

# Corporate Services Release Report

Printed: 7/27/2009 11:31:10 AM

Page 1 of 9

---

## Release Date: 7/21/2009

---

PR 10522                      Modify View to prevent divide by zero error

---

APP:Mas200

---

### **Release Notes:**

Issue Reported:

User reports that MAS200 is reporting an error when importing a zero amount invoice.

Investigation Results:

Investigation reveals that View is testing for invoice total, but dividing by invoice sub total.

Result of this report:

View was modified to test and divide by invoice sub total.

---

## Release Date: 7/24/2009

---

PR 10485                      Associate Bin Locations with Vendors

---

DLL:CustVend

---

### **Release Notes:**

Issue Reported:

Using the purchasing preference "Associate Bin Locations with Vendors", go into customer/vendors click on the preference tab and try to associate bins to a vendor. It jumps to the 4th line to add the bins leaving 3 blank lines. If you try to save as is it gives you an error. You have to manually delete the first three lines before it saves.

Investigation Results:

Investigation reveals that code was implemented to cause each new pick to be placed on the bottom row. This code was erroneously reporting that data already existed on the first three rows.

Result of this report:

Modified the code to use the cell from which the data was picked to populate.

---

PR 10425                      Build item function produced incorrect average cost on inventory record

---

DB:CS\_SQL\_SCRIPTS

DLL:INVTY

DLL:LOGIN

DLL:PRIMR

DLL:PROFL

APP:RTMS

# Corporate Services Release Report

Printed: 7/27/2009 11:31:10 AM

Page 2 of 9

---

**Release Date: 7/24/2009**

---

PR 10425                      Build item function produced incorrect average cost on inventory record

---

**Release Notes:**

Issue Reported:

When using the build item feature, the inventory cost field is not updated properly for both the item built and the items consumed.

Investigation Results:

1.) When building a new item, if a non-zero quantity of that item in inventory already exists, the average cost on the inventory record for the item is set to the cost of the build rather than the true average cost for that item. We should update the inventory record with the average cost.

2.) When items are depleted from inventory and are consumed into the build, the average cost on the inventory record for the items consumed is not being updated based on the depletion. Further investigation revealed this can also be a problem with the sale of items on ticket or invoices. This became a problem when RTMS began tracking costs by bin location. As each bin location is depleted at different costs, the company wide average should be updated.

Discussions with customer have indicated that they would like to track cost by company average, as it was always done prior to the implementation of cost tracking by profit center.

Result of this report:

Modifications were made to correctly re-compute the average cost on the inventory item and a new database preference was added to force the system to always use the company average cost for an item rather than the average cost of the bin location.

---

PR 10490                      Purchase Order Line Factor Calculation Numeric Formatting

---

APP:PO

---

**Release Notes:**

Symptoms:

The line factor calculation in the Purchase Order receive form uses an incorrect numeric formatting when performing calculations. The format used has an extra decimal point, and is essentially truncating decimal values to 10ths in all cases.

Investigation Results:

Investigation showed that the incorrect format is ".0.0000", and needs to be changed to "0.0000".

Resolution:

The format was changed to "0.0000".

---

PR 10488                      Editing job creates Multiple-step OLE DB error

---

DB:CS\_SQL\_SCRIPTS

APP:TRAKQUIP

APP:RTMS

# Corporate Services Release Report

Printed: 7/27/2009 11:31:10 AM

Page 3 of 9

---

**Release Date: 7/24/2009**

---

PR 10488                      Editing job creates Multiple-step OLE DB error

---

**Release Notes:**

Issue Reported:

When user attempted to save a new job they received the below message:

-----  
System Message  
-----

While logging event, the system reports error -2147217887 Multiple-step OLE DB operation generated errors. Check each OLE DB status value, if available. No work was done.

-----  
OK  
-----

Investigation Results:

The log event field for document is only 20 characters long while the Job field itself is 50.

Result of this report:

Modified database structure to accommodate 50 characters.

---

PR 10517                      DT Revenue and Usage Report is Generating Error on Specific Items

---

APP:RTMS

---

**Release Notes:**

Symptoms:

Running the "DT Revenue and Usage Report" is causing the following error to be generated for multiple items:

'You have encountered an error while processing the following information:

Item: [itemnumber]

Deltick#: [dticket]

Continue with the report?

The user is allowed to click through the error. The report prints after clicking through the errors.

Investigation Results:

Testing revealed that the code used an integer counter and when the item count reached 32768 it could no longer increment the counter, causing the error. Counter will be moved to a long integer.

Resolution:

The counter was changed to a Long instead of an Int to fix the issue.

---

PR 10514                      Error when flagging a Delivery Ticket no charge

---

DB:CS\_SQL\_SCRIPTS

APP:RTMS

# Corporate Services Release Report

Printed: 7/27/2009 11:31:10 AM

Page 4 of 9

**Release Date: 7/24/2009**

---

PR 10514                      Error when flagging a Delivery Ticket no charge

---

**Release Notes:**

Issue Reported:

The user receives the following error after flagging a Delivery ticket "No Charge" and then attempting to advance the ticket through the review and approve process:

-----  
While starting AddDtItemToInvoice in module basInvoiceFunctions in function Invoice, the system reports error - 2147217873 - [Microsoft][ODBC SQL Server Driver][SQL Server]Violation of PRIMARY KEY constraint 'PK\_tbl\_snapshot\_proformaitem'. Cannot insert duplicate key in object 'dbo.tbl\_snapshot\_proformaitem'.  
-----

Once clicking "OK," the "reason for change" screen is presented. After entering values and clicking the "OK" button, the following error is received:

-----  
While Saving Changes, the system reports error - -2147217887 Multiple-step OLE DB operation generated errors. Check each OLE DB status value, if available. No work was done.  
-----

When attempting to press "OK" for a second time, the the following error is received:

-----  
While Saving Changes, the system reports error - -2147217873 [Microsoft][ODBC SQL Server Driver][SQL Server]Violation of PRIMARY KEY constraint 'PK\_tbl\_snapshot\_line\_amount\_change'. Cannot insert duplicate key in object 'dbo.tbl\_snapshot\_line\_amount\_change'.  
-----

The user must shut down and restart RTMS in order to continue working in the application.

Investigation Results:

Investigation reveals this due to the system saving the no charge comment line with a negative counter. There is logic in the invoice and pre-invoice creation routine that does not handle this properly.

A temporary work around is available by saving the ticket line items after flagging the ticket no charge.

Result of this report:

Modifications were made to the invoice and pre-invoice creation routine to properly handle negative line counters.

---

PR 10497                      Additional cost allocation not properly reflected

---

APP:PO

DLL:PROFL

# Corporate Services Release Report

Printed: 7/27/2009 11:31:10 AM

Page 5 of 9

---

## Release Date: 7/24/2009

---

PR 10497 Additional cost allocation not properly reflected

---

### **Release Notes:**

Problem Reported:

Customer reports that depending on the way you allocate additional costs, you may see different results on the inventory screen.

Investigation:

Upon investigation, it was found that if additional costs were allocated at receiving time through the use of additional cost allocation, the inventory screen was NOT updated properly. Rather it only showed the "base price" on the screen, but a right click showed the actual total.

This proved to be true because when adding a new item to inventory, the cost was derived from the poitem record which had not yet been updated with the allocated additional cost from the receiving screen.

Alternately, if you manually type the additional cost on the screen BEFORE receiving, then the inventory screen is updated properly. This worked because the poitem record had been updated prior to receiving the item with the additional cost.

See attached screenshot for locally reproduced example.

Result:

Code modifications were made to capture the additional cost allocated at receive time.

Code was also made to ignore the additional costs on the poitem line unless the user choses to use a new preference "Default Receiving Add Cost" which was added to control the default value of additional costs at receive time. This was done so that for most users, the Additional Costs is specified at receipt time and separately for each partial receipt.

---

PR 10516 Problems with invoice spreadsheet on customer aging tab

---

DLL:CustVend

---

### **Release Notes:**

Issue Reported:

When expanding the size of the customer / vendor maintenance forms, the invoice and collection notes spreadsheets on the aging tab are displaying strange behavior.

Investigation Results:

Investigation reveals this can be corrected by disabling the autosize property on these spreadsheets.

Result of this report:

Modifications were made to set the autosize property of the spreadsheet to false.

---

PR 8739 Receive error when creating invoice

---

APP:TRAKQUIP

# Corporate Services Release Report

Printed: 7/27/2009 11:31:10 AM

Page 6 of 9

---

**Release Date: 7/24/2009**

---

PR 8739                      Receive error when creating invoice

---

**Release Notes:**

Customer Reports:

We have been getting a sporadic error that causes us to move to another workstation to complete the transaction. I have not been able to capture the event in a screen shot, the text of one of the errors that occurred in Juneau during the create invoice process is:

While performing procedure g\_sTick2InvcPickedTicket the invoice sub routine reports Error -2147418113: Catastrophic Failure. Followed by System Message: the system was unable to create invoice, please check your information and try again.

Investigation Reveals:

A Catastrophic Failure occurs then the records found in an open recordset have been modified by another user or process. When you attempt to reference the recordset prior to refreshing the data, the system issues this ugly message to alert you to this. Once you receive this message, the solution is to Click Find and search for the record again

The true source of this issue proved to be the rare occasion when this test is made prior to creating the invoice recordset. The recordset is open, but does not yet have any records.

Results:

Code was added to confirm a record exists in the recordset prior to testing

---

PR 10529                      Meter Reading not being updated for the Return Form

---

APP:TRAKQUIP

---

**Release Notes:**

Symptoms:

When returning an item with an IType of "M" the user is prompted to update meter readings. This should then update the inventory record to reflect the current meter reading.

Investigation Results:

This functionality was erroneously removed on case 9762 and needs to be enabled again.

Resolution:

The functionality was enabled.

---

RFM 9783                      Modifications to RTMS DIR / Customer information

---

DB:CS\_SQL\_SCRIPTS

DLL:CustVend

APP:TRAKQUIP

DLL:PROFL

APP:RTMS

# Corporate Services Release Report

Printed: 7/27/2009 11:31:10 AM

Page 7 of 9

---

## Release Date: 7/24/2009

---

RFM 9783                      Modifications to RTMS DIR / Customer information

---

### **Release Notes:**

---

#### New Capability:

We added two new statuses to the RMES DIR... application. Additionally, we have added the ability to flag a contact as 'Sales Only.' Sales Only contacts will only show to users that have the 'Use Sales Only Contacts' preference enabled.

#### Usage Statement:

The preference is General 'Use Sales Only Contacts.' The permission is General 'Customer/Vendor Contact Records - View/Add/Edit Sales Only.'

Please refer to the "Help Files" for more information regarding these features.

---

PR 10463                      Syntax error while querying inventory

---

APP:TRAKQUIP

---

### **Release Notes:**

---

#### Issue Reported:

The user receives a syntax error when attempting to query inventory with a >0 in the Markup Percentage field. This is an issue for users using the Use List Price Markup Logic preference.

#### Investigation Results:

We had a syntax problem in our query.

#### Resolution:

A code change was made to correct the syntax error.

---

RFM 10258                      Provide the ability to specify office code for misc charge items

---

DB:CS\_SQL\_SCRIPTS

DLL:INVTY

DLL:PROFL

APP:RTMS

---

### **Release Notes:**

---

#### New Capability:

We provided the ability to add miscellaneous charge items by office code.

#### Usage Statement:

The preference 'Misc Charge Logic Per Office' in the general preference group must be turned on. A new column for the office code will be available on the miscellaneous charge maintenance form. If a office is not entered a default value of [ALL] will be displayed. These items will be added for all offices.

Please refer to the "Help Files" for more information regarding these features.

# Corporate Services Release Report

Printed: 7/27/2009 11:31:10 AM

Page 8 of 9

**Release Date: 7/24/2009**

---

PR 10478                      Credit code hold not working when creating tickets from job

---

APP:RTMS

---

**Release Notes:**

Symptoms:

Credit codes for HOLD are not stopping the creation of a ticket if jobs are used.

Investigation Results:

1. Selecting a customer for a new job that has a hold on it is not checking the credit code before allowing the customer to be placed on the job header.
2. Since the ticket only checks the credit code when the customer is changed on the header, picking a job that populates the customer bypasses this check and allows the ticket to be made.

Resolution:

The credit code will now be checked when creating a ticket with jobs.

---

PR 10469                      Error trying to Invoice ticket with reminder notes

---

APP:TRAKQUIP

---

**Release Notes:**

Issue Reported:

When in TrakQuip creating an Invoice for a ticket with the menu option "Create Invoice from Rental Ticket" if the customer has a reminder note on it sometimes the Invoice is not created. The user gets the following error:

-----  
No Invoice was created  
-----

No Invoice Number was available, therefore the process was aborted and no invoice was created for ticket 9243. It is possible that a header was created and should be deleted and then you may try again.

-----  
OK  
-----

Investigation Revealed:

I was able to replicate this locally by trying to create two Invoices back to back with out performing any other functions for Tickets with customers with reminder notes, or by going to the menu option to create invoice from rental ticket and then saving the reminder then cancel out of the Invoice header then immediately try to create another Invoice.

Developer determined that saving the reminder notes caused the current recordset to become "dirty" and required a re-query

Results:

Code was added to refresh the current invoice recordset after an update of the reminder notes

---

RFM 7849                      CUSTOM CODING TO MATERIAL APPLICATION TO HANDLE MULTIPLE INSPECTION DOC

---

APP:RTMS

# Corporate Services Release Report

Printed: 7/27/2009 11:31:10 AM

Page 9 of 9

---

## **Release Date: 7/24/2009**

---

RFM 7849 CUSTOM CODING TO MATERIAL APPLICATION TO HANDLE MULTIPLE INSPECTION DOC

DB:CS\_SQL\_SCRIPTS

DLL:PROFL

---

### **Release Notes:**

New Capability:

A new feature was added to the material application for one customer.

Please refer to the "Help Files" for more information regarding these features.

---

PR 10451 New Activity Report shows transfers incorrectly

DLL:REPORTS

APP:RTMS

DB:CS\_SQL\_SCRIPTS

---

### **Release Notes:**

Issue Reported:

In the New Activity report, the Items Returned section was displaying tickets that were transferred from one location to another. When a ticket is transferred the items get returned on the transferring ticket and posted on the new ticket. A ticket should only appear on the Items Returned section when it has been final returned, and not returned through the transfer process

Investigation Results:

We verified that we were only returning the first ticket that was transferred in the Items Returned section.

Resolution:

Two new fields were added to the delivery ticket item table to help track items that were transferred. The New Activity report was modified to use these fields to properly report only the final returned ticket, instead of all transferred tickets.