

## Contents

Installation and Upgrade.....	1
10.4 Fixed Limitations.....	1
10.4 Known Limitations.....	2
Cumulative Known Limitations.....	2
Informatica Global Customer Support.....	4

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, see the following documents:

- *Informatica MDM - Customer 360 10.4 Installation and Configuration Guide*
- *Informatica MDM - Customer 360 10.4 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 Fixed Limitations

The following table describes the fixed limitations:

Reference Number	Description
TCR-3560	On the Dashboard view, the tags do not load in the Tags panel.
TCR-3242	After you upgrade Customer 360, all the customizations are lost.

## 10.4 Known Limitations

The following table describes the known limitations:

Reference Number	Description
TCR-4067	When you access the online help in Customer 360, the Data Director online help opens. Workaround: Access the <a href="#">Informatica MDM - Customer 360 User Guide</a> from the documentation portal.
TCR-3799	After you enable Elasticsearch on a Process Server, if you run the <b>BG_All_Lookup_Load</b> batch job without configuring Elasticsearch on the Provisioning tool, the batch job might fail with the following error:  <code>java.rmi.RemoteException: com.siperian.common.SipException: SIP-52071: Elasticsearch cluster is not configured for this ORS [localhost-ora18c-C360_ORS].</code>
TCR-3796	For a Person record, if you have a related record with spouse relationship, the related record does not appear on the Person dashboard.

## Cumulative Known Limitations

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

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:  <code>Internal error. Cannot load the hierarchy.</code>  Workaround: Perform the following tasks: <ol style="list-style-type: none"><li>1. Open the following file: <code>&lt;JBoss installation directory&gt;/standalone/configuration/ standalone-full.xml</code></li><li>2. Add the following attribute to the <code>xa-datasource</code> section of the Customer 360 Operational Reference Store: <code>&lt;xa-datasource-property name="AllowNextOnExhaustedResultSet"&gt;1&lt;/xa-datasource- property&gt;</code></li><li>3. Save the file, and restart the application server.</li></ol>

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"> <li>1. Run the following commands: <pre> mvn install:install-file -Dfile=&lt;MDM Hub installation directory&gt;\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=&lt;MDM Hub installation directory&gt;\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=&lt;MDM Hub installation directory&gt;\hub\server\lib\siperian-common.jar - DgroupId=com.informatika.mdm -DartifactId=siperian-common - Dversion=10.3.0-SNAPSHOT -Dpackaging=jar </pre> </li> <li>2. Comment the following code in the Java project: <pre> &lt;repository&gt; &lt;id&gt;infamdm.external&lt;/id&gt; &lt;url&gt;http:// mdmmaven01.informatika.com:8081/nexus/content/repositories/ thirdparty/&lt;/url&gt; &lt;/repository&gt; &lt;repository&gt; &lt;id&gt;mdmcentral&lt;/id&gt; &lt;name&gt;MDM Proxy Repository&lt;/name&gt; &lt;url&gt;http://mdmmaven01.informatika.com:8081/nexus/content/ repositories/mdminfa/&lt;/url&gt; &lt;/repository&gt; </pre> </li> </ol>
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	<p>After you update an active record, the dashboard view of the record shows the updated values even though the changes are not approved.</p>
TCR-2966	<p>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.</p>
TCR-2930	<p>In a localized environment, when you open a record, the hierarchy name is not localized in the Hierarchy panel.</p>
TCR-1908	<p>On the <b>Home</b> page, when you sort the tasks based on priority, the tasks are incorrectly sorted.</p>
TCR-1899	<p>When you edit a record, if you update an address child record, you cannot save the changes and get the following error message:</p> <pre> SIP-50112: Could not run the WriteCO business entity service. </pre>
TCR-1647	<p>In WebSphere environments, Customer 360 integration with Product 360 does not work.</p>
TCR-1527	<p>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.</p>

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.