Release Notes for SAS® Fraud Management 3.3_M1, Hot Fix 11

Description	Component	Summary	Test Scenario
Users need the ability to limit the date range for data retrieval from the FHR_RULE_FIRE_FACT table.	BATCH	Job 4515, which reads from various tables in the Reporting History (RH) database and then updates the table RPT_FRQ_RULE_FIRING, takes significant time to process because of the sorting that is performed. The sorting process can cause for you to run out of workspace.	After you install this hot fix, the performance of job 4515 should improve without workspace issues. In this hot fix, the sort functions are modified and you can restrict the number of days for extraction. The default number of days to extract is 30, but you can edit that value to a smaller number to gain additional increases in performance.
When the transaction grid on the **Alerts** tab has 50 or more transactions, the transactions do not sort correctly.	ANYLSTSWORK	If the number of transactions that are sent to the transaction grid are less than 50, the sort process occurs locally on the user workstation. However, when the number of transactions require multiple pages in order to be displayed, the sort process is performed in the database. As a result, the sorting process is performed on a different column. This behavior causes the results to be skewed when you view them.	After you install this hot fix, click the **Alerts** tab, and choose to service an alert, the transaction grid displays with multiple pages and performs the sort correctly.
Users need to see the last-modified date (rather than the last-updated date) when they view lookup lists.	RULES	When you view lookup lists, the date that is shown is the last-updated date. Users also need to see the last-modified date when they review the list to show the last time that the list contents were uploaded.	After you install this hot fix, access the **Rules** tab from web application and click **Tasks**. Then select **List Lookup Lists**. The column **Last Loaded** will be displayed on the far right with the date that the list contents were last uploaded.

Description	Component	Summary	Test Scenario
When you use an Oracle Real Application Clusters (RAC) implementation in a clustered environment, build IDs display out of order.	DATABASE	When you use Oracle RAC installations in a clustered environment, build IDs display out of sequence.	After you install this hot fix, the build IDs sequentially increase correctly in an Oracle RAC environment.
Oracle implementations for which MultiOrg is configured do not store the CR_MAN_ALERT procedure. As a result, an error occurs.	DATABASE	When you perform an entity search for an entity on an alert for which ALERT_STATUS="CLOSED", you cannot create a manual alert for that entity.	After you install the hot fix, search on an entity for an alert where ALERT_STATUS="CLOSED" and you should be able to create a manual alert successfully.
The TENANT_MULTI_ORG_ID table is not evaluated by the TR_BUILD trigger, and this behavior impacts the `User Variable Decoding` fields for a build.	DATABASE	The TR_BUILD trigger for both Oracle and DB2 databases does not respect the TENANT_MULTI_ORG_ID table when the trigger populate the FSX_USER_VARIABLE table. As a result, data is incorrect in the FSX_USER_VARIABLE table.	After you install this hot fix, the database trigger reads the TENANT_MULTI_ORG_ID table and populates the FSX_USER_VARIABLE table with the correct information.
Running the Working Common Point of Purchase (CPP) Extraction for jobs 5020 and 5021 on a Teradata implementation for the Report History (RH) fails.	CPP	SAS/ACCESS® software returns three times the actual length in bytes based on the SASHELP.VCOLUMNS dictionary table for Teradata implementations of the RH. In addition, SAS/ACCESS software does not properly extract the data from the transaction table. When this happens, you receive the following error: `ERROR 180-322: Statement is not valid or it is used out of proper order`	After you install this hot fix, the jobs 5020 and 5021 execute correctly.

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When you load the segment data column in the VXX tables, the trailing x'20' characters are removed when they should not be.	ETL JOBS	For any user variable that ends in x'20', those characters are removed, which causes a shorter than expected segment data value in the RH. This behavior occurs for DB2 implementations on the System of Record (SOR) and for Teradata implementations on the RH, and it impacts how SAS/ACCESS software reads the incoming information.	After you install this hot fix, f the segment passes all of the necessary characters for DB2 and Teradata implementations.
Job 4019 does not update the END_BUILD_ID column in the FRH_USER_VARIABLE_DIM table with the correct data.	ETL JOBS	When you run job 4019, which loads records from the SOR to the RH, the time stamps are not updated properly in the row. When this problem occurs, the SAS® log contains no errors and overwrites itself with the existing data.	After you install this hot fix, the row is populated accurately from the SOR load to the RH load, and job 4019 runs correctly.
Current Interactive Voice Response (IVR) does not handle alerts that resurface consistently from VERIFIED ACTIVITY status.	IVR	When you run the IVR getAlerts() function, it fails with the following (but expected) exception: `Problem processing request. Please contact administrator.`	After you install the hot fix, the IVR getAlerts() function returns resurfaced alerts that are marked as VERIFIED ACTIVITY.
When you run the Agent Time Analysis report, the date filter does not work properly.	REPORTS	When you run the Agent Time Analysis report where the start and end dates are the same date, the values are not read correctly to display the data that is required for the hour range that you select.	After you install this hot fix, running the Agent Time Analysis report for a single date produces accurate data.
The column values for column properties that are longer than 11 characters do not export correctly into Microsoft Excel.	REPORTS	When you run reports from the **Reports** tab and you export a column with a property name that is longer than 11 characters to Excel, the characters do not render correctly. This problem occurs with any of the reports that you can select from the **Reports** tab.	After you install this hot fix, the property name length is not an issue and the information will display correctly on the report when exported to excel.

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Description	Component	Summary	Test Scenario
In Oracle implementations, job 4020 miscalculates the `seconds_between` and `lastHourSessionLength` values in the FCM_STRATEGY_SESSION_SUMMARY.TIME_IN_STRATEGY_SECONDS table.	REPORTS	Job 4020, which populates the work-time summary table and strategy-session table, does not handle the `seconds_between` and `lastHourSessionLength` values properly. As a result, invalid information is displayed for the Agent Time Analysis report that uses two tables in its reporting. (The FCM_STRATEGY_USER_AUDIT table populates the FCM_STRATEGY_SESSION_SUMMARY.TIME_IN_STRATEGY_SECONDS table. .	After you install this hot fix, the values are accurately added to the tables, and the tables display correctly for the Agent Time Analysis report.
Job 4090 might not copy all necessary entries from the SOR to the RH, and this behavior affects reporting.	REPORTS	Job 4090 does not insert all necessary entries from FSXP_USER_BUS_UNIT to FRH_USER_BUS_UNIT_DIM when it runs for multiple business units. This behavior impacts the results of the Frequency of Rules Fired and Alert by Score Band historical reports.	After you install this hot fix, the information processed by job 4090 is correct and the reports accurately display the data requested.
The Temporarily Blocked Alerts report should allow you to choose system blocks and transaction blocks when you run the report.	REPORTS	When you run the Temporarily Blocked Alerts report, the options show both system and transaction blocks. However, the report only reports on the system blocks.	When you run the Temporarily Blocked Alerts report with this hot fix in place, the report accurately reports either System Blocks, Transaction Blocks, or both, depending on options you chose for running the report.
When you run reports from the `Reports` tab, the software might not return results or the results might be inaccurate.	REPORTS	When you run the reports in an Oracle implementation, the time stamps are not accurately calculated. This behavior affects Oracle queries that use the date comparisons of SNAP_DATE and GMT_SNAP_DATE. In addition the data that is represented in the report does not display for the time/date range that is requested in the report. In both Oracle and DB2 implementations, when you attempt to run the reports on a single date (where start and end date are the same), the calculations do not produce accurate results. This problem is caused by the query that runs on a 12-hour window instead of a 24-hour window.	After you install this hot fix, running the following reports gives accurate information in the report based on the date and time ranges requested: • Fraud Summary • Work Unit Fraud Summary *(continued)*

Description	Component	Summary	Test Scenario
			• New Alerts Scheduled • False Positives • New Available Inventory • Agent Time Analysis
Historical reports use an incorrect - cache model for business-unit selection.	REPORTS	When you run historical reports, the cache values for Business Unit use a cache model that does not flush and refresh. This behavior causes the reports to have inaccurate information if the Business Unit information has changed.	After you install the hot fix, the historical reports use the most recent business-unit information and report accurately the historical data that is based on the business unit.
The Agent Time Analysis report should allow lag time to be configurable.	REPORTS	The Agent Time Analysis report has a hard-coded, 4-hour window when you extract data. As a result, the displayed data is out of date with the expected results when your run the report.	After you install this hot fix, running the Agent Time Analysis report enables you to adjust the time window according to your need.
The **Available Inventory** Report cannot be exported to a PDF format.	REPORTS	When you run the Available Inventory Report and attempt to click the PDF icon, you receive the error `HTTP 404 Not Found`.	After you install this hot fix, select the Available Inventory report on the `Reports` tab in the reports folder and run the report. When the information displays and you click the PDF icon to export to a PDF format, the report is exported without error.

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The Transaction by Country report does not export all column values to Microsoft Excel.	REPORTS	When you run the Transactions by Country report and export it to Excel, the column values for **Trans Date**, **Trans Amount**, **Trans Country**, **Trans Exp Date**, and **Multi Org** do not appear in the Excel spreadsheet.	After you install this hot fix, run the Transactions by Country report and export it to Excel. The columns will display the data for all of the fields.
Running job 4020 in Oracle implementations inserts an incorrect date in specific scenarios.	REPORTS	When a strategy is worked for longer than one hour, a GMT_SNAP_DATE value **1JAN1960** is inserted into the records. This behavior is a known issue with the SAS DATEPART function in an Oracle configuration.	After you install the hot fix, the strategy populates with the correct date, even if it is worked for more than one hour.
Duplicate rows are reported after job 4020 is run in an Oracle implementation.	REPORTS	The FCM_WORKTIME_SUMMARY table is populated with duplicate rows, which causes the Agent Time Analysis report to provide inaccurate results.	After you install the hot fix, the Agent Time Analysis report provides accurate information.