Infor Xtreme

New Enhancements for Infor Xtreme

April 30, 2015

Contents

Information

Publication Information

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Publication Date:	April 30th, 2015
Version:	v 1.0

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.

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.

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
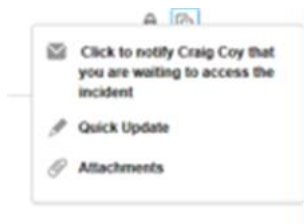
Quick Lookup by ID

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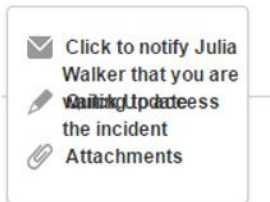
This issue has been resolved and the Locked Incidents message on the Quick Lookup by IDs page will be displaying correctly.

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.