



Informatica MDM - Customer 360 10.4 HotFix 3 Release Notes October 2021

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Read the *Informatica® MDM - Customer 360 Release Notes* to learn about known limitations and fixes associated with this release.

Installation and Upgrade

When you install or upgrade to Informatica MDM - Customer 360 version 10.4 HotFix 3, see the following documents:

- *Informatica MDM - Customer 360 10.4 HotFix 3 Installation and Configuration Guide*
- *Informatica MDM - Customer 360 10.4 HotFix 3 Release Notes*

For more information about product requirements and supported platforms, see the Product Availability Matrix: <https://network.informatica.com/community/informatica-network/product-availability-matrices>

10.4 HotFix 3 Fixed Limitations

The following table describes the fixed limitations:

Reference Number	Description
TCR-5449	When you refresh the Home page or re-login to Customer 360, the <i>Customers Added by Year</i> and <i>Source Systems</i> charts do not appear on the Home page.
TCR-5335	If you use the special character ampersand (&) in the Full Name field when you create a Person record, the Person Dashboard displays ampersand as <i>&amp;</i> .
TCR-5317	When you create a Person business entity record, the data entry form displays the fields of the Specialization child record as mandatory fields.

Reference Number	Description
TCR-5247	On the My Records page, when you adjust the number of tasks to view on the page, the submitted records count displays incorrectly as 6 even though the actual count is different.
TCR-4547	In the Customer Portal, on the Key Executive page of the registration form, if a portal user sorts the fields by executive type, the values of the Executive Type fields might change.
TCR-5343	In a Linux and WebSphere environment, the Customer 360 installer fails.
TCR-4797	In the Customer Portal, if a portal user filters the policies based on the policy number from the Insurance tab, the filter type value disappears after the filter is removed.
TCR-4548	In the Customer Portal, if a portal user sets the Items Per Page to 10 on the Key Executive page of the registration form, the values for some of the Executive Type fields change to None .
TCR-4556	In the Customer Portal, if a portal user applies a filter on the Key Executive page of the registration form, the values of the Executive Type field change to None .
TCR-4830	In the Customer Portal, on the General Information page of the registration form, the lookup values in the State of Incorporation field display state codes instead of state names.
TCR-4805	<p>After you validate the database schema before upgrading Customer 360, if you find the following errors in the validation report, contact the Informatica Global Customer Support:</p> <ul style="list-style-type: none"> - E360_COMPONENTCONTAINER_COMPONENT.StartPage StartPageStartPageLayout1 c3 chartscomponent_assign_tasks_by_users - E360_COMPONENTCONTAINER_COMPONENT.StartPage StartPageStartPageLayout1 c4 chartscomponent_closed_tasks_by_users - E360_COMPONENTCONTAINER_COMPONENT.StartPage StartPageStartPageLayout1 c2 chartscomponent_assign_tasks_by_user_roles.
TCR-4601	When a user with the data analyst role deletes a contact of a record, the contact gets deleted without triggering a review process.
TCR-3799	<p>After you enable Elasticsearch on a Process Server, if you run the BG_All_Lookup_Load batch job without configuring Elasticsearch on the Provisioning tool, the batch job might fail with the following error:</p> <pre>java.rmi.RemoteException: com.siperian.common.SipException: SIP-52071: Elasticsearch cluster is not configured for this ORS [localhost-ora18c-C360_ORs].</pre>

Reference Number	Description
TCR-3020	In IBM DB2 or Microsoft SQL Server environments, you cannot migrate to the data model based on the Party table from the data model based on the Party Role table.
TCR-3019	In IBM DB2 and JBoss environments, the dashboard view of a record might display the following error message in the Hierarchies panel: Internal error. Cannot load the hierarchy.

10.4 HotFix 3 Known Limitations

The following table describes the known limitations:

Reference Number	Description
TCR-5807	In the Task Manager, the count of tasks is incorrect when you open any quick filter.
TCR-5755	In the Customer Portal, when users submit their application with special characters or uppercase characters, the comments are not persisted on the timeline.
TCR-5754	When a user with Sales Operation Manager role approves a task, a notification task for the approval is generated for both the Sales Operation Manager and Sales Operation Analyst user roles.
TCR-5625	After you add or delete related records, such as Classification , Relationship , and Contact , from a record, the record count appears incorrect.
TCR-5621	When you reload the Queries page, the default query page appears instead of the list of saved queries, if you have a default query.
TCR-2384	In the Customer Portal, if a user uploads a file of size larger than 10 MB, the file is not uploaded and no error message is displayed.

Cumulative Known Limitations

The following table describes known limitations that are carried forward from previous releases:

Reference Number	Description
TCR-5046	<p>If you use the <code>HierarchyComponent</code> component, you get the following issues in the Hierarchy panel:</p> <ul style="list-style-type: none">- The hierarchy does not load by default.- Click a node twice to expand it.- Click the Load More icon twice to load additional records.
TCR-5024	<p>In a WebSphere environment, the Submitted tab in the My Records page fails to load the submitted records with the following error:</p> <pre>Not found</pre> <p>Workaround:</p> <ol style="list-style-type: none">1. Extract the following file: <code><MDM installation directory>/app/tcr/MDMAppsServices.war</code>2. Go to the following directory: Extracted files of <code><Extracted files of MDMAppsServices.war>/WEB-INF/lib/</code>3. Delete the following files:<ul style="list-style-type: none">- <code>geronimo-annotation_1.0_spec-1.1.jar</code>- <code>geronimo-jaxws_2.2_spec-1.0.jar</code>- <code>javax.persistence-2.1.1.jar</code>- <code>jsr311-api-1.1.1.jar</code>- <code>servlet-api-2.3.jar</code>- <code>configupdater.jar</code>4. Manually deploy the <code>MDMAppsServices.war</code> file by using the WebSphere administrative console.5. In the WebSphere administrative console, configure the class loader order for the <code>MDMAppsServices.war</code> file with the following value: Classes loaded with local class loader first (parent last)6. Save the changes.7. Restart the WebSphere application server.
TCR-4846	<p>When you try to create an organization record with a special character other than ampersand (&) in the Legal Business Name field, the record creation fails with the following error messages:</p> <pre>Illegal group reference</pre> <pre>An error occured. Organization was not created.</pre>
TCR-4750	<p>On the Submitted tab of the My Records page in Customer 360, the hierarchy tasks display incorrect number of days in the status of the task.</p>
TCR-4067	<p>When you access the online help in Customer 360, the Data Director online help opens.</p> <p>Workaround: Access the Informatica MDM - Customer 360 User Guide from the documentation portal.</p>
TCR-3303	<p>In Customer Dashboard, the Product Details panel does not show the products associated with the records.</p>

Reference Number	Description
TCR-3014	<p>When you use the Java project that is included in the Customer 360 installation files to extend the user exit, the Java project fails when you compile it.</p> <p>Workaround: Before you compile the project, perform the following tasks:</p> <ol style="list-style-type: none"> 1. Run the following commands: <pre> mvn install:install-file -Dfile=<MDM Hub installation directory>\hub\server\lib\mdm-ue.jar - DgroupId=com.informatika.mdm -DartifactId=mdm-ue - Dversion=10.3.0-SNAPSHOT -Dpackaging=jar mvn install:install-file -Dfile=<MDM Hub installation directory>\hub\server\lib\siperian-api.jar - DgroupId=com.informatika.mdm -DartifactId=siperian-api - Dversion=10.3.0-SNAPSHOT -Dpackaging=jar mvn install:install-file -Dfile=<MDM Hub installation directory>\hub\server\lib\siperian-common.jar - DgroupId=com.informatika.mdm -DartifactId=siperian-common - Dversion=10.3.0-SNAPSHOT -Dpackaging=jar </pre> 2. Comment the following code in the Java project: <pre> <repository> <id>infamdm.external</id> <url>http:// mdmmaven01.informatika.com:8081/nexus/content/repositories/ thirdparty/</url> </repository> <repository> <id>mdmcentral</id> <name>MDM Proxy Repository</name> <url>http://mdmmaven01.informatika.com:8081/nexus/content/ repositories/mdminfa/</url> </repository> </pre>
TCR-3012	<p>In IBM DB2 environments, when you run the <code>lookup_localization</code> script, the script imports the lookup data in all the languages except the Russian language. The script fails with the following error message:</p> <pre> com.informatika.solutions.lookup.localisation.exception.Looku pLocalisationException: DB2 SQL Error: SQLCODE=-302, SQLSTATE=22001, SQLERRMC=null, DRIVER=4.19.26 </pre>
TCR-2980	After you update an active record, the dashboard view of the record shows the updated values even though the changes are not approved.
TCR-2966	In environments that use the data model based on the Party Role table, when you add a relationship between two Person records, an empty Related Person record is created for one of the records.
TCR-2930	In a localized environment, when you open a record, the hierarchy name is not localized in the Hierarchy panel.
TCR-1908	On the Home page, when you sort the tasks based on priority, the tasks are incorrectly sorted.
TCR-1899	When you edit a record, if you update an address child record, you cannot save the changes and get the following error message: <pre> SIP-50112: Could not run the WriteCO business entity service. </pre>
TCR-1647	In WebSphere environments, Customer 360 integration with Product 360 does not work.
TCR-1527	During a file import, if you configure the header row to a value other than 1, Customer 360 shows an incorrect preview of your imported file.

Reference Number	Description
TCR-1358	In a hierarchy, if you add a relationship from a B2C customer to a B2B customer, Customer 360 does not display the change history.
TCR-1297	Customer 360 does not support the TIFF image format in the Product Details widget.
TCR-1169	For the Organization customer type, when you edit a relationship or classification to add additional relationship attributes, Customer 360 does not save the attributes that you add.

Informatica Global Customer Support

You can contact a Global Support Center by telephone or through the Informatica Network.

To find your local Informatica Global Customer Support telephone number, visit the Informatica website at the following link:

<https://www.informatica.com/services-and-training/customer-success-services/contact-us.html>.

To find online support resources on the Informatica Network, visit <https://network.informatica.com> and select the eSupport option.