

TeamConnect® Enterprise

6.2.8 Patch 6

Release Notes

TeamConnect® Enterprise 6.2.8 Patch 6 (PTC6280006) resolves the following issue:

Issue: Bad records in Y_RECORD_CHANGE stop all indexing until the table is truncated (all rows removed from the table by a DBA)

Tracking Code: SUPPORTPRI-64639

Case Number: 2022-0418-918497

Reported Version: TCE 6.3.3

Workaround

Truncate Y_RECORD_CHANGE table and restart. This is a costly workaround since it takes 2 days to submit an urgent CCF and leaves the client without Global Search/Elasticsearch in the meantime.

Pre-Requisites

TCE and Elasticsearch configured and connected

Steps to Reproduce

1. Log into application
2. Navigate to Global Search tool
3. Index one object: contacts
4. Open Y_RECORD_CHANGE table in database
5. Update one contact
6. Immediately refresh the Y_RECORD_CHANGE table
7. To reproduce issue, create a new record and put in a dummy primary key
8. Restart application server
9. If you've done this correctly, the record you created in Y_RECORD_CHANGE will remain there
10. Navigate back into global search tool
11. Attempt to index another object

Expected Results of Steps

1. Y_RECORD_CHANGE should clear out if record cannot be found
2. New objects can be indexed and the index works properly.

Actual Results of Steps

The 'bad' record in Y_RECORD_CHANGE breaks indexing. Even if you delete the entire index / clear the UUID and start over, the record remains.

This is a blocker. Actual scenario is occurring naturally in the TC environment so this constantly requires CCFs for SQL / truncating the Y_RECORD_CHANGE table.

Root Cause Analysis

Indexing action was getting hung up on a bad record. Instead, if the Indexing action cannot index a record, it will now increment the attempt to index and move to the next record. Once the attempt to index max is hit (Index attempt max is set in Admin settings), the Indexing action will recognize that the

max attempts have been made, skip the record and continue indexing. In both scenarios, the Indexing action is no longer getting hung on a bad record.

Additional research is being done to figure out how a bad record is created; however, this solution will prevent the index from getting stuck.

This fix also appears in TCE 6.2.8 Patch 6, TCE 6.3.3 Patch 20, TCE 6.3.6 Patch 2 and will be merged into the TeamConnect Enterprise updates 6.2.9 and 6.3.8.

INSTALLATION

The following list summarizes the procedures to install this patch.

1. Update the class files.
2. Update the database and version information.

Refer to PTC6280006_Instructions.pdf, in the same folder as these release notes, for more details about installing this patch.

UPGRADE CONSIDERATION

No significant upgrade considerations for this patch.

LEVEL OF RISK TO UPDATE WITH PATCH

LOW