBDA order entry	CU	30	3.1	Yes, Key Required
Infor ERP XPPS - XBDE operations data capture	CU	30	3.1	Yes, Key Required
Infor ERP XPPS - XBDT terminal management (Benzing)	CU	30	3.1	Yes, Key Required
Infor ERP XPPS - XBTS terminal simulation	CU	30	3.1	Yes, Key Required
Infor ERP XPPS - XLOG stock management system	CU	30	3.1	Yes, Key Required
Infor ERP XPPS - XPPS Production Planning	CU	30	3.1	Yes, Key Required
Infor ERP XPPS - XVAS sales management and control	CU	30	3.1	Yes, Key Required
Infor ERP XPPS - XZUL sales management with CM	CU	30	3.1	Yes, Key Required

Search

Count added to the KB Search Result page on KB Result page

An item count has been added to the KB Search Result page if the Search contains both KB Articles and Documentation Topics.

Showing results for error message
Save Search Refine Search

Search instead for [error message](#)

An All of the Words search found the following results.

6752 results returned Per Page: 25 Sort By: Relevance

Previous Pages: 1 2 3 4 5 6 7 8 ... 270 271 Next

Article 28 Aug 2014

Error Message does not exist. Object IX_perlot_all, Type: 17 during MassJournalPosting ..._MassJournalPosting' and get the erromessage: **Error Message** does not exist. Object:IX_perlot_...number of records. Due to an internal **error** the lower level entity/site (only_...journal posting application caused the **error**. IX_PerTot_All is a constraint on...

KB: 1114664 Type: Knowledge

Article 15 Jul 2013

Error Message does not exist displays where a SyleLine popup dialog should have appeared ...the **message** tables The A1 entered is not valid **Error Message** does not exist displays where a Syleline popup dialog...have to work with Support. An example of such an **error** is: **Error Message** does not exist. Object: CK_appmnt_payment_exch...

KB: 687074 Type: Program Error

Article 26 Aug 2011

APAR 137602 - Transfer Order Line Items **error message** when attempting to type in the operation number from the job order.

137602 - Transfer Order Line Items **error message** when attempting to type in the operation number from the job order. **error** Def Delivery error

Saved Searches (19)

Filters

Search Terms Match

Exact Phrase

All of the Words

Any of the Words

Articles (6176)

Documentation (574)

Product

BljCognos

BridgeLogic

CloudSuite Business or Industrial

Factory Track

ION

Infor Service Mgmt

Manage Contact IDs

Primary Product Line can now be set from the Manage Contact IDs page

The primary product line field has been added to the Manage Contact IDs Add/Edit pages. When a contact administrator adds or updates the profile, the primary product line will be mandatory.

Resources

New CloudSuite Support Operations Handbook updated and renamed to CloudSuite Support Operations Guide

The CloudSuite Support Operations Handbook has been renamed to the CloudSuite Support Operations Guide. The link has been renamed and an updated version of the document has been added.

Defects

Incidents

Incidents with long event notes could not be opened if the profile “event log display” setting was set to Tabular

Incidents with long event notes could not be opened in edit mode if the user’s profile event log display setting was set to Tabular. This issue has been resolved. The incidents can now be opened in edit mode.

Partners could not log incidents for products with support plan NSUP

Partners could not log incidents for products with support plan set to NSUP. This issue has been resolved. Partners will now be able to log incidents for products with support plan NSUP.

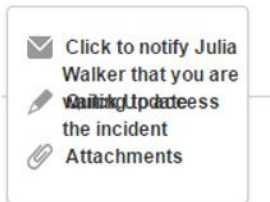
Resolution Type was being defaulted to the wrong value when updated via the Quick Update on Closed incidents

The Resolution Type was being defaulted to “Knowledge – Existing” when incidents were closed by users. This issue has been resolved. The Resolution Type will now be set to blank when incidents are closed by users

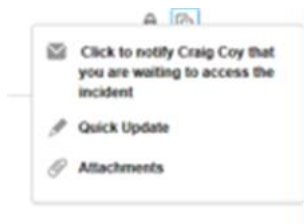
Quick Lookup by ID

Locked Incidents message on Quick Lookup by IDs was being displayed incorrectly

The Locked Incidents message on the Quick Lookup by IDs was being displayed as follows



This issue has been resolved and the Locked Incidents message on the Quick Lookup by IDs page will be displaying correctly.



Announcements

Announcements were being sent regardless of maintenance plan

Announcements were being sent regardless of the maintenance plan specified on the Announcements Edit page. This issue has been resolved. The maintenance plan will now be considered when an announcement is sent.