Infor LN DEM Content Pack User Guide

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About this document

This document is a user guide that supplies technical reference information about the DEM Content Pack for the LN release.

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This document is a user guide that supplies technical reference information about the DEM Content Pack for the LN release. The DEM Content Pack is a generic DEM model in which several business scenarios such as ‘Product Sales to Invoice’ or ‘Product Life Cycle Management’ are combined to form a functionally rich model that can be configured to match the company’s needs.

Related documents

You can find these documents in the product documentation section of the Infor Xtreme Support portal.

- *Infor LN Dynamic Enterprise Modeler user guide (U7169)*.
- *Infor LN DEM Content Pack - Naming and Building Conventions (U9778 US)*.
- *Infor LN DEM Content Pack Content Description (U9802 US)*.

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Chapter 1 Introduction

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General

Infor has traditionally focused its development efforts on generic logistic typologies such as make-to-stock and assemble-to-order. In practice, however, few companies can be placed into only one of these typologies.

From 2011 Infor has shifted its focus for LN to ensure LN matches these verticals:

- General manufacturing
- Automotive
- Aerospace & Defense
- Industrial Equipment & Machinery
- High Tech

Within each vertical, different flavors exist and therefore different processes and options are needed. Hence the DEM Content Pack was developed. The DEM Content Pack is configurable. By selecting scenarios and options needed, DEM generates user friendly ready to use menus, sets authorization and the main system parameters.

The objective for the implementation of the DEM Content Pack is to provide companies the ability to customize to their own business needs by selecting a unique combination of components from the model.

Scope

The purpose of this document is:

- Provide information for installing the DEM Content Pack.
- Explain the master data and building blocks available in the DEM Content Pack.
- Establish a number of guidelines for customers and consultants working with the DEM Content Pack.

This document explains how the model is structured, from a global level to a more detailed level. This document will help customers and consultants to understand the concepts behind the DEM Content Pack and will allow to select the parts of the model that you are particularly interested in or must train or implement.

Model Approach

The DEM Content Pack, an approach towards modeling, contains these targets:

- The model must be easy to read and understand to reduce complexity.
- The model must be consistent in look and feel.
- The model must follow Best Practice, options are modeled to the side and can be switched on or off.
- The model must generate a user friendly menu that is ready to use in training and implementation.

The model approach includes a number of business cases to increase recognition among potential customers.

For more detailed modeling and naming conventions see *Infor LN DEM Content Pack Naming and Building Conventions (U9778 US)*.

Chapter 2
Installation

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Pre-installation tasks

Depending on the version, you can install the DEM Content Pack through:

- The Installation Wizard, available from the Infor Download Center.
- Importing a DEM dump, available as a solution from the Infor Xtreme Support portal.

Run these pre-installation tasks:

- Check if the DEM Content Pack is already installed. It is possible that during the LN installation with the staging wizard, the DEM Content Pack is already installed. To verify this, start the session Versions (tgbrg1500m000) in the correct company number and check if the version is present. If the version is present, check if the post installation steps were run correctly.
- User 'demo' must be created, otherwise you must create this user first. Ensure to select the Process Browser checkbox for the user 'demo' in session User Data (ttaad2500m000).
- Retrieve a model license key.

To retrieve a model license key

- Log an incident on http://www.inforxtreme.com using your support account. Provide this information:
  - Incident text "Requesting license key for DEM Content Pack "
  - Version code: I10_040S1
  - Customer code of the company (user) as provided by Infor after you validated your Infor LN application. You can retrieve this customer code through the SLM management Console or by running session Support Information Tool (ttsit0100m000).

Note

If the version code and customer code are not provided in the incident correctly, you will receive an incorrect licence key.

Installation with the Installation Wizard

After you have retrieved a license key:

- Download the LN software to your server.
- Use the Staging Wizard to copy the Installable Unit “ Infor LN DEM Content Pack ” to the Staging Area.

  Note that the name of the relevant DEM Content Pack relates to the Feature pack used and therefore can be slightly different.
- Install the model with the Installation Wizard.

Installation through import

To import a version dump:

1. Download the files provided in the appropriate PMC solution.
2. The import user (preferable user baan or bsp) must have full authorization for all versions. This can be arranged through session User Authorization for all Versions (tgbrg1140m000).

   Supply the password DEM (uppercases). Click OK. Insert the userID of the import user.
3. After you have received a license key for DEM, start Infor LN.
4. Select the company where you want to import the model. Infor recommends to import the model in the demo company of the Infor LN software. This company is delivered with the software.
5. Start the Import Version Dump (tgbrg1245m000) session of the Infor Enterprise Modeler.
6. Specify the proper directory and file name to import the model version.
7. Clear these check boxes:
   - Import Model Items into Different Version
   - Check Data Integrity
8. Select these check boxes:
   - Overwrite
   - Print errors
9. Click Import to start the import.

   A small window appears which prompts you to specify the validation code.
10. Specify the Expiry Date and License code in the Validate license Dump (tgbrg1246m000) session.

    The import starts.
11. Messages about missing versions can appear. To create them click Yes.

When the Import of Components is Completed the DEM Content Pack is loaded in your Infor LN environment.

12. Click Yes on the question "Change Version to Current Version?". This action places the imported version to the current (model) version with which you will work. You can now work with the DEM Content Pack.

Note

The entire import process can take some time, depending on the speed and system load of the server on which the import takes place. In addition the DEM Content Pack is always imported into the current company/data in which you are working.

Post-installation tasks

You must perform some steps to set the parameters and other master data before you can work with the DEM Content Pack.

To set parameters:

1. Create a new version if you want to keep the original content. Derive the new version from the standard version in which you want to make changes.
   - Start the Versions (tgbrg1500m000) session.
   - Select the appropriate version and click Copy.
   - Change the code. Change the S (standard) to C (Customized), for example I10_040S1 to I10_040C1.
   - Specify information in the **Description** field.
   - Specify the original version in the **Derived-From Version** field.
   - Change the **Status** field to Developing.
2. Start the Version Authorization by User (tgbrg1150m000)

   The Check Password (tgbrg1165m000) session displays.
3. Supply the password DEM (uppercases) and click OK.
4. Authorize user 'demo' for the appropriate version.
5. Start session Current Modeling Version of Users (tgbrg1510m000).
6. Link the correct modeling version to the 'demo' user.
7. Start the Central Company to store Enterprise Modeler Data (tgbrg0100s000) session to store the Enterprise Modeler Data.

   The Check Password (tgbrg1165m000) session displays.
8. Supply the password DEM (uppercases) and click OK.

9. Select the **Central Company to Store Enterprise Structure Models**. This field must contain the company number you are working in. For demo company 091, the **Central Company to Store Enterprise Structure Models** must be filled with company 090, because of the Multisite structure.

   For more specific information see the *User guide Setting Up a Company (U8422).*
10. Click Save or OK to save the data.
11. Start session DEM Parameters (tgbrg0135s000).

    The Check Password (tgbrg1165m000) session displays.
12. Supply the password DEM (uppercases) and click OK.

    The DEM Parameters (tgbrg0135s000) session starts.
13. Specify this information:
    - Select the **Evaluate Static Conditions** checkbox.
    - Select Sorted on external Code (ascending) in field **Activity order in DMB**.
    - Supply component 'LN' in the **Component** field.
    - Supply version '6.1' in the **Component Release** field.
14. Click OK to continue.
15. Start session Applications by Component (tgbrg5155m000).
16. Specify this information:
    - Supply component 'LN' in the **Component** field.
    - Supply version '6.1' in the **Component Release** field.
    - Start the command **Import Applications from Running ERP Component**.

      Select these check boxes:
      - Overwrite existing values.
      - Remove the applications that no longer exist.
      - Print
    - Print the report to excel and save the .xls file.

      Note: This file must be analyzed to find out if new sessions (customizations or sessions on your system due to installing solutions) must be added to the pre-configured business processes.
17. Start session Employees (tgbrg8135m000).
18. Select employee 'demo' and change the **User** field to user 'demo'.
19. Start session Runtime Version, Project Model and Optimization Phase (tgbrg0105m000)

    A record must be present for the correct version based on the company used.

The post-installation tasks are completed. Repeat this process in case a new DEM company must be installed.

Chapter 3
Master Data

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The place and function of master data

This chapter provides an overview of the master data that is delivered with the DEM Content Pack.

You can use the master data primarily to set up a working environment in which you can create and maintain the enterprise modeler building blocks, such as business processes, roles, and business control diagrams (scenarios).

Central Company to Store Enterprise Modeler Data (tgbrg0100s000)

One of the post installation steps described earlier was selecting a company in which all enterprise-modeler data is stored. If you do not specify a company in the Central Company to store Enterprise Modeler Data (tgbrg0100s000) session, you cannot create or maintain any business process, business function, or other model item. Note: Only select a company that is linked to your current package combination.

To define a central company:

1. Specify a company in the Central Company to store Enterprise Modeler Data field.
2. Click Save.

   If you click Update all Comp, all DEM data (for all companies of the current package combination) will be stored in the central company that you have selected.

   Example:
   - Package combination: B60new
   - Companies linked to the package combination: 900, 901, 902, and 903
   - Central company: 902

If you click Update all Comp, the enterprise modeler data is stored in company 902, regardless of the company of package combination B60new in which you work.

If you want to have more than one central company, specify this information:

- Package combination B60new
- Companies linked to the package combination 900, 901, 902, and 903
- Central companies 900, 902

3. Change your current company to company 901.
4. Start the Central Company to store Enterprise Modeler Data (tgbrg0100s000) session and select company 900 as the central company.
5. Click Save.
6. Click OK. Repeat the same procedure. However, this time change your current company to 903 and select 902 as central company.

Categories

Categories are set up to provide a classification of data they are linked to. During implementation they provide the means to sort the DEM Content Pack building blocks. For example Finance and Logistics or Master Data and Dynamic Data.

In the DEM Content Pack the Categories are available for:

- Business Control Diagram Categories (tgbrg9155m000).
- Business Control Diagram Functions/Buffer/External Agent Categories (tgbrg9175m000).
- Business Control Diagram Trigger Categories (tgbrg9185m000).
- Business Function Categories (tgbrg2120m000).
- Business Process Categories (tgbrg5105m000).
- Business Process Activity Categories (tgbrg5525m000).
- Wizard Categories (tgwzr5100m000).

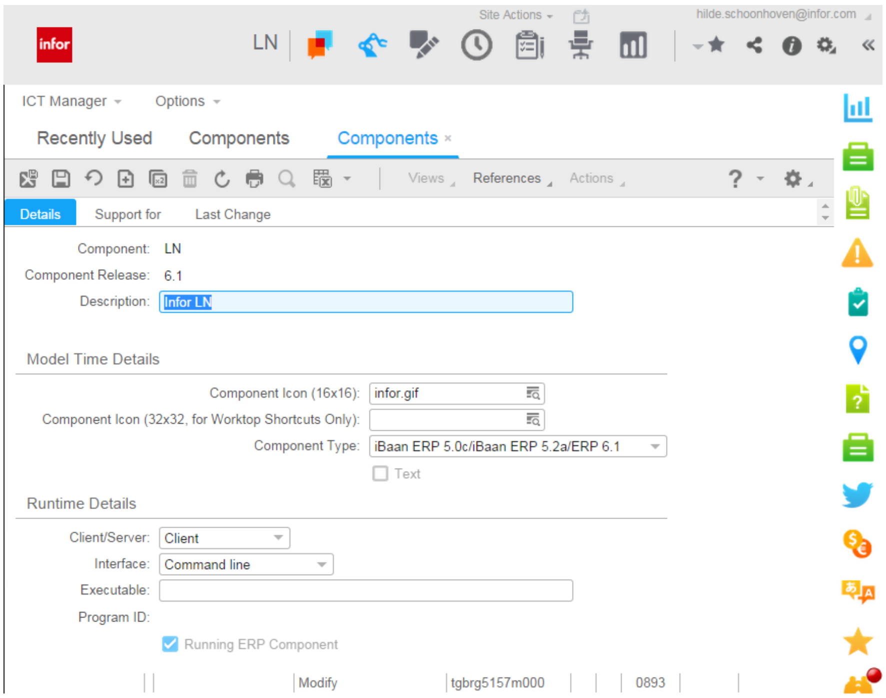
Application Components

An Application component is a collection of applications, or just one application, and the applications' related data that is required to interact with other applications. In other words, a component is a shell that accommodates the applications that can be linked to activities in business processes to define the work and sequence of work that must be carried out. The definition of the applications is important in the component procedure, because ultimately the definition of the applications is what determines the operations that must be completed.

Components (tgbrg5157m000)

The DEM Content Pack uses the components:

- LN
- Infor Automotive Exchange
- Infor Supplier Exchange



You can also create another component. For example for a previous version of Infor LN or Infor Asset Management.

To create another component:

1. Click New.
2. Specify the name of the component in the Component field.
3. Specify the release, which is the identification of the issue of a component, in the Component Release field.
4. Click an icon in the Component Icon field that represents the component in the Process Modeler Workbench. In the workbench, the icon will be placed next to the activity of type Application so that you can distinguish the component to which the application belongs.
5. Select an identification for the component in the Component Type field:
   - Select the correct LN release in case of an Infor LN component.
   - Select Other in case of a non- Infor LN component.
6. Select whether the component is installed on the server or on a client in the Client/Server field.

7. Select the interface that the component requires, Com or Command line, in the Interface field.
8. If a command line interface exists in the Executable field, specify the executable. See the following example for more details.
9. Specify the program ID in the ProgID field that COM requires to identify the component. You can find the program identification in the COM interface specification of the component release.

If you use more than one Infor LN component in your business processes, you must define an executable file for every component except the running baan component.

- Components: Executable
- Infor LN 6.1 Running ERP component
- Infor Baan 5.2 C:\Program Files\Baan\Bw4\bin\bwReger.exe.
- Infor Baan IVc C:\Program Files\Baan\Bw4\bin\bw4.exe.

This table provides additional information about the options that you can use if you create or modify a component:

Key fields for Components (tgbrg5157m000).

Field	Description
Running ERP Component	If you select this check box, the component is the ERP component that provides the Infor LN or Baan sessions at run time. For more information, see the DEM parameters (tgbrg0135s000) session.

Note

Applications defined in the running ERP component are started directly and, therefore, need no interface defined in the Runtime Details group box.

On the Support tab of the Components (tgbrg5157m000) session, you can select:

- Authorizations: Such as display and print.
- Standard application options: Such as browse record and browse group.

Applications by Component (tgbrg5155m000)

After you created the components that you want to use during the modeling of business processes, you must use this session to fill these components with applications. For an LN component, these applications will be Infor LN sessions. To fill a component with Infor LN sessions, use the Import Applications from Running ERP Component (tgbrg5255m000) session. You can select a range of applications from the Sessions (ttadv2506s000) session and import these applications into the component.

If you already performed this step in the post installation procedure, for the component LN version 6.1 you can skip this step.

For components other than Infor LN, you must manually define the applications, or import the applications with the XML Import Component Model Data (tgbrg5254m000) session.

To manually link an application to a component:

1. Click New
2. Specify the application in the Application field.
   - If the component is the running ERP component, use the Infor LN session code.
   - If the component uses the command line interface, use the ID of the executable application.
   - If the component uses the COM interface, use the ID of the application as known by the COM interface.
3. Specify an argument in the Argument field that is passed on to the application at run time. To reference the arguments specified for an activity, you can use $n. N stands for the sub-sequential argument of an activity. In other words, $1 is the first argument of the activity; $2 is the second, and so on.

This table provides additional information about the options that you can use when you create or modify an application.

Key fields for Applications by Component (tgbrg5155m000).

Field	Description
Main Application	If you select this check box, the application can be started directly. Only main applications can be linked to an activity or support application.

Sub applications by Application (tgbrg5154m000)

For every application, you can define one or more sub applications. A sub application is an application that you can start from another application. You can assign a different level of authorization in the business process model in comparison to the main application to which the application is linked.

Use the Subapplications by Application (tgbrg5154m000) session to link one or more sub applications to an application. You must define sub applications if you want to assign a different level of authorization to the sub application in comparison to the main application to which the sub application belongs.

Sub sessions by ERP session (tgbrg5162m000)

Start this session, in the Subapplications by Application (tgbrg5154m000) session. On the Specific menu, click Subsessions by ERP Session (tgbrg5162m000). Use this session to define one or more LN sessions as sub applications. For each LN session, this session displays the sessions that you can define for each sub application.

To define a session as a sub application:

1. Select the sessions that you want to define as a sub application.
2. On the Specific menu, click Add selected sessions as Sub application.

The selected sessions are added as sub applications to the Sub applications by Application (tgbrg5154m000) Subapplications by Application (tgbrg5154m000) session.

Chapter 4
Model Structure

4

General

The structure of the DEM Content Pack from a global level to a more detailed level consists of these items:

- Scenarios (i.e. business control diagrams)
- Main processes
- Detailed processes
- Options (i.e. static diagrams)
- Rules
- Standard project model (STD)

Each of these items are described in further detail in the following sections.

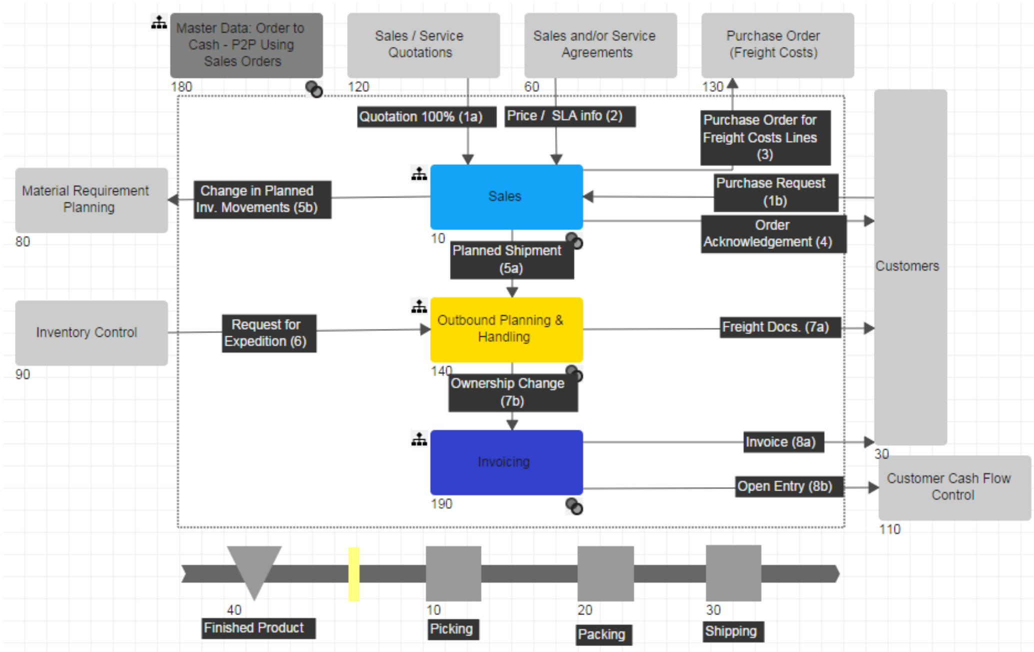
Chapter "Relationships", provides a number of guidelines on how the various parts of the model relate to each other.

Scenarios

The scenario approach provides clear insight into the interaction between business functions. A scenario indicates how a request from the outside world is subsequently handled by the various business functions inside an organization to fulfill a request.

Each scenario is shown in a business control diagram (BCD). The route followed by the business case is visualized by means of sequence numbers that are related to the request triggers.

Example of the Order to Cash - Using Sales Orders scenario.

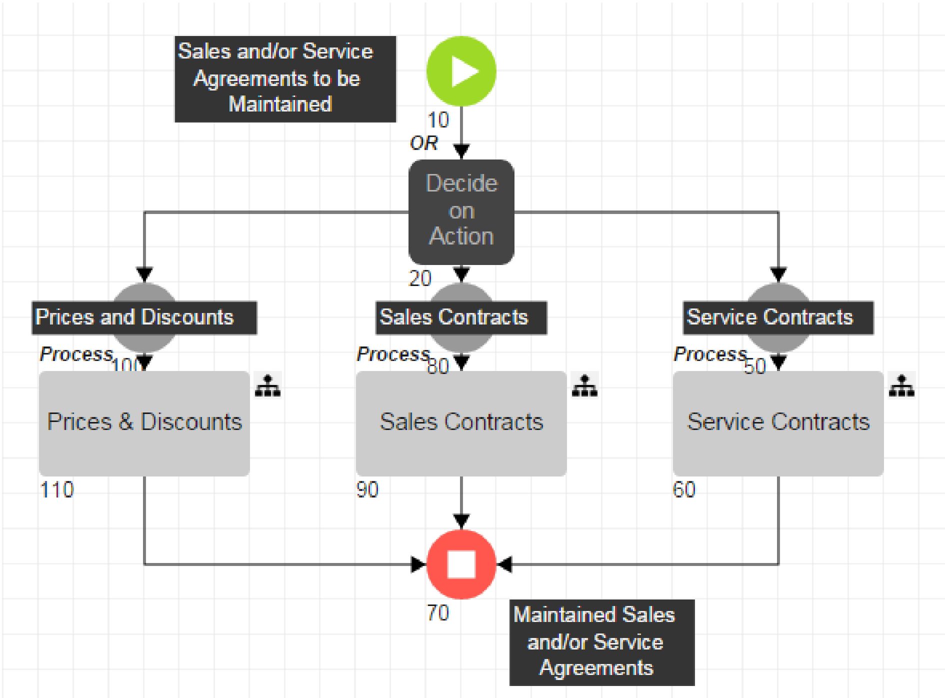


In the project model, select the correct scenarios to reflect the environment for demo, training or implementation.

Main processes

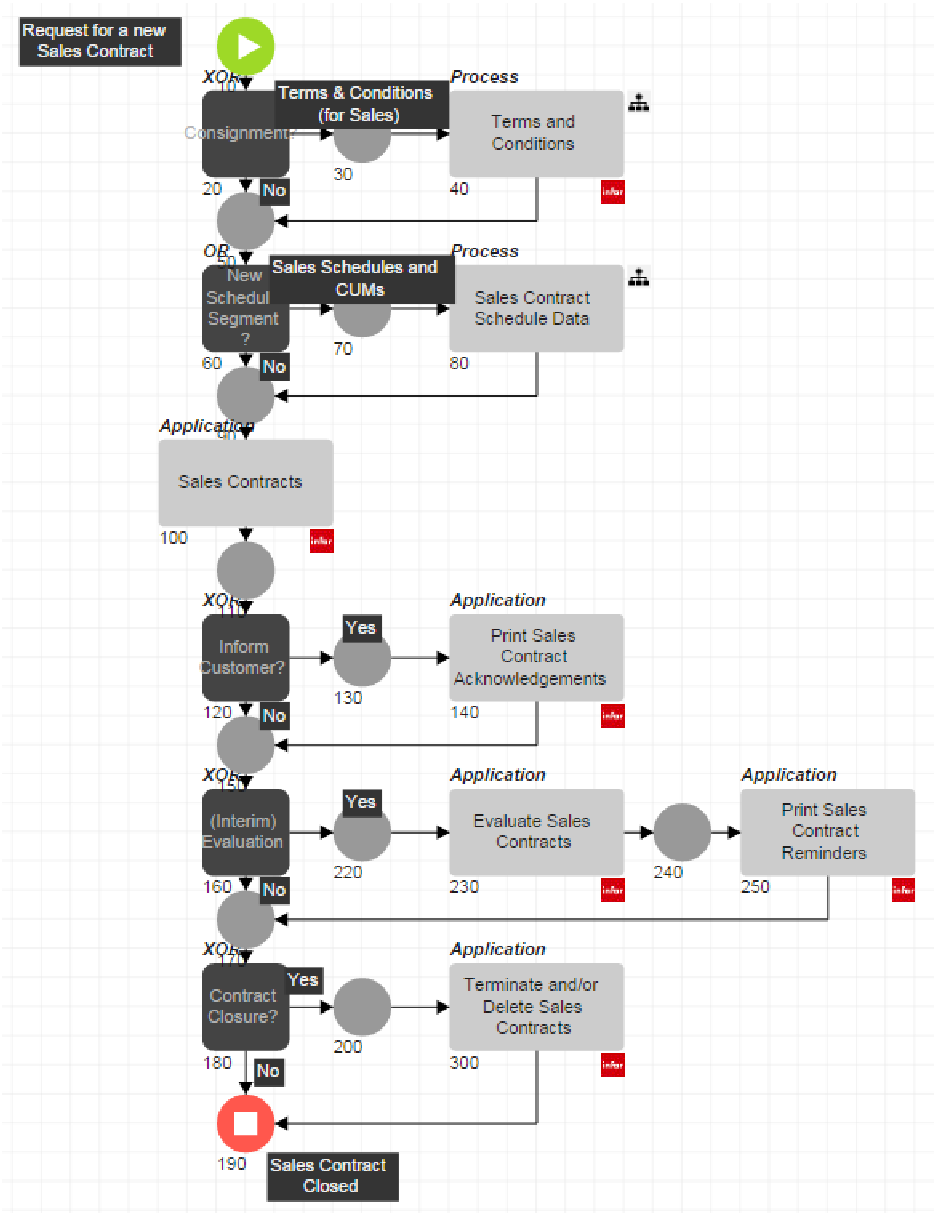
Linked to the business functions in the scenario are the main business processes. Main processes show in detail the sequence of activities. An activity can be supported by an LN session or by another application component, or the activity is manual. It is also possible that a more detailed process is linked to the activity.

This diagram shows the flow:



Detailed processes

Detailed processes represent the lower level of processes in the model and can also be linked to application components, for example, Infor sessions, or to manual activities or other detailed processes. When an application component is linked to the process activity, you can start up the application directly from the process.



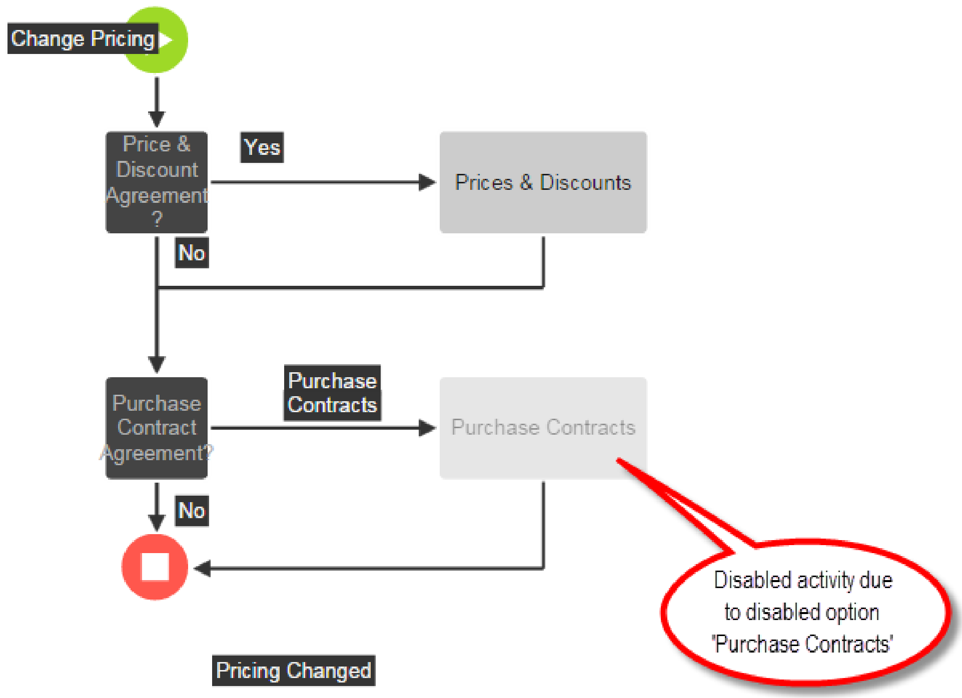
Roles

Roles provide the link between the processes and the users. They are the building blocks in setting authorizations and creating user menus. The roles available in the DEM Content Pack are based on best practices and have a parent-child structure. The manager role is set up as the parent of the roles to manage. In the standard project model the roles are linked to the main processes. Using this during implementation provides a quick setup of user menus for demo and training purposes. Later you can always use these roles or create new roles and link these to processes and/or activities to create a customer specific segregation of duties.

Options

Options or Static conditions, provide a list of implementation decisions that are modeled as extra process steps. By switching these options on or off, part of the process flow will become active or inactive. In-active process steps are not visible in the user menus.

This diagram shows an example:



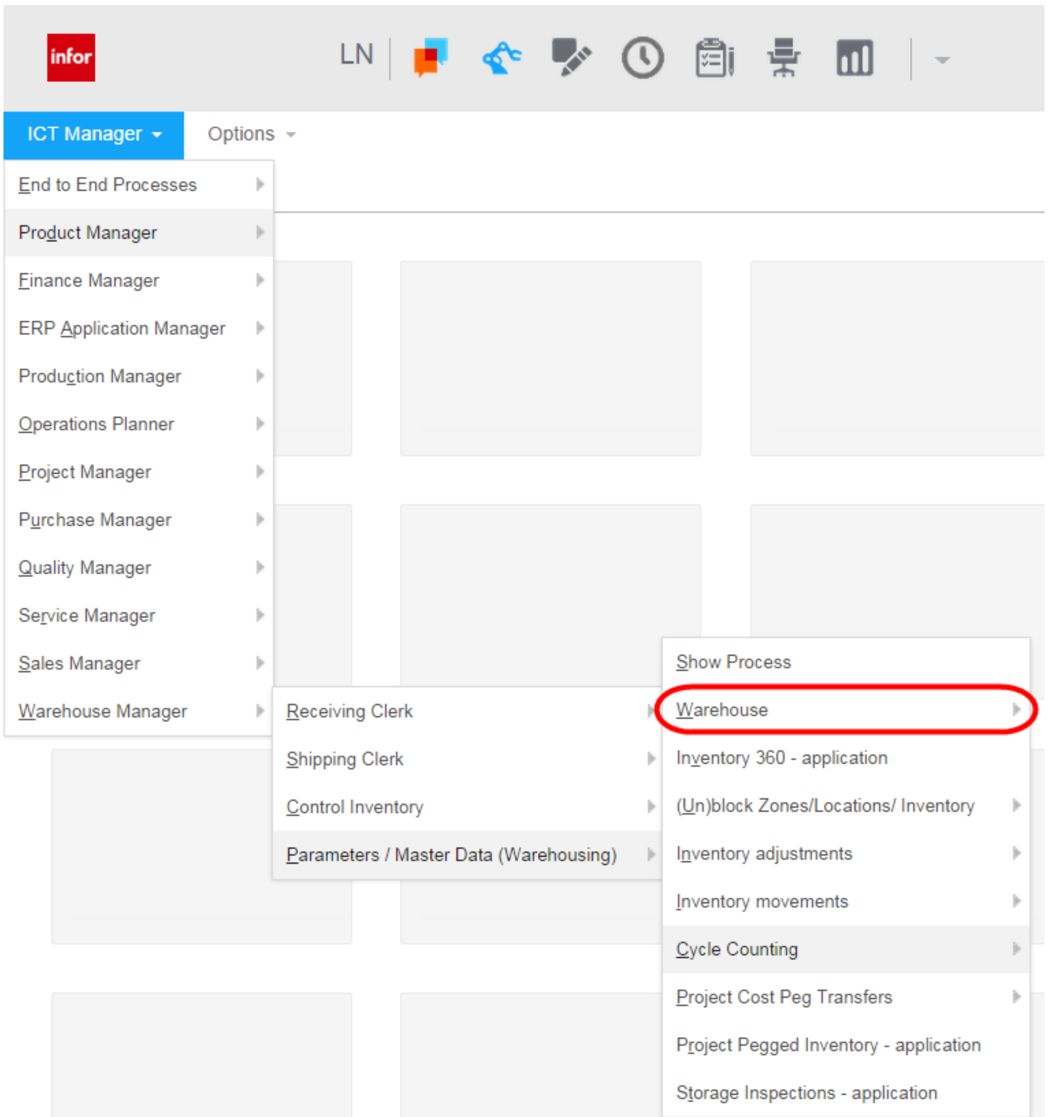
Rules

Rules together with scenarios and options make the DEM Content Pack configurable. By selecting scenarios the rules ensure that only the needed processes and options are selected. Also parameters are set by the rules based on the selected scenarios and options.

Support applications

Support applications are set up to link a list of print and inquiry sessions to main processes. They provide information to the employee to carry out the process or activity. Parent & Child relationships between support applications are set up that result in a readable menu structure to the user.

If you use the user menus you will find the support application as the second option underneath the main business process.



Employees

Generic Employees are available in the DEM Content Pack and linked to the correct Roles. These employees can be used as a template to copy roles to 'real' users.

Standard project model

The standard project model contains all the main processes and the appropriate roles are linked. In this way you can create company and user specific menus. Select the scenarios and options that need to be implemented and link the appropriate role to users. See Implementation approach, for a more detailed approach on how to use the standard project model in implementations.

Chapter 5 Relationships

5

Scenarios, business functions and main processes

Although you can access functions and processes directly from the Menu Browser, there are relationships between the various building blocks of the model and how these aspects interact. To drill down from a global level to a more detailed level, you can start at the level of scenarios.

Business functions are the buildings blocks in a scenario. The main processes are linked to a business function, which is accomplished by transformation rules. From the scenario, select a particular main function. Click the process icon at the upper left corner of the particular business function to show the processes.

Main processes and detailed processes

Detailed processes, which belong to a particular main process, are directly linked to main processes. In the Process Modeler Workbench a detailed process is already displayed at the main process level with the **Linked Business Process** icon that is attached to the activity. A double click on this icon opens the sub process. To activate a detailed process in the business process viewer, click the triangle icon that is attached to the activity.

Application components

Application components are the lowest level in the model. When activated, application components start an attached software component directly from the process, for example, an LN session.

Chapter 6
Implementation Approach

6

Review scenarios to be implemented

How to use the DEM Content Pack at the customer’ s site. Follow the appropriate sequence of tasks, to carry out a smooth implementation. The most important step is to meet with the customer continuously to ensure the business is clearly understood.

The described implementation approach consists of the required steps to create a customer-specific model from the DEM Content Pack. A complete overview of milestones and activities that must be completed in an implementation project is not part of this document. For more information, contact your implementation partner.

The objective of the "Review scenarios to be implemented step" is to analyze the customer’s business using the DEM Content Pack as a starting point. The result of this step will be a set of scenarios with business functions that match the customer’ s business.

Complete these steps:

1. Define the scope of the customer’s model. To be specific, from the repository in the DEM Content Pack what scenarios must be implemented.
2. Review these scenarios and determine the physical goods flow and business functions that are applicable to the customer’s business.

Creating a project model

After you determined which scenarios must be implemented, you can create a project model. For multiple business entities, it is common to create a customer-specific or corporate kernel model as part of the Corporate Business Solution. Roll out this model to the various business entities. Use this model to create site-specific project models. In any case, create a project model to generate user-specific desktops.

Perform these activities:

1. Start the Project Models (tgbrg4500m000) session.

2. Create a project model by copying the STD project model from the DEM Content Pack to a customer specific or kernel project model.
3. Insert the scenarios to implement in the project model in the Business Control Diagrams by Project Model (tgbrg9553m000) session.
4. Link companies to this project model in the Companies by Project Model (tgbrg4110m000) session.
5. Read parameter values into the project model using the Import Parameters in Project Model (tgbrg9210m000) session.
6. Go to the business function model and remove any business function that must not be implemented in the Business Function by Project Model (tgbrg4570m000) session.
7. Transform the business functions model to the business process model and set the options (static conditions) and parameters based on rules. The correct business processes will be inserted into the project model, the appropriate options (static conditions) are selected and, if mandatory for the selected scenario, set to ‘yes’. Also the most important parameters are set. Exit or save and exit the Business Function by Project Model (tgbrg4570m000) session.

Options (Set static conditions)

As a result of the previous steps options are added to the customer specific project model and are set to yes or no, depending on the selected scenarios. Go through the list of options (static conditions) to determine what other information must be implemented to reflect the customer’s business needs.

Perform these activities:

1. From the customer specific project model created earlier go to the Options, Static Conditions by Values by Model (tgbrg5595m000).
2. Select the appropriate options.
3. Set the parameters in the project model based on rules using the Evaluate Parameter Setting Rules (Project Model) (tgbrg4230m000) session.

Parameters

The result of the previous steps is that the parameter values set by the project model are updated within the project model. You can review these parameter values and then update the actual parameters of the company.

Complete these activities:

1. From the customer specific project model created earlier, go to the **Parameter settings by Model (tgbrg9110m000)** session.
2. If required modify parameter settings.

3. Update the actual parameters by selecting the **Export Parameters from Business Model (tgbrg9220m000)** session.

Assign user-roles and generate desktops

The next step in the modeling project is to link roles to employees to set up an user environment. Based on an employee's roles in the organization, user-specific desktops are generated

To link roles to employees:

1. Start the Employees (tgbrg8135m000) session.
2. Specify the key users and their responsibilities in the customer' s organization. As a starting point, consider using the DEM Content Pack employees and roles.
3. Supply all relevant employees in the repository, link the appropriate user ID to each employee, and link one or more roles to each employee.
4. To use the information in the project model and roles, specify this information:
   - Link the employee to the appropriate version and project model in the user DEM settings (tgbrg8136m000) session.
   - In the User Data (ttaad2500m000) session, activate the process browser to display the relevant roles and processes for a specific user. To activate the browser, select the Process Browser check box in the "Available in User Interface" section.

Note

Alternatively when you set up the Worktop or Web UI, the wizard asks you which DEM model you want to use. Select the project model that is applicable and the processes will become part of the user-specific setup.

Review and train business processes

The result of the previous steps are user menus with the selection of business processes based on the selected scenarios and options. The objective of this step is to review and train the business processes of the DEM Content Pack and analyze the relationship with the customer's processes.

You must perform these activities:

1. Review the main and detailed processes of the DEM Content Pack and analyze the relationship between these processes and the customer' s business.
2. Analyze which business processes the DEM Content Pack does not support your business and must be reconfigured or redesigned.

Note

You must model customer-specific business functions during implementation. Therefore, you must also model the business processes that apply to these functions. These business processes will not yet be available in the DEM Content Pack repository unless you use a process from the repository as the starting point for your own customer-specific process.

Model business processes

After you reviewed the processes of the DEM Content Pack, you must customize and model the processes in the DEM repository

To customize and model the processes:

1. Customize the business processes that do not match the customer' s business in the DEM repository.
2. Model new business processes if the processes are not available in the repository. Ensure that customer-specific main processes are linked to a main business function. In addition, ensure that the main business function is linked to a business control diagram.
3. Document which business processes are changed or added to the repository.
4. Update the project model in DEM:
   - Transform the business functions to update the business processes in the project model or reference model.
   - Link work instructions to process activities where needed.

Note

If a corporate (kernel) project model is created, you must repeat some of the previous steps for each site implementation, which means:

- Create a site-specific project model.
- Review the business processes of the corporate project model.
- Model the site-specific business processes in DEM.

At this point, the project model contains all scenarios, business functions, and business processes that meet the customer' s business requirements and that are within the scope of the modeling and implementation project.

Detailed setup of assigned user-roles and generate desktops

The last step in the modeling project is to define and set up a more detailed authorization scheme by assigning roles to process steps instead of the main process. This is to set up an end user environment that is compliant to the segregation of duties of the customer.

To assign roles to process steps:

1. Specify the end users and their responsibilities, in the customer’ s organization. As a starting point, consider using the DEM Content Pack employees and roles. Enter the employees in the repository of DEM and link the appropriate roles to employees.
2. In the project model, link the appropriate role to each main process or business process activity and, if needed, change the authorization level.
3. To use the information in the project model and roles, specify this information:
   - In the user DEM settings link the employee to the appropriate version and project model.
   - Activate the process browser to display the relevant roles and processes for a specific user. To activate the browser, select the Process Browser check box in the "Available in User Interface" section.

Note

Alternatively when you set up the LN UI, you can indicate which DEM model you want to use. Select the project model that is applicable and the processes will become part of the user-specific setup.

Appendix A
Troubleshooting

A

Troubleshooting

The system does not accept the license code

The license code was not entered correctly. Check the license code again and make ensure the code is entered in all capitalized letters.

You did not receive the official license code by e mail, or you did not receive this code in time

Contact Infor in The Netherlands at http://www.inforxtreme.com . Temporarily, you might not be able to access your models. If you received the official license code you can use the Revalidate Licensed Version (tgbrg1247m000) session to make the models accessible again.

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