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# **Installation and Configuration**

**Sun Solaris Operating Environment™ Software  
and the BEA WebLogic® Application Server**

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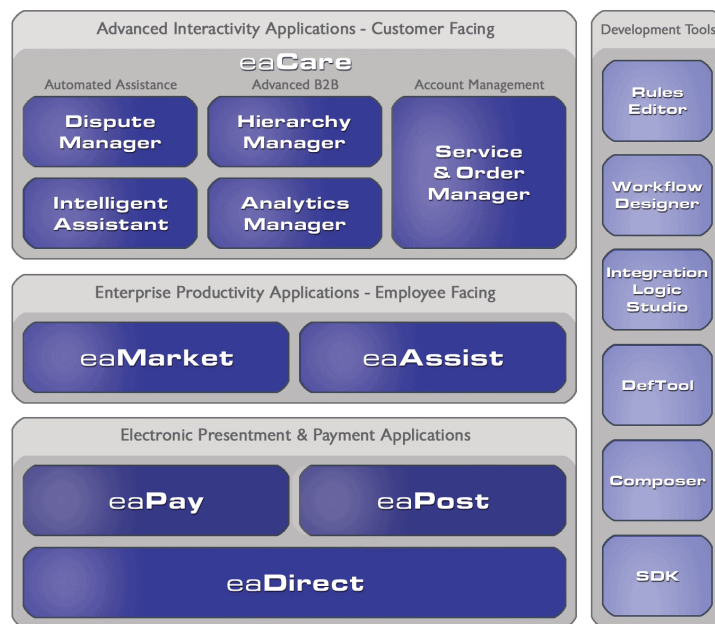
## Preface

### 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 the eaMarket Version components. Its intended audience is the System Administrator who will install and configure eaMarket for the Solaris™ Operating Environment.

## 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:



<b>Print Document</b>	<b>Description</b>
<i>Campaign Management User Guide</i>	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>	How to install and configure eaMarket for a Solaris environment.
<i>eaMarket™ Installation and Configuration Guide: for the Windows/NT™ Operating Environment™ Software</i>	How to install and configure eaMarket for a Windows environment.
<i>eaDirect Installation and Configuration Guides</i>	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, eaPay, 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:**

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



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## 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.

### Tasks to Do Before You Install eaMarket

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.

First, you must install and configure the Application Server and Database Server components of eaDirect as described in the eaDirect *Installation Guide*, *Database Configuration* and *Application Server Configuration* guides. 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.

---

1. Install Sun Solaris operating system.
2. Install the Sun JDK.
3. Install Xvfb, the virtual frame buffer X server. See *Setting up Xvfb* on page 43 for setup instructions.
4. Install Oracle Database if the eaMarket database is on the eaMarket server. Install the Oracle Client if the database is on a different server.
5. Install WebLogic.

## Installing eaMarket

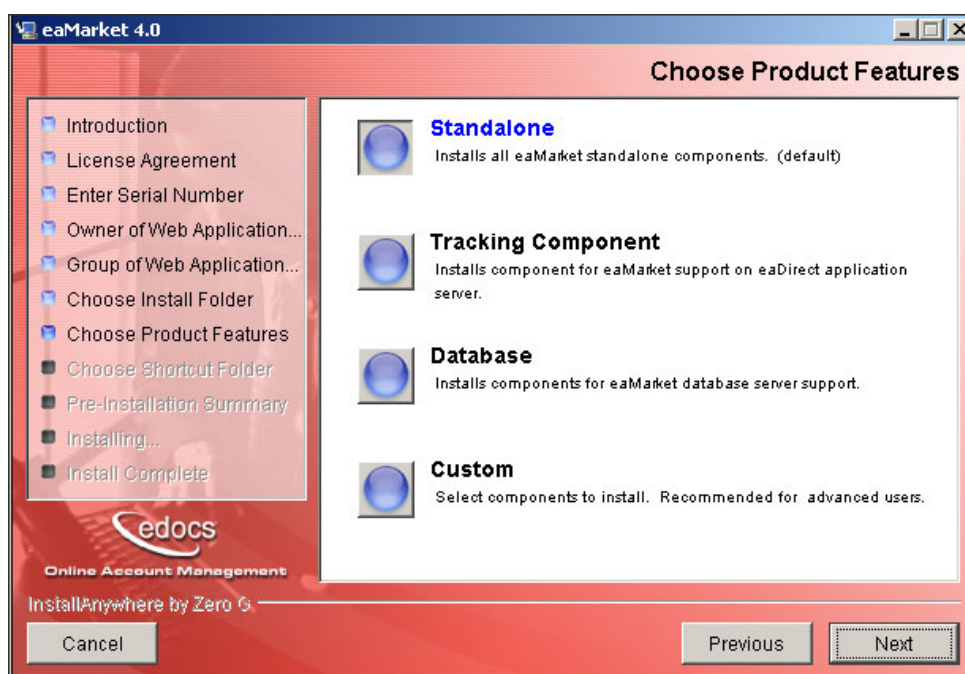
eaMarket works in conjunction with an existing eaDirect application. eaMarket can be installed on the same server as eaDirect (the eaDirect Application Server), or run on its own server for performance or security reasons. This document describes how to install eaMarket on separate servers for eaMarket,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



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

## Installing the eaMarket Components

The installation of eaMarket components is done through the InstallAnywhere installer. The tool is provided with eaMarket on its distribution CD-ROM. Below is the InstallAnywhere screen where you select the eaMarket components to install.



Through InstallAnywhere's easy-to-follow graphical user interface, you can choose to do a stand-alone or custom install of eaMarket components on a single server or on multiple servers in a distributed environment. The following table describes the various eaMarket installation options:

Option	Components Installed
Standalone	Installs eaMarket application server components, eaMarket database server components, WebLogic J2EE files for eaMarket, and online product help.
Tracking Component	Installs components for eaMarket support on eaDirect application server.
Database	Installs eaMarket database server components.
Custom	Gives users the option to install eaMarket application server components, eaMarket database server components, eaMarket J2EE applications.

InstallAnywhere copies eaMarket files from the distribution CD-ROM to the appropriate directories, and sets up the directory hierarchy for database server and application server components.

For specific information about installing eaMarket components using InstallAnywhere, see the topics: *Installing the eaMarket Application Server*, *Installing the eaMarket Integration Components* and *Installing the eaMarket Database Server Components*.

## Installing eaMarket in Console Mode

The installation procedures in this guide show eaMarket being installed using the InstallAnywhere GUI. However, you can choose one of two InstallAnywhere installation modes to install eaMarket:

- GUI Mode (default installation mode)
- Console Mode

Console Mode is an interactive character-based installation where you are prompted to respond to several installation questions.

### Recommended User and Group Permissions

During the installation of your application server, you are prompted to specify user and group permissions for files and directories. edocs recommends that you use the default application server permissions **edxadmin:edxadmin** with the eaSuite. However, if your UNIX system administrator uses custom user and group permissions at installation, you can set these permissions with the **chown** command.



Make sure that you install eaMarket as the same user as WebLogic.

To change user and group permissions:

1. Switch to root user, for example:

```
$ su - root
```

2. Change the directory to your application server home directory (\$WL\_HOME). For example:

```
$ cd /opt/bea/wlserver81
```

3. Recursively change the user id and group id permissions of the application server installation directory and any subdirectories to the default, which is nobody:nobody. For example:

```
$ chown -R nobody:nobody /opt/bea/wlserver81
```

### To install eaMarket in Console Mode:

1. From the */Solaris* subdirectory on the eaMarket installation CD-ROM, run the command to install eaMarket in Console Mode:

```
# ./Markins.bin -i console
```

InstallAnywhere displays the banner:

```
Preparing CONSOLE Mode Installation...
```

2. Respond to each prompt to proceed to the next step in the installation. If you want to change something on a previous step, type **back**.

If the installation successful, the following message appears:

```
Congratulations! eaMarket 4.4 has been successfully installed  
to:  
/opt/EDCSmkt
```



# 2

---

## Installing eaMarket on the Database Server

This section describes how to install the eaMarket components on the eaDirect database server, the *edocs - eaMarket Promotion Management System - Database*.

### Running the Installation Script

#### To Install the Database Components

1. Log in as the root user on the database server.
2. After you obtain and locate the eaMarket software installer as described in the Preface of this guide, you can run it as follows::

```
# ./Markins.bin
```

This process loads all the eaMarket application files and sets up the hierarchy of subdirectories that eaMarket uses to store the application files. The default directory for the eaMarket distribution is */opt/EDCSmkt*. The installation script displays the message:

```
Preparing to install...
```

```
Extracting the JRE from the installer archive...
```

```
Unpacking the JRE...
```

```
Extracting the installation resources from the installer archive...
```

```
Configuring the installer for this system's environment...
```

```
Launching installer...
```

3. INTRODUCTION: read the eaMarket introductory information. Then click **Next**.
4. LICENSE AGREEMENT: Select **Yes** to accept the License Agreement.
5. ENTER SERIAL NUMBER provided when you purchased eaMarket . If lost, contact edocs Technical Support at <http://support.edocs.com/> .
6. OWNER OF WEB APPLICATION SERVER: For example, **edxadmin**.

7. GROUP OF WEB APPLICATION SERVER: For example, **edxadmin**.
8. CHOOSE INSTALL FOLDER: Accept the default installation folder (*opt/EDCSmkt*), or click **Choose** to specify another installation folder.
9. CHOOSE PRODUCT FEATURES: Click **Database**.
10. 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.
11. INSTALL COMPLETE: Reports a successful installation and the directory that contains the database server components.
12. Click **Done** to exit the installer.

## Configuring the eaMarket Database

Configure the eaMarket Oracle database by running the *eamarket\_admin.sh* script. The configuration process consists of a series of prompts, some of which require user input.



This section does not address the installation of the Oracle Server itself. If you have not installed the Oracle Server, consult the product installation documentation and follow the on-screen prompts to complete the process.

### To Configure the eaMarket Database for eaMarket

1. Go to */opt/EDCSmkt/config* and run the *eam\_config* script. Make sure you are logged in as root.

The installation script displays the following message:

Enter the installation path of the eaMarket Application Server, default :

*/opt/EDCSmkt* [?,q]

2. Type the name of the directory where eaMarket has been installed. For example, */opt/EDCSmkt*.

3. Enter the JNDI name of the eaMarket DataSource.

The installation script displays the following message:

JNDI Name of the eaMarket DataSource, default : *jdbc/eaMarket* [?,q]

4. On the database server, log in as the oracle user and change the working directory to the <eaMarket\_install>/db/oracle subdirectory. For example:

```
cd /opt/EDCSmkt/db/oracle
```

5. Set the ORACLE\_SID environment variable to the SID name, which will be used with eaMarket. For example:

```
export ORACLE_SID=edx9
```

6. Enter the following command at the prompt:

```
./eamarket_admin.sh
```

7. The edocs eaMarket Server Administration Main Menu appears with an initial set of options.

```
edocs eaMarket Server Administration Main Menu Version 4.4
-----
      [1] Sign in Menu
      [2] Capture Database File Locations
      [3] Install edocs eaMarket
      [4] Initial Data Population
      [5] Database Version Migration
      [Q] Quit
-----
Enter Your Selection:
```

8. Select Option 1, **Sign in Menu**.
9. A second sign-in screen is displayed. Enter the username, password, SID and SYS password for the eaMarket Oracle database. For example:

```
Enter Database USERNAME: edx_dba
Enter Database PASSWORD: edx
Enter ORACLE_SID: edx9
Enter PASSWORD for User SYS: *****
```

After you have entered all the required information, the main menu is displayed again.

10. Select option 2, **Capture Database File Locations**.

This option specifies the absolute path for the various files that will comprise the eaMarket database. The location of these files depends on the type of file structure you are using. This installation process assumes the Oracle Optimal Flexible Architecture (OFA) for the database files. Therefore, you should have created at least four mount points (one for the software and three for the database files) when you installed the Oracle Server software. See the Oracle Server installation documentation for more information about OFA and creating mount points.

During this session, you will be prompted to provide absolute paths for the following files:

- [1] Redo Log File

- [2] System tablespace file location
- [3] Temporary tablespace file location
- [4] UNDO tablespace file location
- [5] Data tablespace file location
- [6] Control files location

Using separate mount points is suggested. For example:

```
[1] Redo Log File -> /u01/oradata
[2] System tablespace file location -> /u02/oradata
.....
```

#### 11. Select Option 3, **Install edocs eaMarket**.

This option begins the installation of the physical database. A new menu is displayed from which you select Option 1, **Create Oracle Instance**.

```
Install edocs eaMarket
-----
[1] Create Oracle Instance
[2] Shutdown Database
[3] Startup Database
[4] Initialize Oracle Database
[5] Install Application Database
[6] View Status Log Directory
--
[R] & Return to previous menu

SELECT YOUR OPTION:
```

This menu begins the initialization of the eaMarket database. Database initialization consists of:

- Creating a new database initialization file from the installation template *init.ora* file. The name of the newly created initialization file combines the *init* prefix followed by the *oracle* SID you entered when you logged in to the oracle account.
- Creating the shell script, *create\_oracle\_db.sh*, which contains the Oracle command used to create a database.
- Executing the two files.

No user input is required for this option. At the end of this process, you are returned to the Install edocs eaMarket menu.

#### 12. Select Option 2, **Shutdown Database**, and then Option 3, **Restart Database**.

These options let you perform a quick test on the database you just defined. The Shutdown Database and Startup Database options must be executed successively.

When these options complete, you are returned to the Install edocs eaMarket menu.

#### 13. Select Option 4, **Initialize Oracle Database**.

This option executes utility scripts that define the data dictionary for the new database, and create a stored procedure. The stored procedure is modified to contain the absolute paths that were defined in Option 2, **Define Database File Locations**. The newly created stored procedure creates the various database tablespaces and rollback segment data files that the eaMarket database requires.

Completion of **this option might take several minutes**. During this process, informational messages are displayed indicating that the utility scripts and the stored procedure are executing. A final message will indicate whether the processing was successful.

No user input is required for this option.

14. Select Option 5, **Install Application Database**.

This option creates the eaMarket database tables and indexes using an SQL script named *create\_tables.sql*.

No user input is required for this option.



**Tip**

The error messages that are displayed during this step are an expected part of the process and can be ignored.

15. Select **Return to Previous Menu**. The eaMarket Server Administration Main Menu is displayed.

```
edocs eaMarket Server Administration Main Menu Version 4.4
-----
      [1] Sign in Menu
      [2] Capture Database File Locations
      [3] Install edocs eaMarket
      [4] Initial Data Population
      [5] Database Version Migration
      [Q] Quit
-----
Enter Your Selection:
```

16. Select Option 4, **Initial Data Population**. The **Initial Data Population Menu** is displayed.

17. Select Option 1, **Import initial data set**.

```
Initial Data Population
-----
      [1] Import initial data set
      [2] eaMarket configuration
      [R] Return to previous menu

SELECT YOUR OPTION:
```

This option populates the newly defined database with information from the SQL scripts. As data is imported into tables, informational messages are displayed indicating whether the data is being imported correctly.

No user input is required for this option.

18. Select Option 2, **eaMarket Configuration**.

This option prompts you for the directory path for the eaMarket installation. This path should point to the installation directory on the eaMarket server.

A message is displayed if the configuration path was defined successfully.

19. Select **Return to Previous Menu**. The eaMarket Server Administration Main Menu is displayed.

20. Select **Quit** to end the eaMarket Oracle database configuration session.

21. Check to make sure that several eaMarket database instances are running. For example, assuming the eaMarket SID is `edx9`:

```
ps -ef | grep edx9
```

Inform the database administrator to make sure that the eaMarket database instance restarts if the Unix system is restarted.

## Aborting the Configuration Script and Running it Again

At some point during the eaMarket database configuration process, you may encounter problems that require you to prematurely terminate the session. Although the database configuration procedure displays a number of helpful informational messages, you still may have to quit the session and run the configuration script again. Quitting the configuration results in the loss of any information that you entered.

If terminating and restarting the session is your only option, you must first do a manual cleanup of the partially configured database, as follows:

1. Shut down any database using the Shutdown Database option.
2. Change directory to the `$ORACLE_HOME/admin` directory. For example:  

```
cd /export/home/oracle/admin
```
3. Remove any directories whose name matches the *oracle* SID defined in the Setting User and Database Identification Menu option. For example, **edx9**.
4. Change directory to the `$ORACLE_HOME/dbs` directory. For example:  

```
cd /export/home/oracle/dbs
```
5. Remove any references to the initialization file created during the installation process. The references you are looking for will take the form: *initedx9.ora*, assuming `edx9` is the eaMarket Oracle SID.

6. Change directory to the individual directories that you specified in the **Capture Database File Locations** option. Next, remove any directories whose name matches the Oracle SID (for example, **edx9**) defined in the **Setting User and Database Identification Menu** option.

## Enabling Database Connectivity to eaMarket

After installing eaMarket, you must create or edit *tnsnames.ora* and *listener.ora* to enable connectivity between the database and the eaMarket server.

### To edit the *tnsnames.ora* file:

1. Log on as the oracle user.
2. Change the working directory to *\$ORACLE\_HOME/network/admin*.
3. Open *tnsnames.ora* and add lines similar to the following for the eaMarket service name. In this example, */export/home/oracle* is the Oracle installation directory, and the eaMarket Oracle SID is *edx9*:

```
EAM =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS = (PROTOCOL = TCP) (HOST =
<database_host_ipaddr>) (PORT = 1521))
    )
    (CONNECT_DATA =
      (SERVER = DEDICATED)
      (SERVICE_NAME = edx9)
    )
  )
```

4. Save and close the file.

**To edit the *listener.ora* file:**

1. Log on as the oracle user.
2. Change the working directory to `$ORACLE_HOME/network/admin`.
3. Open *listener.ora* and add lines similar to the following for the eaMarket service name. In this example, `/export/home/oracle` is the Oracle installation directory, and the eaMarket Oracle SID is `edx9`:

```

SID_LIST_LISTENER =
  (SID_LIST =
    (SID_DESC =
      (SID_NAME = PLSExtProc)
      (ORACLE_HOME = /export/home/oracle/product/9.2)
      (PROGRAM = extproc)
    )
    (SID_DESC =
      (SID_NAME = edx9)
      (ORACLE_HOME = /export/home/oracle/product/9.2)
    )
  )

```

4. Save and close the file.

**Testing Database Connectivity**

You can validate database connectivity to the application server by running the following commands (you must have `ORACLE_SID` equal to the eaMarket Oracle SID). It must be in the following format:

```
sqlplus Database_username/database_password@SID
```

For example:

```
sqlplus edx_dba/edx@eam
```

Display results similar to the following:

```

Connected to:
SQL*Plus: Release 9.2.0.1.0 - Production on Tue Apr 8 04:05:55
2003

Copyright (c) 1982, 2002, Oracle Corporation. All rights
reserved.

Oracle Enterprise Edition Release 9.2.0.1.0 - 64bit Production
With the Partitioning, OLAP and Oracle Data Mining options
JServer Release 9.2.0.1.0 - Production

```



# 3

---

## Installing and Configuring the eaMarket Application Server

This chapter provides instructions for installing eaMarket on an application server.

The installation and configuration examples shown in this chapter use default eaMarket pathnames. If you choose not to accept the default pathnames, make sure your pathnames are consistent throughout the installation of eaMarket on the database and application servers.

### Running the Installation Script

#### To Install eaMarket

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

```
# ./Markins.bin
```

This process loads all the eaMarket application files and sets up the hierarchy of subdirectories that eaMarket uses to store the application files. The default directory for the eaMarket distribution is */opt/EDCSmkt*. The installation script displays the message:

```
Preparing to install...
Extracting the JRE from the installer archive...
Unpacking the JRE...
Extracting the installation resources from the installer
archive...
Configuring the installer for this system's environment...
Launching installer...
```

3. INTRODUCTION: Read the eaMarket introductory information.
4. LICENSE AGREEMENT: Select **Yes** to accept the License Agreement.
5. ENTER SERIAL NUMBER provided when you purchased eaMarket . If lost, contact edocs Technical Support at <http://support.edocs.com/> .
6. OWNER OF WEB APPLICATION SERVER: For example, **edxadmin**.

7. GROUP OF WEB APPLICATION SERVER: For example, **edxadmin**.
8. CHOOSE INSTALL FOLDER: Accept the default or choose another directory.
9. CHOOSE PRODUCT FEATURES: Click **Standalone**.
10. 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.
11. INSTALL COMPLETE: Reports a successful installation and the directory that contains the database server components.
12. Click **Done** to exit the installer.

## Configuring the eaMarket Application Server

Configuring the eaMarket application server consists of setting the environment variables for eaMarket, editing the WebLogic start script to add the necessary information to support WebLogic, and configuring WebLogic for eaMarket through the WebLogic console.

### Setting Environment Variables for eaMarket

1. Go to the `/opt/EDCSmkt/config` folder and run the **set\_eam\_env** script.
2. The script displays the following:  

```
Enter eaMarket Home  
[/opt/EDCSmkt] : [?,q]
```
3. Press Enter to accept the default as the eaMarket home directory or enter a different directory and press Enter to continue.
4. The script displays the following:  

```
JNDI Name of the eaMarket DataSource  
jdbc/eaMarket [?,q]
```
5. Press Enter to accept the default as the JNDI name of the eaMarket data source or enter a different JNDI name and press **Enter** to continue.
6. The script displays the following:  

```
Enter Oracle Home Directory  
[/u01/app/oracle/9.2.0.1.0] [?,q]
```
7. Press Enter to accept the default Oracle home directory or enter a different directory and press Enter to continue.

8. The application servers (WebLogic and WebSphere) will be displayed. Select **WebLogic** as the application server.
9. The script displays the following:  
Enter WebLogic Application Server root directory:  
[/opt/bea/weblogic81] [?,q]
10. Press Enter to accept the default WebLogic application server root directory or enter a different directory and press Enter to continue.
11. Once you finish the following message will appear:  
Environment settings are successfully written to  
/opt/EDCSmkt/eam\_env

## Updating the WebLogic Startup Script

1. Login as the WebLogic owner. For example, nobody:  
su - nobody
2. Change the working directory to the WebLogic application domain. For example:  
/opt/bea/wlserver81/user\_projects/domains/mydomain
3. Open **startWebLogic.sh** with an editor.
4. Add the following to the **JAVA\_OPTIONS** section:  
-Dedx.web.public=<content upload path>  
For example:  
-Dex.web.public= /opt/images  
and  
-Dcom.edocs.xml.sax.parser=org.apache.xerces.parsers.SAXParser  
If there are more than one **JAVA\_OPTIONS** section in the file, ensure that each section (except the first one) has the \$JAVA\_OPTIONS variable at the beginning of it.  
For example a second **JAVA\_OPTIONS** section would look like:  
JAVA\_OPTIONS=\$JAVA\_OPTIONS "-Dex.web.public= /opt/images"
5. 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  
\$ORACLE\_HOME/jdbc/lib/classes12.zip  
If you are using a third party Oracle thin driver, provide the path for that file. Paths for *crimson.jar*, *jaxp.jar*, *xerces.jar* must be set before any WebLogic JAR files.  
The following example shows an example of the CLASSPATH where eaMarket is installed in /opt/EDCSmkt, and Oracle is installed in /export/home/oracle:

```
CLASSPATH=/opt/EDCSmkt/lib/crimson.jar:/opt/EDCSmkt/lib/jaxp.jar:/opt/EDCSmkt/lib/xerces.jar:/export/home/oracle/jdbc/lib/classes12.zip:/opt/EDCSmkt/lib/eaMarket.jar:$WL_HOME:$WL_HOME/lib/weblogic_sp.jar:$WL_HOME/lib/weblogic.jar
```

**Caution**

These entries MUST be inserted at the beginning of the CLASSPATH.

- If the data source name is not the default **jdbc/eaMarket**, then add the following to the Java properties:

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

The DataSource Name is the data source name given during installation.

**Caution**

This property MUST be inserted before

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

For example:

```
java $JAVA_OPTIONS -classpath $CLASSPATH  
-Dweblogic.Domain=mydomain -Dweblogic.Name=myserver  
-Dbea.home=/opt -Djava.security.policy=  
/opt/bea/wlserver81/server/lib/weblogic.policy  
-DeaMDataStore=jdbc/eaMarket  
-Dweblogic.management.password=$WLS_PW weblogic.Server
```

- Save and close file

## To Modify the `edx_mwi.config.bat` File for eaDirect

- Go to the `$EDX_HOME/Config` folder and open the `edx_mwi.config.bat` file.
- Change the value of the `-Dedx.web.public` parameter to a directory where eaMarket will store images.

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

**Tip**

The directory that you specify here is also used when defining eaDirect servers to eaMarket during eaMarket administration.

- Save and close the file.

## Checking Directory Access



All directories and files accessed by eaMarket (which is a WebLogic application) must be accessible to the WebLogic user (we recommend **edxAdmin**). Sometimes processes can create files or directories with different owners and accesses. It is a good practice to check all eaMarket and WebLogic files and directories to make sure they are still owned by the WebLogic owner. The only exception is files that are needed for the database need to be accessible by the database user.

If you installed eaMarket with a different owner:group than WebLogic, you must either change the owner and group of the WebLogic directories to match eaMarket, or the owner and group of eaMarket to match WebLogic. The following steps describe how to change the owner and group of WebLogic:

1. Login as the root user.
2. Change to WebLogic parent directory. For example:  
`cd /opt`
3. Change the group ownership for all directories and files under the WebLogic directory to the WebLogic owner. For example:  
`chgrp -R nobody <weblogicdir>`
4. Change the file ownership for all directories and files under the WebLogic directory to the WebLogic owner. For example:  
`chown -R nobody <weblogicdir>`

## Changing Directory Access for the Database Scripts

If you change the eaMarket directory owner and group to match the WebLogic owner and group, then you must make sure not to change the owner and group of the oracle directory under eaMarket. To change the eaMarket oracle directory access back:

1. Login as the root user.
2. Change to the *EDCSmkt* directory of your eaMarket installation. For example:  
`cd /opt/EDCSmkt`
3. Change the group ownership of the oracle directory and its files to the oracle owner's group. For example:  
`chgrp -R dba oracle`
4. Change the file ownership of the oracle directory and its files to the oracle owner. For example:  
`chown -R oracle /opt/EDCSmkt/db/oracle`

## Configuring WebLogic for eaMarket

Start WebLogic, so you can connect to the console.

1. Login as the WebLogic user, usually **nobody**. For example:  
`su - nobody`
2. Change the working directory to the WebLogic domain. For example:  
`cd /opt/bea/wlserver81/user_projects/domains/mydomain`
3. Start WebLogic server. For example:  
`./startWebLogic.sh`
4. Login to the WebLogic Server console. For example:  
`http://dusky:7001/console`

### 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 = Oracle
  - Database Driver = BEA's Oracle Driver Thin
3. The parameters for the next screen are described in the following table:

Field	Description
Connection Pool Name	Enter a name for the connection to the datastore. For example: eaMarket.
URL	URL for the database as specified by JDBC. jdbc:bea:oracle@<Server_Name/IP>:<port>:<service name>, where the <service name> matches the SID you specify during database configuration.
Driver class name	The name of the JDBC driver class, which is <b>weblogic.jdbc.oracle.OracleDriver</b> for eaMarket.
Properties	Enter the following values: <b>user=eam</b> <b>password=eam</b>

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 **Apply** to save these values.
7. Click the **Advanced Options** link and enter **dual** for TestTable Name. Select the **Test Reserved Connections** and **Test Released Connections** check boxes. Click **Apply**.
8. Click the **Target and Deploy** tab.
9. Check the eaMarket server (**myserver**), and click **Apply**.
10. Select **Mydomain**, then **Services**, then **JDBC**, then **Data Sources**.

### 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 **Target and Deploy** tab, select your server, then click **Apply**.

## To Deploy the eaMarket Application Archive

After you configure your WebLogic domain server, you can deploy the eaMarket 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

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## 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.

### Running the Installation Script

#### To Install the Integration Components

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

```
# ./Markins.bin
```

This process loads all the eaMarket application files and sets up the hierarchy of subdirectories that eaMarket uses to store the application files. The default directory for the eaMarket distribution is */opt/EDCSmkt*. The installation script displays the message:

```
Preparing to install...
Extracting the JRE from the installer archive...
Unpacking the JRE...
Extracting the installation resources from the installer
archive...
Configuring the installer for this system's environment...
Launching installer...
```

3. INTRODUCTION: Read the eaMarket introductory information.
4. LICENSE AGREEMENT: Select **yes** to accept the License Agreement.

5. ENTER SERIAL NUMBER provided when you purchased eaMarket . If lost, contact edocs Technical Support at <http://support.edocs.com/> .
6. OWNER OF WEB APPLICATION SERVER: For example, **edxadmin**.
7. GROUP OF WEB APPLICATION SERVER: For example, **edxadmin**.
8. CHOOSE INSTALL FOLDER: Accept the default or choose another directory.
9. CHOOSE PRODUCT FEATURES: Click **Tracking Component**
10. 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.
11. INSTALL COMPLETE: Reports a successful installation and the directory that contains the database server components.
12. Click **Done** to exit the installer.

## Configuring WebLogic

Configuring WebLogic on the eaDirect server that will deploy eaMarket promotions consists of updating the WebLogic startup script, deploying the eaMarket Web Archive file, and defining a directory where eaMarket can store content.

### To Update the Startup Script for WebLogic

1. Login as the WebLogic owner.
2. Change the working directory to the WebLogic domain. For example:  
`/opt/bea/wlserver81/user_projects/domains/mydomain`
3. Open *startWebLogic.sh* with an editor.
4. Add the following to the Java property:  
`-DPROPDIR=<eaMarket Installation Root path>`



Tip

If the default data source name (**jdbc/eaMarket**) is used, then this parameter is NOT needed.



Caution

These properties MUST be inserted before

**-Dweblogic.management.password=\$WLS\_PW**  
**weblogic.Server**

For example:

```
java $JAVA_OPTIONS -classpath $CLASSPATH
-Dweblogic.Domain=mydomain -Dweblogic.Name=myserver
-Dbea.home=/opt -Djava.security.policy=
/opt/bea/wlserver81/lib/weblogic.policy
-DPROPDIR=/opt/EDCSmkt
-Dweblogic.management.password=$WLS_PW weblogic.Server
```

5. Save and close file.

## To Modify the `edx_mwi.config.bat` File for eaDirect

1. Go to the `$EDX_HOME/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 to specify the directory where images will be stored on the eaDirect server:

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



### Tip

The directory that you specify here is also used when defining eaDirect servers to eaMarket during eaMarket administration.

3. 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=/opt/EDCSmkt
tracker.eaMarketURL=http://<serverName or IP>:<port>
tracker.trackerLogFileName=/opt/EDCSmkt/temp/eaMarket.log
tracker.trackRecorderName=/opt/EDCSmkt/temp/eaMarket.track
webInterface.pathFileUpload=/opt/EDCSmkt/temp
fileCachePath=/opt/EDCSmkt/temp/
tempPath=/opt/EDCSmkt/temp/
```

3. Save and close the file.

## Deploying the eaMarket Web Archive File in WebLogic

After you configure your WebLogic domain server, you can deploy the eaMarket 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.

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## Migrating to a New Version of eaMarket

### Migrating eaMarket

To upgrade eaMarket 4.0 or later to 4.4, you only need to update the EAR file.

The rest of this section contains information on how to upgrade eaMarket from version 2.1 to version 4.4.

There are three main steps to upgrading from eaMarket 2.1 to eaMarket 4.4.

1. Upgrade eaMarket 2.1 to eaMarket 4.4 by installing eaMarket 4.4. See the other chapters in this guide for information.



---

**Caution** Make sure to install eaMarket 4.4 in a different folder than eaMarket 2.1.

---

2. Migrate the eaMarket Databases. The rest of this chapter has information on migrating the database.
3. Configure WebLogic for eaMarket 4.4. See the other chapters in this guide for information.

### Upgrading eaDirect Applications

Before migrating an eaMarket database from eaMarket 2.1 to 4.4, you must upgrade the eaDirect applications used by eaMarket. All the profiles and pure conditions used in the ALFs must be converted to business conditions. (In eaMarket 2.1 business conditions were known as profiles.) Pure conditions are profiles defined in eaMarket by giving only a condition and no name. However, eaMarket names all profiles imported from eaMarket. As a result, to convert the profiles and pure conditions in the ALFs to business conditions, the business conditions must be updated with the names given by eaMarket.

Use the Composer tool in eaDirect version 4.4 to convert profiles and pure conditions in the ALFs to business conditions.



---

Make sure you upgrade your applications before migrating the database.

---

## To Upgrade eaDirect Applications:

1. Log into the eaMarket 2.1 system to find the names given by eaMarket to pure conditions.
2. In the Promotions page, select the **Add Promotion** link.
3. Select an eaDirect server, view and the application for which you want to upgrade the ALF. Then select any content library.
4. Proceed to the next page to select the sections/profiles. Click **General Promotions**, select any of the sections available and click **Search** to view the profiles. The profiles and pure conditions for the selected ALF are displayed.
5. The profile names generated by eaMarket for the pure conditions are prefixed with “Condition\_”. Click on each pure condition and write down the profile name and the corresponding profile description (or the actual profile condition), which is displayed in the Profile Description text box.
6. To convert a pure condition into a business condition, open the Composer tool and open the relevant ALF.
7. Inspect the conditions in the ALF and find the matching business condition description by comparing the profile descriptions taken from eaMarket. Update the business condition with the name given in eaMarket.

For more information on updating eaDirect applications, see the eaDirect documentation.

8. Publish updated ALFs for the same application, so that after importing the applications the eaMarket database is updated with this data.
9. Shutdown the eaMarket application server (WebLogic server and eaMarket agents)

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## Post-Installation Tasks

### Setting the Directory for Promotion Storage

After eaMarket is installed, check the setting for the directory that stores images for promotions to be displayed on the eaDirect server. The path to this directory is specified in `$EDX_HOME/config/eam_mwi.config`. For example:

```
/opt/EDCSbd/config/edx_mwi.config
```

You can edit this file to point to any directory that exists or you create, as long as it is accessible to read, write and execute for the Unix user used for WebLogic (for example, `edx_admin`).

### Configuring a Data Store for eaMarket

A database user must be created and defined to WebLogic so eaMarket can store content. Creating a eaMarket Data Store consists of:

On the database server:

- Creating a new database user, and either sharing an existing tablespace or creating a new one.

On the eaMarket server:

- Configuring a WebLogic JDBC Connection Pool, Data Source and User to connect to that database user and tablespace.
- Creating a Data Store in eaMarket.

## To Create the Database User

Ask your DBA to create a user and (optionally) a tablespace for eaMarket. The command should be similar to the following, where the database user and password is eamdata:

```
create user eamdata
identified by eamdata
default tablespace eamdata
temporary tablespace temp
on temp account unlock;
```

You can share an existing tablespace with another database user. For example, EDX\_DATA used by eaMarket. However, using the same tablespace may create problems with content taking up too much space. Consult your DBA for guidance.

## To Configure WebLogic for the Data Store

Log on to the WebLogic console, and follow these steps:

### Configuring the JDBC Connection Pool

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

WebLogic 8 creates a new JDBC Connection Pool using a wizard. Follow the prompts, and enter:

- Database type = Oracle
- Database Driver = BEA's Oracle Thin Driver

Click **Continue**.

2. Enter the following values in the following table:

Parameter	Description
Name	Enter a name for the connection to the data store. For example: <b>eamDS</b> .
URL	Enter jdbc:weblogic:mssqlserver4:<database name>@<database server name>:<port>. For example: <b>jdbc:bea:oracle:eaMarketDataStore@eam_demo:1521</b>
Driver Classname	weblogic.jdbc.oracle.OracleDriver
Properties	<b>user=eamDS</b> <b>password=eamDS</b>



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

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

5. Click **Apply**.
6. Then click the **Advanced Options** link, and enter **dual** for **TestTable Name**. Select the **Test Reserved Connections** and **Test Released Connections** check boxes. Click **Apply**.
7. Click the **Target and Deploy** tab, check eaMarket for the appropriate server, then click **Apply**.

### Configuring the JDBC Data Source

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

<b>Parameter</b>	<b>Description</b>
Name	Enter a name for this Data Source. For example: <b>eamDS</b> .
JNDI Name	jdbc/<database tablespace name>. For example: <b>jdbc/eamDS</b>
Pool Name	Enter the name of the JDBC Connection Pool configured in the previous section. For example: <b>eamDS</b>

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

## 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 on the **Administration** tab in the left navigation panel.
4. Click **eaMarket Preference** and change the following parameters:
  - In the **Server Information** section, for the **Server Information** field, verify that the name of the server 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, restart 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.

## Starting the Agents

Start the agent that performs promotion deployment, scheduled imports, workflow, notification and logging.

1. Login as the WebLogic owner. For example, **edx\_admin**.
2. Change the working directory to `<eaMarket_install>`. For example:  
`cd /opt/EDCSmkt`
3. Run the agent script. It should be in the following format:  
`./wl_eam_init -start -url t3://<host>:<port>`  
 For example:  
`./wl_eam_init -start -url t3://avalanche:7001`

4. Make sure that log files are created in `<eaMarket_install>/log`. An example log file name is:

```
CUniqueIdRemote.log
```

## Stopping the Agents

Stop the agent as part of shutting down eaMarket.

1. Login as the WebLogic owner. For example, `edx_admin`.
2. Change the working directory to `<eaMarket_install>` and run the agent script. For example:

```
cd /opt/EDCSmkt
./wl_eam_init -stop
```



The eaMarket application must be accessible to the WebLogic user. Sometimes processes can create files or directories with different owners and accesses. It is good practice to check all eaMarket and WebLogic files and directories to make sure they are still owned by the WebLogic owner. The only exception is files that are needed for the database, which need to be accessible by the database user.

## Setting up Xvfb

Java's graphic packages that are part of eaMarket are based on *java.awt*, which requires X libraries and an X display. To support this, the web server rendering charts must have the X libraries installed and must have access to an X server. Even for sites where the server has an attached display device, there may be difficulty loading X libraries if they are not already present. To simplify X configuration, charting can use the virtual frame buffers provided by Xvfb.

If you do not already have Xvfb installed on your machine, you can get it from any internet site for X11. Un-tar the archive and install it under `/usr/X11R6`.

## To Set Display Permission

The command in UNIX environments that allows X displays on a particular machine from other machines is: `xhost +`. Without arguments, commands following the `+` implies all machines (as opposed to named machines only).

If `xhost` is already on your path, type the following command. (`xhost` may exist in the `/usr/openwin/bin` folder, which you can add to your PATH in your *.profile*).

At the command prompt, type: `xhost +`

## To Set the Display Device

The Xvfb command starts the virtual frame buffer, and is located in */usr/X11R6/bin*. To use Xvfb:

1. Open an Xterm window on the main console of the server.
2. Set the *DISPLAY* environment variable for Xvfb to use as follows:  

```
export DISPLAY=10.2.1.125:0.0
```
3. Assuming that Display 2 will be used for Xvfb, then start the Xvfb server as follows:  

```
/usr/X11R6/bin/Xvfb :2 -screen scrn 800x600x24 &
```



### Tip

The "&" allows you to close the command window and still leave the task running in the background.

You can edit the */etc/profile* file to set the *DISPLAY* environment variable for all sessions and all users, and create a startup script in the */etc/rc3.d* directory to automatically startup the Xvfb server when the system is rebooted.

4. Restart the eaMarket application server, after setting up Xvfb.

## Uninstalling eaMarket

When uninstalling eaMarket, it is recommended that you repeat the sequence used to install the application. That is, remove eaMarket from the database server first, then the application server.

### To Uninstall the eaMarket Database Server Components

1. Shut down the Database Server and Oracle listener. Log in as the **oracle** user, make sure that **ORACLE\_SID** is set to the eaMarket Oracle SID, and run the following command:

```
$ sqlplus /nolog
```

```
SQL*Plus: Release 9.2.0.1.0 - Production on Tue Apr 29
15:50:24 2003
```

```
Copyright (c) 1982, 2002, Oracle Corporation. All rights
reserved.
```

```
SQL> connect sys/<sys password> as sysdba
Connected.
SQL> shutdown immediate
SQL> exit
```

2. Locate all files associated with the eaMarket SID. For example:

```
find . -name '*eamarket*' -print
```

The result should look similar to the following:

```
./product/9.2.0.1.0/dbs/initeamarket0.ora
./admin/eamarket0
./admin/eamarket0/bdump/alert_eamarket0.log
./admin/eamarket0/bdump/eamarket0_lgwr_4807.trc
./admin/eamarket0/pfile/initeamarket0.ora
./admin/eamarket0/udump/eamarket0_ora_4814.trc
./admin/eamarket0/udump/eamarket0_ora_4831.trc
./admin/eamarket0/udump/eamarket0_ora_4915.trc
./admin/eamarket0/udump/eamarket0_ora_4916.trc
./admin/eamarket0/udump/eamarket0_ora_7797.trc
./u02/oradata/eamarket0
./u02/oradata/eamarket0/data/syseamarket0.dbf
./u02/oradata/eamarket0/data/undoeamarket0.dbf
./u02/oradata/eamarket0/data/tmpeamarket0.dbf
```



#### Tip

There may be additional log files. Their paths depend on variations in the local eaMarket installation.

3. Remove the files and directories with a suitable UNIX command.
4. To uninstall eaMarket, switch to *root* and navigate to *the /<eaMarket\_Install>/Uninstall* folder and run the following script:
 

```
./Uninstall_eaMarket
```
5. Manually remove any files that were not removed by the InstallAnywhere tool.

## To Uninstall eaMarket

1. Stop all eaMarket Services using the *wl\_eam\_init* shell script.
2. From the WebLogic console, undeploy the *eaMarket.ear* or the *eaMarket.war* (if only the *eaMarket.war* was deployed as part of the eaMarket tracking component).
3. Delete the JDBC Connection Pool, JDBC Data Source created for eaMarket.
4. To uninstall eaMarket, switch to *root* and navigate to *the /<eaMarket Installation folder>/Uninstall* folder and run the following script:
 

```
Uninstall_eaMarket
```
5. Delete the folder where the eaMarket application was installed.



#### Caution

If you plan to install the latest version of eaMarket, the Setup program will handle the existing database, and therefore, the database will not need to be deleted.

6. Remove any eaMarket entries from the **CLASSPATH** environment variable of the Solaris environment.

7. Manually remove any files that were not removed by the InstallAnywhere tool.