



Installation and Configuration

**Microsoft Windows NT/2000® Operating Systems
and the BEA WebLogic® Server**

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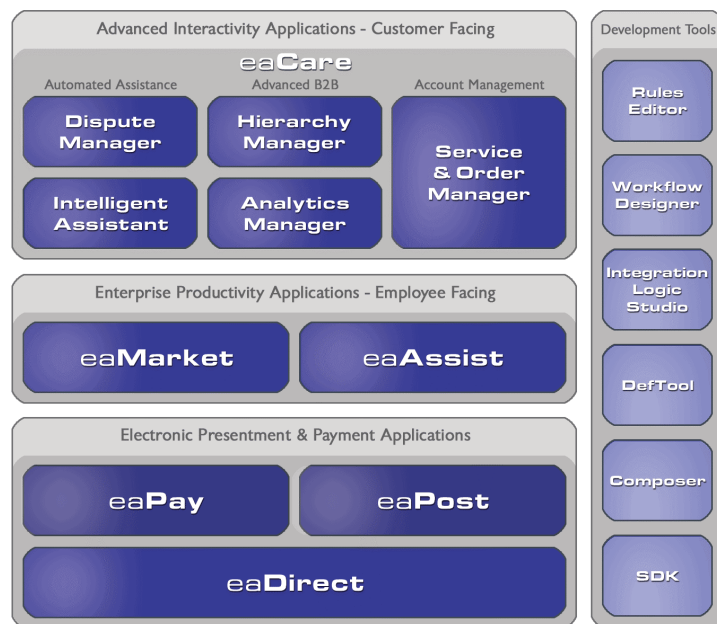
Preface

About Customer Self-Service and eaSuite™

edocs has developed the industry's most comprehensive software and services for deploying Customer Self-Service solutions. **eaSuite™** combines electronic presentment and payment (EPP), order management, knowledge management, personalization and application integration technologies to create an integrated, natural starting point for all customer service issues. eaSuite's unique architecture leverages and preserves existing infrastructure and data, and offers unparalleled scalability for the most demanding applications. With deployments across the healthcare, financial services, energy, retail, and communications industries, and the public sector, eaSuite powers some of the world's largest and most demanding customer self-service applications. eaSuite is a standards-based, feature rich, and highly scalable platform, that delivers the lowest total cost of ownership of any self-service solution available.

eaSuite is comprised of four product families:

- Electronic Presentment and Payment (EPP) Applications
- Advanced Interactivity Applications
- Enterprise Productivity Applications
- Development Tools



Electronic Presentment and Payment (EPP) Applications are the foundation of edocs' Customer Self-Service solution. They provide the core integration infrastructure between organizations' backend transactional systems and end users, as well as rich e-billing, e-invoicing and e-statement functionality. Designed to meet the rigorous demands of the most technologically advanced organizations, these applications power Customer Self-Service by managing transactional data and by enabling payments and account distribution.

eaDirect™ is the core infrastructure of enterprise Customer Self-Service solutions for organizations large and small with special emphasis on meeting the needs of organizations with large numbers of customers, high data volumes and extensive integration with systems and business processes across the enterprise. Organizations use eaDirect with its data access layer, composition engine, and security, enrollment and logging framework to power complex Customer Self-Service applications.

eaPay™ is the electronic payment solution that decreases payment processing costs, accelerates receivables and improves operational efficiency. eaPay is a complete payment scheduling and warehousing system with real-time and batch connections to payment gateways for Automated Clearing House (ACH) and credit card payments, and payments via various payment processing service providers.

eaPost® is the account content distribution system that handles all the complexities of enrollment, authentication and secure distribution of summary account information to any endpoint, while also bringing customers back the organization's Website to manage and control their self-service experience.

Advanced Interactivity Applications are a comprehensive set of advanced customer-facing self-service capabilities that enable the full range of business and consumer customer service activities. These sophisticated modules have the flexibility to completely customize the Customer Self-Service solution to meet vertical industry and specific company requirements.

eaCare™ consists of a rich set of sophisticated self-service modules – Dispute Manager, Intelligent Assistant, Hierarchy Manager, Analytics Manager, and Service and Order Manager - for automated assistance, advanced business-to-business applications and account management. These capabilities come together to create a web self-service dashboard for customers to access all service offerings from a single, easy-to-use interface. eaCare’s modularity accelerates time to market with components that can be deployed incrementally in a phased approach.

Enterprise Productivity Applications are employee-facing solutions that empower customer service representatives, sales agents, account managers, marketing managers, broker-dealers and channel partners within an organization and external partner organizations to facilitate self-service and to support assisted service. Employees leverage edocs’ Customer Self-Service solution to deliver customer service, access information, create and deploy marketing and customer service content, and perform activities for the benefit of customers.

eaAssist™ reduces interaction costs and increases customer satisfaction by enabling enterprise agents – customer service representatives (CSRs), sales agents, broker-dealers and others – to efficiently access critical account data and service-related information to effectively service customers. Through its browser interface designed especially for the enterprise agent, eaAssist enables agents to take advantage of customer-facing online capabilities to provide better service by more efficiently resolving customer account inquiries at the point of customer contact.

eaMarket™ is the personalization, campaign and content management solution that enables organizations to increase revenue and improve customer satisfaction by weaving personalized marketing and customer service messages throughout the Customer Self-Service experience. The transactional account data that provides the foundation for a Customer Self-Service solution – such as transaction activity, service or usage charges, current task and prior service history – bring valuable insight into customers and can help optimize personalized marketing and customer service campaigns. eaMarket leverages that data to present relevant marketing and customer service messages to customers.

edocs’ **Development Tools** are visual development environments for designing and configuring edocs’ Customer Self-Service solutions. The Configuration Tools encompass data and rules management, workflow authoring, systems integration, and a software development kit that makes it easy to create customer and employee-facing self-service applications leveraging eaSuite.

About eaMarket

eaMarket is the personalization management solution that enables companies to increase revenue and improve customer satisfaction by weaving personalized marketing and customer service messages throughout the online account management experience.

The online statement is the best platform to create recurring one-to-one relationships with your customers, as it provides personal, time-sensitive and financially relevant information. Transactional account data – such as purchase history, investment activity and service and usage charges – allows you to gain the most insight into your customers and optimally personalize your marketing campaigns. With eaMarket, you can deploy targeted marketing and customer service messages based on the customer's dynamic account and transaction data.

Online marketing demands real actions in real time. eaMarket allows your marketing team to design, schedule, evaluate, and manage the entire process from anywhere on your network – all from a browser-based user interface that operates without heavy involvement from your IT department.

Move beyond your competition. Use eaMarket to send your customers personalized e-serts™ instead of envelopes full of one-size-fits-all inserts. Increase cross-sell and up-sell offer acceptance rates with personalized messages that are based on your customer's actual account activity.

With eaMarket, you can deliver the right message to the right customer at the right time.

About This Guide

This guide describes how to install and configure eaMarket. eaMarket requires eaDirect to be installed and configured before installing eaMarket.

Related Documentation

This guide is part of the eaMarket documentation set. For more information about implementing your eaMarket application, see one of the following guides:

Online	How to Access
Help	Select Help from the eaMarket configuration screens.
A PDF of this guide	A PDF of this guide is available on the eaDirect product CD-ROM.

This guide is part of the eaMarket documentation set. For more information about implementing your eaMarket application, see one of the following guides:

Print Document	Description
<i>eaMarket™ User's Guide</i>	Explains what you need to know to use the eaMarket application to manage marketing promotions, content, business conditions, and workflow.
<i>eaMarket™ Installation and Configuration Guide: for the Solaris™ Operating Environment™ Software</i>	Explains how to install and configure eaMarket for a Solaris environment.

Print Document	Description
<i>eaMarket™ Installation and Configuration Guide: for the Windows/NT™ Operating Environment™ Software</i>	Explains how to install and configure eaMarket for a Windows environment.
eaDirect Installation and Configuration Guides	How to install eaDirect and configure it in a distributed environment.
<i>Data Presentation Production Guide</i>	How to set up and run a live eaDirect application in a J2EE environment.
<i>Deploying and Customizing J2EE Applications</i>	How to customize J2EE web applications for deployment with the eaSuite.

The eaSuite products eaDirect, eaPost, eaPay, and eaAssist provide their own documentation.

Obtaining edocs Software and Documentation

You can download edocs software and documentation directly from Customer Central at <https://support.edocs.com>. After you log in, click on the Downloads button on the left. When the next page appears, you will see a table displaying all of the available downloads. To search for specific items, select the Version and/or Category and click the Search Downloads button. If you download software, an email from edocs Technical Support will automatically be sent to you (the registered owner) with your license key information.

If you received an edocs product installation CD, load it on your system and navigate from its root directory to the folder where the software installer resides for your operating system. You can run the installer from that location, or you can copy it to your file system and run it from there. The product documentation included with your CD is in the Documentation folder located in the root directory. The license key information for the products on the CD is included with the package materials shipped with the CD.

If You Need Help

Technical Support is available to customers who have an active maintenance and support contract with edocs. Technical Support engineers can help you install, configure, and maintain your edocs application.

This guide contains general troubleshooting guidelines intended to empower you to resolve problems on your own. If you are still unable to identify and correct an issue, contact Technical Support for assistance.

Information to Provide

Before contacting edocs Technical Support, try resolving the problem yourself using the information provided in this guide. If you cannot resolve the issue on your own, be sure to gather the following information and have it handy when you contact technical support. This will enable your edocs support engineer to more quickly assess your problem and get you back up and running more quickly.

Please be prepared to provide Technical Support the following information:

Contact information:

- Your name and role in your organization.
- Your company's name
- Your phone number and best times to call you
- Your e-mail address

Product and platform:

- In which edocs product did the problem occur?
- What version of the product do you have?
- What is your operating system version? RDBMS? Other platform information?

Specific details about your problem:

- Did your system crash or hang?
- What system activity was taking place when the problem occurred?
- Did the system generate a screen error message? If so, please send us that message. (Type the error text or press the Print Screen button and paste the screen into your email.)
- Did the system write information to a log? If so, please send us that file. For more information, see the *TBM Troubleshooting Guide*.
- How did the system respond to the error?
- What steps have you taken to attempt to resolve the problem?
- What other information would we need to have (supporting data files, steps we'd need to take) to replicate the problem or error?

Problem severity:

- Clearly communicate the impact of the case (Severity I, II, III, IV) as well as the Priority (Urgent, High, Medium, Low, No Rush).
- Specify whether the problem occurred in a production or test environment.

Contacting edocs Technical Support

You can contact Technical Support online, by email, or by telephone.

edocs provides global Technical Support services from the following Support Centers:

US Support Center

Natick, MA

Mon-Fri 8:30am – 8:00pm US EST

Telephone: 508-652-8400

Europe Support Center

London, United Kingdom

Mon-Fri 9:00am – 5:00 GMT

Telephone: +44 20 8956 2673

Asia Pac Rim Support Center

Melbourne, Australia

Mon-Fri 9:00am – 5:00pm AU

Telephone: +61 3 9909 7301

Customer Central

<https://support.edocs.com>

Email Support

<mailto:support@edocs.com>

Escalation Process

edocs managerial escalation ensures that critical problems are properly managed through resolution including aligning proper resources and providing notification and frequent status reports to the client.

edocs escalation process has two tiers:

1. **Technical Escalation** - edocs technical escalation chain ensures access to the right technical resources to determine the best course of action.
2. **Managerial Escalation** - All severity 1 cases are immediately brought to the attention of the Technical Support Manager, who can align the necessary resources for resolution. Our escalation process ensures that critical problems are properly managed to resolution, and that clients as well as edocs executive management receive notification and frequent status reports.

By separating their tasks, the technical resources remain 100% focused on resolving the problem while the Support Manager handles communication and status.

To escalate your case, ask the Technical Support Engineer to:

3. Raise the severity level classification
4. Put you in contact with the Technical Support Escalation Manager
5. Request that the Director of Technical Support arrange a conference call with the Vice President of Services
6. Contact VP of Services directly if you are still in need of more immediate assistance.



Preparing For Installation

System Requirements

For the latest software and hardware requirements for both eaMarket and eaDirect, see the release notes that came with your distribution.

Pre-installation Tasks

Before you install the eaMarket components, there are several prerequisites that need to be addressed to ensure that the operating system and software programs that eaMarket uses are installed and configured correctly.

1. First, you must install and configure the Application Server and Database Server components of eaDirect as described in the *eaDirect Installation and Configuration Guide*. Then, you can continue with the following steps to configure the server running eaMarket, which assumes that eaMarket will be installed on a separate server from the eaDirect servers:

**Caution**

It is important that the products below are installed in the order they are listed.

2. Install the Windows operating system.
3. Install the Sun JDK 1.3.1_03 or a higher SP of the Sun JDK 1.3.1 release.
4. Install Microsoft SQL Server 2000, if the eaMarket database is on the eaMarket server. Install Microsoft SQL Server 2000 Client, if the database is on a different server.
5. Install WebLogic Server WebLogic Server 8.1 with Service Pack 3.

**Caution**

WebLogic should NOT be installed as a Windows Service.

Installing eaMarket

eaMarket works in conjunction with an existing eaDirect application. eaMarket can be installed on the same server as eaDirect (the eaDirect Application Server), or run on its own server for performance or security reasons. This document describes how to install eaMarket on separate servers for eaMarket, the database and the eaMarket tracking component on eaDirect.



Caution

When installing eaMarket on different servers, be sure to use the same root path on all servers. For example, assume eaMarket is installed in *C:\EDCSmkt*. *C:\EDCSmkt* is the root path, so if the eaMarket database is on a different machine, then the database should be installed in *C:\EDCSmkt*. If the tracking component is on a different system, then it should be installed in *C:\EDCSmkt* on the eaDirect server.

2

Installing eaMarket on the Database Server

Installing eaMarket Database Components

The following installation procedure shows how to install the eaMarket database server components using the InstallAnywhere GUI.

To install eaMarket database components:

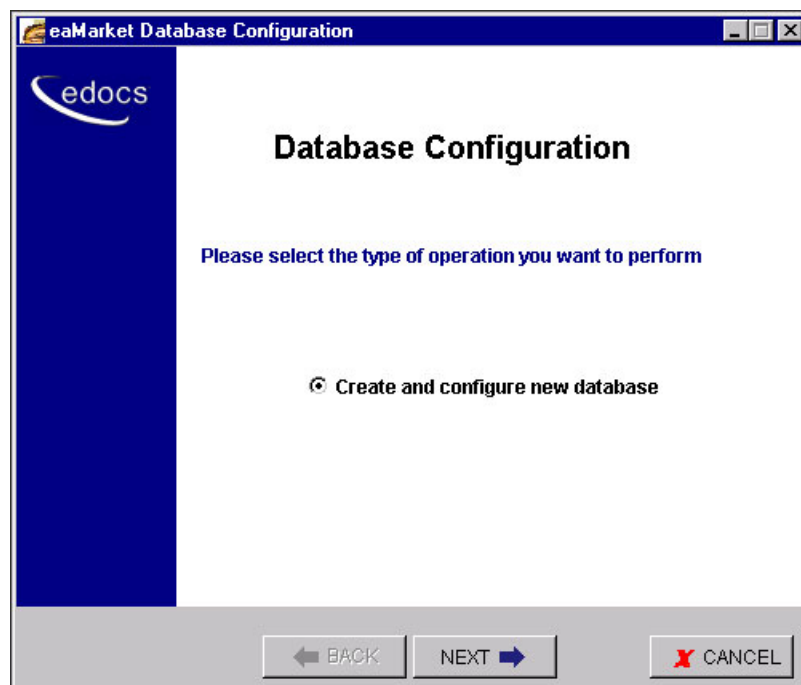
1. After you obtain and locate the eaMarket software installer as described in the Preface of this guide, you can run it as follows:
Markins.exe
A start-up screen is displayed.
2. INTRODUCTION: read the eaMarket introductory information. Then click **Next**.
3. LICENSE AGREEMENT: Select **Yes** to accept the License Agreement.
4. ENTER SERIAL NUMBER provided when you purchased eaMarket . If lost, contact edocs Technical Support at <http://support.edocs.com/> .
5. OWNER OF WEB APPLICATION SERVER: For example, **edxadmin**.
6. GROUP OF WEB APPLICATION SERVER: For example, **edxadmin**.
7. CHOOSE INSTALL FOLDER: Accept the default installation folder (*C:\EDCSmkt*), or click **Choose** to specify another installation folder.
8. CHOOSE PRODUCT FEATURES: Click **Database**.
9. PRE-INSTALLATION SUMMARY: Confirm that the information is accurate. Then click **Install**.

At this point, the eaMarket database server components are copied to the designated installation folder. A status bar on the bottom of the screen shows each database server component being installed. No user intervention is required.

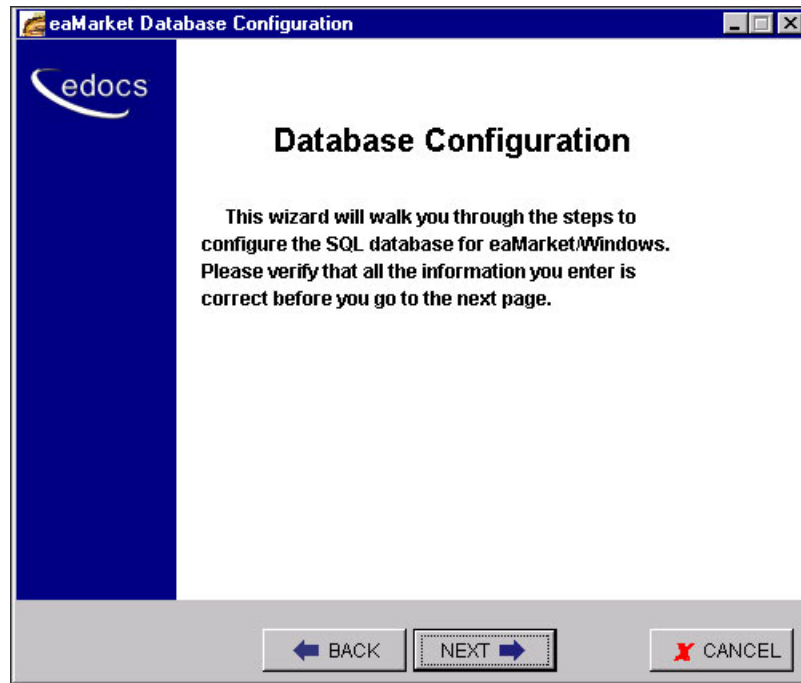
10. **INSTALL COMPLETE:** Reports a successful installation and the directory that contains the database server components.
11. Click **Done** to exit the installer.

Creating the Database

1. Open a command prompt and go to the `<eaMarket_Install>\db\mssql` folder.
2. Type in the following command to start the database configuration tool:
`java -jar DBConfigTool.jar`
3. The eaMarket Database Configuration wizard appears.



4. Click **Next** to continue the installation. The next wizard appears.



5. Click **Next**. The next wizard appears.

The screenshot shows a window titled "eaMarket Database Configuration". On the left is a blue sidebar with the "edocs" logo. The main area has the title "Database Administrator Information" and a message: "Provide the database Administrator name and the password". Below this are two input fields: "Admin Name" with the text "sa" and "Admin Password" with two asterisks "**". At the bottom are three buttons: "BACK" (with a left arrow), "NEXT" (with a right arrow), and "CANCEL" (with a red X).

6. Enter the admin name and the admin password and click **Next**. The next wizard appears.

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Database Information

Provide the eaMarket database information

Database user name

Database password

Database name

Server name

7. Enter the database user name, the database password, the database name and the server name, then click **Next**. The next wizard appears.

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Database Information

Provide the eaMarket Database Information

eaMarket Home Path

JNDI eaMarket DataSource

Database Data File Path

Database Log File Path

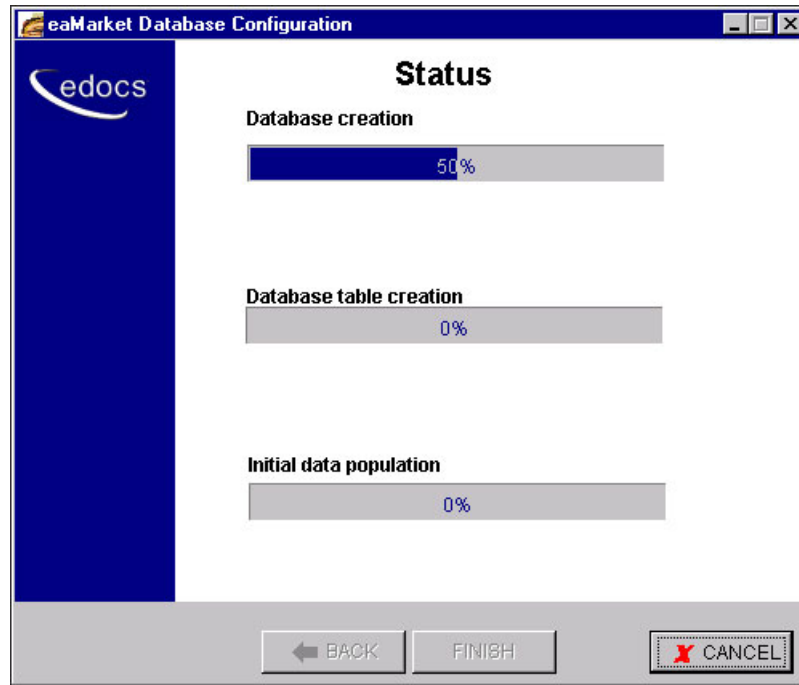
8. Enter the eaMarket home path and the JNDI name of the eaMarket data source.



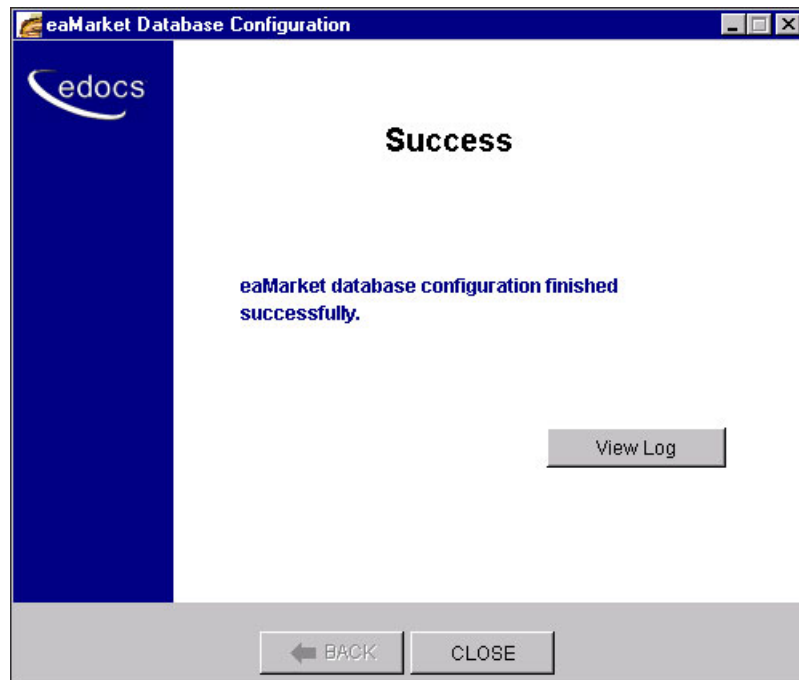
Tip

Remember the **Data Source Name**, which is used to configure WebLogic for eaMarket.

9. Enter the database data file path, the log file path, then click **Finish**. The next wizard appears.



10. If the installation is successful, the next wizard appears.



11. Click **Close**.

3

Installing eaMarket on the Application Server

Installing eaMarket Application Components

This process loads all the eaMarket application files using the hierarchy of subdirectories that eaMarket uses to store the application files. The default directory for the eaMarket distribution is *C:\EDCSmkt*.

To install eaMarket application components:

1. After you obtain and locate the eaMarket software installer as described in the Preface of this guide, you can run it as follows:
Markins.exe
A start-up screen is displayed.
2. INTRODUCTION: Read the eaMarket introductory information.
3. LICENSE AGREEMENT: Select **Yes** to accept the License Agreement.
4. ENTER SERIAL NUMBER provided when you purchased eaMarket . If lost, contact edocs Technical Support at <http://support.edocs.com/> .
5. OWNER OF WEB APPLICATION SERVER: For example, **edxadmin**.
6. GROUP OF WEB APPLICATION SERVER: For example, **edxadmin**.
7. CHOOSE INSTALL FOLDER: Accept the default or choose another directory.
8. CHOOSE PRODUCT FEATURES: Click **Standalone**.
9. PRE-INSTALLATION SUMMARY: Confirm that the information is accurate. Then click **Install**.

At this point, the eaMarket system components are copied to the designated installation folder.

10. **INSTALL COMPLETE:** Reports a successful installation and the directory that contains the database server components.
11. Click **Done** to exit the installer.

Configuring the eaMarket Application Server

Configuring the eaMarket application server consists of updating the WebLogic startup script to add the necessary information to support WebLogic, configuring WebLogic for eaMarket through the WebLogic console, and deploying the eaMarket application in WebLogic.

To Update the Startup Script for WebLogic

1. Change the working directory to the WebLogic domain directory. For example:
`cd C:\bea\user_projects\domains\mydomain`
2. Open **startWebLogic.cmd** with an editor.
3. Add the following to the **CLASSPATH**:

```
<eaMarket_install>\lib\crimson.jar  
<eaMarket_install>\lib\jaxp.jar  
<eaMarket_install>\lib\xerces.jar  
<eaMarket_install>\lib\eaMarket.jar
```

The following example shows a **CLASSPATH** where eaMarket is installed in *C:\EDCSmkt*:

```
CLASSPATH=.;C:\EDCSmkt\lib\crimson.jar;C:\EDCSmkt  
\lib\jaxp.jar;C:\EDCSmkt\lib\xerces.jar;C:\EDCSmkt  
\lib\eaMarket.jar;C:\bea\weblogic81\lib\weblogic_sp.jar;.\lib\  
weblogic.jar
```

Caution

The paths for *crimson.jar*, *jaxp.jar*, *xerces.jar* must be set before any WebLogic *.jar* files.

4. If the datasource name is not the default **jdbc/eaMarket**, then add the following to the Java properties:

```
-DeaMDataStore=<DataSource Name>
```

DataSource Name is the JDBC Data Source name used when configuring WebLogic.

Caution

This property **MUST** be inserted before

```
-Dweblogic.management.password=%WLS_PW%  
weblogic.Server
```

For example:

```
%JAVA_HOME%\bin\java %JAVA_OPTIONS%
-classpath %CLASSPATH%
-Dweblogic.Domain=mydomain
-Dweblogic.Name=myserver "
-Dbeta.home=C:\bea\weblogic81" "
-Djava.security.policy==
C:\bea\weblogic81\server\lib\weblogic.policy" "
-DeaMDataStore=jdbc/eaMarket
-Dweblogic.management.password=
edocsdocs weblogic.Server
```

5. Add the following parameter to **JAVA_OPTIONS**: **-ms128m -mx128m**.
6. Save and close the file.

To Modify the edx_mwi.config.bat File for eaDirect

Carry out the following steps if eaMarket and eaDirect reside on the same server.

1. Go to the *<eaDirect installation folder>\config* folder and open the **edx_mwi.config.bat** file.
2. Change the value of the **-Dedx.web.public** parameter to the web root folder in WebLogic as follows:

```
@set JAVA_OPTIONS=%JAVA_OPTIONS% -Dedx.web.public=<images_dir>
```

For example:

```
@set JAVA_OPTIONS=%JAVA_OPTIONS% -Dedx.web.public=C:\MarketImages
```
3. Save and close the file.

Configuring WebLogic for eaMarket

To Create the Connection Pool

1. Login to the WebLogic console. For example:

```
http://dusky:7001/console
```
2. Select **Mydomain**, then **Services**, then **JDBC**, then **Connection Pools**. Click **Configure a new JDBC Connection Pool...**

WebLogic creates a new JDBC Connection Pool using a wizard. Follow the prompts, and enter:

 - Database type = MS SQL Server
 - Database Driver = Other

Click **Continue**.

3. The parameters for the next screen are described in the following table:

Field	Description
Name	This field shows the connection pool name you entered when creating this JDBC Connection Pool.
URL	URL for the database as specified by JDBC, of the form: jdbc:weblogic:mssqlserver4:<database name> @<Server_Name/IP>:<port> For example: jdbc:weblogic:mssqlserver4:eaMarketDB@eaMarketServer:1433
Driver class name	The name of the JDBC driver class, which is weblogic.jdbc.mssqlserver4.Driver .
Properties	Enter the following values: user=eam password=eam

4. Click **Apply**.
5. Click the **Connections** tab, and enter the following values:

Connections Tab	
Initial Capacity	1
Maximum Capacity	20
Capacity Increment	5
Login Delay	1
Statement Cache Size	300
Test Frequency	60
Allow Shrinking	True (box checked)
Shrink Frequency	15

6. Click the **Advanced Options** link, and enter **tblUser** for **TestTable Name**. Select the **Test Reserved Connections** and **Test Released Connections** check boxes. Click **Apply**.
7. Click the **Target and Deploy** tab.
8. Check the eaMarket server (**myserver**), and click **Apply**.

To create the Data Source

1. Select **Mydomain**, then **Services**, then **JDBC**, then **Data Sources**.
2. Click the **Create a new JDBC Data Source** link.

3. Enter the name as **eaMarket**, and **jdbc/eaMarket** as the JNDI name. Click **Apply**.
4. Click the **Targets and Deploy** tab, select your server, then click **Apply**.

Deploy the eaMarket Application Archive on WebLogic

After you configure your WebLogic domain server, you can deploy the eaDirect EAR file to that server. The location of the file is:

```
<eaMarket_install>\J2EEApps\weblogic\eaMarket.ear
```

Please consult your BEA WebLogic documentation on how to deploy applications.

4

Installing eaMarket Integration Components for eaDirect

This section describes how to install the eaMarket components on the eaDirect application server, the *edocs - eaMarket Promotion Management System - Standalone Tracking Component*, and how to configure support for a non-clustered environment. This package should be installed on the eaDirect Application server for separate eaDirect and eaMarket servers. If eaMarket is installed on the same server as eaDirect, then this component does not need to be installed on that server.

To install the eaMarket tracking components:

1. After you obtain and locate the eaMarket software installer as described in the Preface of this guide, you can run it as follows:

Double-click the **Markins.exe** installer application at the directory location where it resides.
2. INTRODUCTION: Read the eaMarket introductory information.
3. LICENSE AGREEMENT: Select **Yes** to accept the License Agreement.
4. ENTER SERIAL NUMBER provided when you purchased eaMarket . If lost, contact edocs Technical Support at <http://support.edocs.com/> .
5. OWNER OF WEB APPLICATION SERVER: For example, **edxadmin**.
6. GROUP OF WEB APPLICATION SERVER: For example, **edxadmin**.
7. CHOOSE INSTALL FOLDER: Accept the default or choose another directory.
8. CHOOSE PRODUCT FEATURES: Click **Tracking Component**
9. PRE-INSTALLATION SUMMARY: Confirm that the information is accurate. Then click Install.

At this point, the eaMarket components are copied to the designated installation folder. A status bar on the bottom of the screen shows each component being installed. No user intervention is required.

10. **INSTALL COMPLETE:** Reports a successful installation and the directory that contains the database server components.

11. Click **Done** to exit the installer.

If the installation fails, determine the cause of the problem and run **InstallAnywhere** again to reinstall eaMarket.

Configuring the eaMarket Integration Components for eaDirect

Configuring the eaMarket integration components consists of updating the WebLogic startup script to add the necessary information to support WebLogic, and deploying the eaMarket Tracking application in WebLogic.

To Update the WebLogic Startup Script

1. Change the working directory to the WebLogic domain directory. For example:

```
cd c:\bea\user_projects\domains\mydomain
```

2. Open **startWebLogic.cmd** with a text editor.

3. Add the following to the CLASSPATH:

```
<eaMarket_install>\lib\crimson.jar  
<eaMarket_install>\lib\jaxp.jar
```

The following example shows the CLASSPATH where eaMarket is installed in *c:\EDCSmkt*:

```
CLASSPATH=.;c:\EDCSmkt\Lib\crimson.jar;c:\EDCSmkt\Lib\jaxp.jar  
;C:\bea\WebLogic81lib\weblogic_sp.jar;.\lib\weblogic.jar
```



Caution

The paths for *crimson.jar*, *jaxp.jar*, must be set before any WebLogic *.jar* files.

4. Add the following parameter to the Java Options section:

```
-DPROPDIR=<eaMarket_install>
```

For example:

```
"%JAVA_HOME%\bin\java" %JAVA_OPTIONS%
-classpath %CLASSPATH%
-Dweblogic.Domain=mydomain
-Dweblogic.Name=myserver "
-Dbea.home=C:\bea\WebLogic81" "-Djava.security.policy==
C:\bea\WebLogic81\lib\weblogic.policy"
-DPROPDIR=C:\EDCSmkt Dweblogic.management.password=weblogic
weblogic.Server
```



These properties should be inserted before:

```
-Dweblogic.management.password=%WLS_PW%
```

5. Save and close the file.

To Modify the eaMarket.config File

1. Go to the eaMarket installation folder and open the eaMarket.config file.
2. Change the parameters to the following values:

```
configPath=<eaMarket installation folder>
tracker.eaMarketURL=http://<serverName or IP>:<port>
tracker.trackerLogFileName=<eaMarket installation
folder>\temp\eaMarket.log
tracker.trackRecorderName=<eaMarket installation
folder>\temp\eaMarket.track
webInterface.pathFileUpload=<eaMarket installation
folder>\temp
fileCachePath=<eaMarket installation folder>\temp\
tempPath=<eaMarket installation folder>\temp\
For example:
configPath=C:\EDCSmkt
tracker.eaMarketURL=http://10.2.1.155:7001
tracker.trackerLogFileName=C:\EDCSmkt\temp\eaMarket.log
tracker.trackRecorderName=C:\EDCSmkt\temp\eaMarket.track
webInterface.pathFileUpload=C:\EDCSmkt\temp
fileCachePath=C:\EDCSmkt\temp\
tempPath=C:\EDCSmkt\temp\
```

3. Save and close the file.

To Modify the edx_mwi.config.bat File for eaDirect

1. Go to the <eaDirect installation folder>\Config folder and open the **edx_mwi.config.bat** file.

2. Change the value of the `-Dedx.web.public` parameter to the web root folder in WebLogic as follows:

```
@set JAVA_OPTIONS=%JAVA_OPTIONS% -Dedx.web.public=<images_dir>
```

For example:

```
@set JAVA_OPTIONS=%JAVA_OPTIONS%  
-Dedx.web.public=C:\MarketImages
```

3. Save and close the file.

To Deploy the eaMarket Web Archive File on WebLogic

After you configure your WebLogic domain server, you can deploy the eaDirect EAR file to that server. The location of the file is:

```
%eaMarket_install%\J2EEApps\weblogic\eaMarket.war
```

Please consult your BEA WebLogic documentation on how to deploy applications.

Starting the Agents

Follow the instructions below to start the agents:

1. Open a command prompt and go to eaMarket installation folder. For example:
`cd C:\EDCSmkt`
2. Open the `wl_eam_init` file and enter the appropriate values for the following environment variables:

For example:

```
SET EAM_HOME=C:\EDCSmkt
SET EAM_DATASOURCE=jdbc/eaMarket
SET PROVIDER_URL=t3://localhost:7001
SET WL_DOMAIN=C:\bea\user_projects\domains\mydomain
```

3. Save and close the file.
4. Run the `wl_eam_init` script by typing its name at the command prompt.

Configuring a Data Store for eaMarket

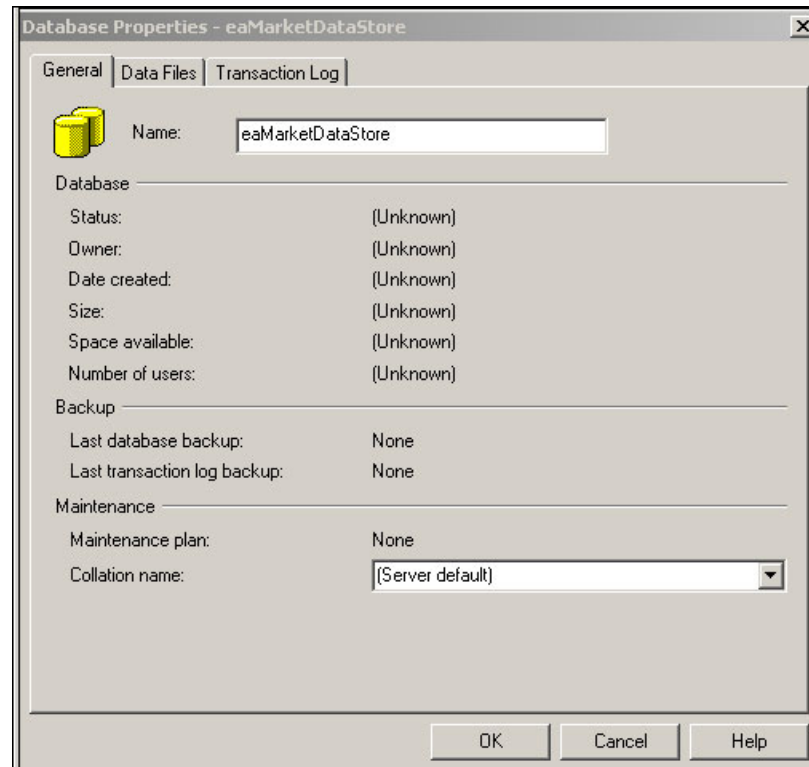
A database must be created for storing content used by eaMarket. Creating an eaMarket Data Store consists of:

- On the database server, you must create a new database login and a new database.
- On the eaMarket server, you must configure a WebLogic JDBC Connection Pool, Data Source and User to connect to that database user and database, and then create a Data Store in eaMarket.

To Create the Database User

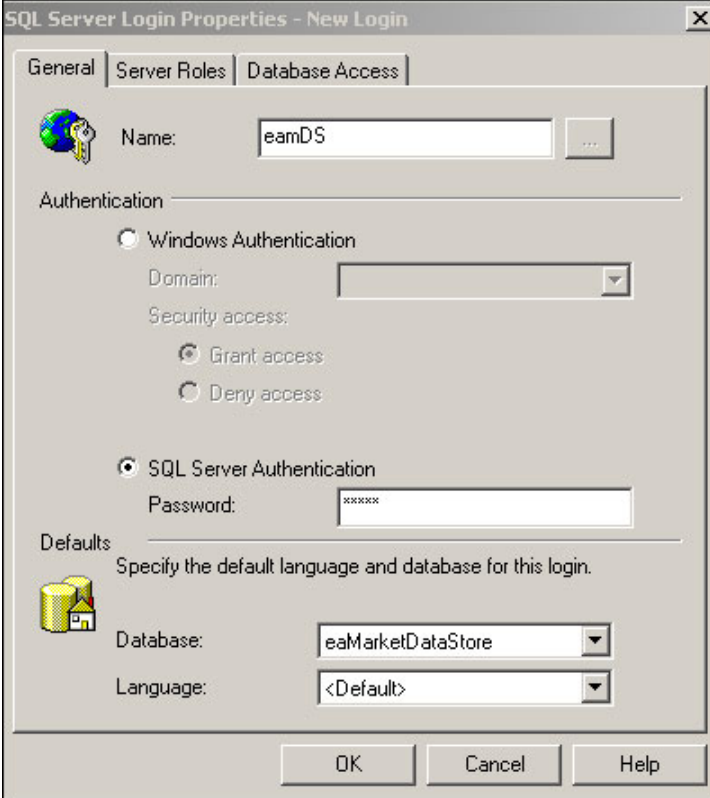
Ask your DBA to create a login and (optionally) a database for eaMarket to store promotional information. The steps for creating a new user and database using the SQL Server Enterprise Manager are given below.

1. Create database by selecting **Databases** under your database server on the tree, and then selecting **Action**, then **New Database** from the menu. A dialog box similar to the following appears:



2. Enter a name for the database you plan to use for the eaMarket Data Store.

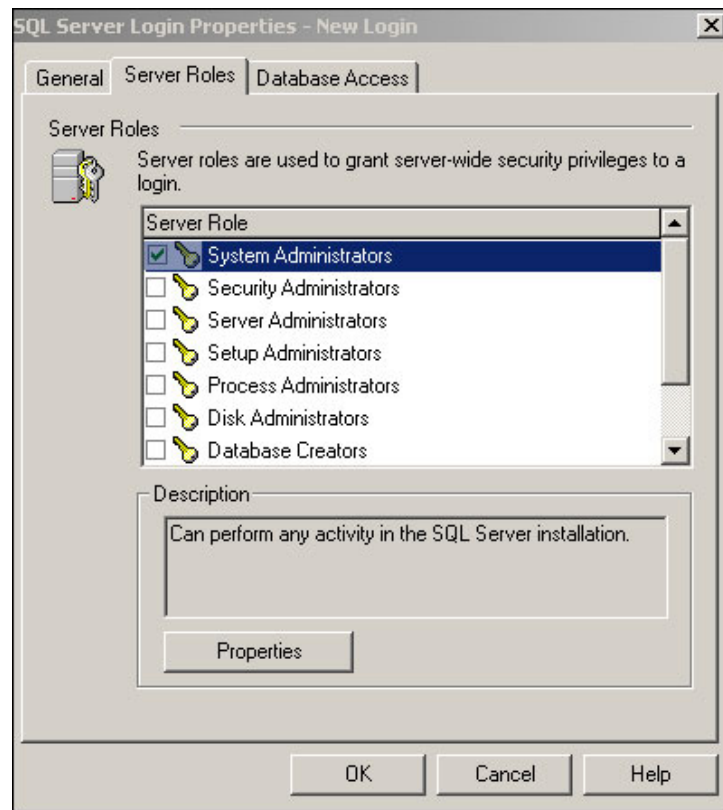
3. Create a login by selecting **Logins** under **Security** in the tree, and then selecting **Action**, then **New Login**. A dialog box similar to the following appears:



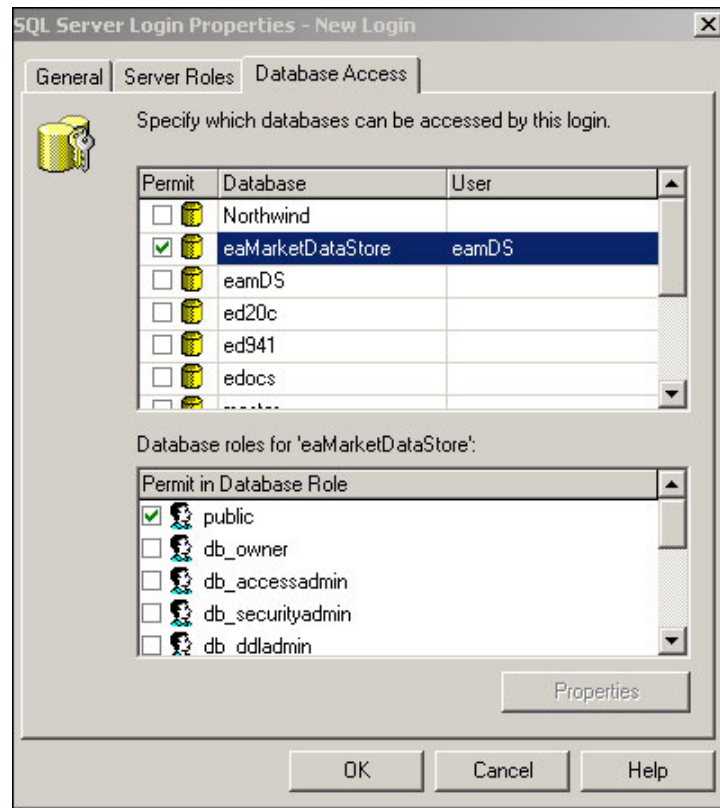
The screenshot shows the 'SQL Server Login Properties - New Login' dialog box. It has three tabs: 'General', 'Server Roles', and 'Database Access'. The 'General' tab is active. It contains a 'Name' field with the value 'eamDS'. Below this is the 'Authentication' section with two radio buttons: 'Windows Authentication' (unselected) and 'SQL Server Authentication' (selected). Under 'Windows Authentication', there is a 'Domain' dropdown and 'Security access' options: 'Grant access' (selected) and 'Deny access' (unselected). Under 'SQL Server Authentication', there is a 'Password' field with masked characters 'xxxxxx'. Below the authentication section is the 'Defaults' section with a note 'Specify the default language and database for this login.' and a database icon. It contains 'Database' and 'Language' dropdowns. The 'Database' dropdown is set to 'eaMarketDataStore' and the 'Language' dropdown is set to '<Default>'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

4. Enter the Login name, select **SQL Server Authentication**, enter the password, and choose the database you created in the previous step.

5. Click the **Server Roles** tab. The following dialog box appears:



6. Select the **System Administrator** server role and then click the **Database Access** tab. The following dialog box appears:



7. Select the eaMarket Data Store database. The only database role required is **public**.
8. Click **OK** and the database setup will be completed.

To Configure WebLogic for the Data Store

Log on to the WebLogic console, and follow the steps given below.

Configuring the JDBC Connection Pool

1. Select **JDBC**, then **Connection Pools** and then click **Create a New Connection Pool**.

WebLogic creates a new JDBC Connection Pool using a wizard. Follow the prompts, and enter:

- Database type = MS SQL Server
- Database Driver = Other

Click **Continue**.

- Enter the following values in the following table:

Parameter	Description
Name	Enter a name for the connection to the data store. For example: eamDS .
URL	Enter jdbc:weblogic:mssqlserver4:<database name>@<database server name>:<port>. For example: jdbc:weblogic:mssqlserver4:eaMarketDataStore@eam_demo:1433
Driver Classname	weblogic.jdbc.mssqlserver4.Driver
Properties	user=eamDS password=eamDS

- Click **Apply**.
- Select the **Connections** tab, and enter the following values:

Connections Tab	
Initial Capacity	1
Maximum Capacity	20
Capacity Increment	5
Login Delay	1
Statement Cache Size	300
Test Frequency	60
Allow Shrinking	True (box checked)
Shrink Frequency	15

- Click on the **Advanced Options** link, then enter **tblContent** for **TestTable Name**. Select the **Test Reserved Connections** and **Test Released Connections** check boxes. Click **Apply**.
- Click the **Target and Deploy** tab, check eaMarket for the appropriate server, then click **Apply**.

Configuring the JDBC Data Source

- Select **JDBC**, then **Data Sources** and click **Create New JDBC Datasource**:
- Enter the following values:

Parameter	Description
Name	Enter a name for this Data Source. For example: eamDS .
JNDI Name	jdbc/<database tablespace name>. For example: jdbc/eamDS

Parameter	Description
Pool Name	Enter the name of the JDBC Connection Pool configured in the previous section. For example: eamDS

3. Click **Apply**. Then click the **Target and Deploy** tab.
4. Check eaMarket for the appropriate server (for example, **myserver**), then click **Apply**.

To Create a Data Store in eaMarket

This step assumes that eaMarket has been setup on the database and (optionally) eaDirect servers.

1. Log in to eaMarket as the Administrator. For example:
<http://<eaMarket Server>:<weblogic port>/eaMarket>
 The default user/password is administrator/admin.
2. Select **Administration**, then **Data Stores**.
3. Click **Add Data Store**.

Add Data Store

STEP 1 Data Store Information

Name: eamDS

Description: eaMarket DataStore

STEP 2 Select the type of database

☒ MS SQL Database ☐ Oracle Database

STEP 3 Specify the Data Source

JNDI Data Source name: jdbc/eamDS

Save Cancel Help

4. Enter the following information:

Area/Parameter	Description
Step 1	Enter a unique name, for example eamDS .

Area/Parameter	Description
Step 2	Select MS SQL Database .
Step 3	Specify the JNDI datasource: The JNDI Data Source Name matches the JNDI Name in the JDBC Data Source defined in WebLogic in the previous section.

Setting the Tracking Server

The location of the Tracking server for eaMarket must be configured in the eaMarket configuration page.

1. Connect to the eaMarket server giving the URL in the following format:
`http://<servername>:<port number>/eaMarket`
2. Login using **Administrator** as the user and **admin** as the password.
3. Click the **Administration** tab in the left navigation pane.
4. Click on the **eaMarket Preference** button and change the following parameters:
 - In the **Server Information** section, verify that the name of the server given in the **Server Information** field is correct.
 - In the Tracker section, for the **Tracker** option you may need to change the **Transfer track summary to the eaMarket server who's URL is** to the URL to the eaMarket server.
5. Click **Save**.
6. Once the changes are made, stop and start the WebLogic server.

Setting the Preferences for TBM

On the **eaMarket Preference** page, under **Servlets**, for the **eaDirect Servlet Interface Name**, change the default value
`"/eaDirect/CBDInterfaceServlet?app=InterfaceBD"` to
`"/edocs/CBDInterfaceServlet?app=InterfaceBD"` if you are using eaMarket with TBM.

6

Uninstalling eaMarket

When uninstalling eaMarket, you must remove the application from each server that you installed it on.

To Uninstall the eaMarket application components

1. Stop all eaMarket Services using `wl_eam_init` script
2. From the WebLogic console, undeploy the `eaMarket.ear`. Delete it through the WebLogic console and manually remove the file from the location to which they were deployed.

For example: `C:\bea\user_projects\domains\mydomain`

3. Delete the JDBC Connection Pool, JDBC Data Source created for eaMarket
4. From **Start**, then **Programs**, then **eaMarket**, run the Uninstall program.
The start menu path may be different, if you chose a different program group when installing eaMarket.
5. The InstallAnywhere wizard guides you through the uninstallation.

To Uninstall eaMarket Database Components

1. Go to the `<eaMarket installation folder>\Uninstall` folder and run the **Uninstall eaMarket.exe**.
2. The InstallAnywhere wizard guides you through the uninstallation.

To Uninstall eaMarket – eaDirect Integration Components

1. Stop all eaMarket Services using the `wl_eam_init` script
2. From the WebLogic console, undeploy the `eaMarket.war`. Delete it through the WebLogic console.
3. Go to the `<eaMarket installation folder>\Uninstall` folder and run the **Uninstall eaMarket.exe**.

4. The InstallAnywhere wizard guides you through the uninstallation.