



BEA Adapter for ClarifyCRM

Release Notes

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N/A	January 2003	7.0

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BEA WebLogic Adapter for ClarifyCRM Release Notes

BEA Adapter for ClarifyCRM Release 7.0
Release Date: January 2003

This document includes the following topics:

- About This Release of the BEA WebLogic Adapter for ClarifyCRM
- Supported Platforms
- Software Requirements
- Miscellaneous Issues
- Contacting BEA Customer Support

About This Release of the BEA WebLogic Adapter for ClarifyCRM

An Enterprise Information System (EIS), such as ClarifyCRM, enables an organization to implement complex Information Technology processes using best practice approaches, without the problems associated with designing, building, and maintaining the code in-house. The challenge is that most organizations using an EIS need to integrate the EIS with other applications, inside and outside the organization. The BEA WebLogic Adapter for ClarifyCRM incorporates in-depth knowledge of the ClarifyCRM system to optimize the integration with other enterprise application systems.

The BEA WebLogic Adapter for ClarifyCRM enables optimal integration using an Event Adapter for detecting an event in ClarifyCRM, and a Service Adapter for making a request of ClarifyCRM. In both cases, the event and service content is expressed in XML. This feature provides a convenient and simple method for integrating ClarifyCRM with enterprise applications using WebLogic Integration.

The adapter supports Clarify eFrontOffice 10.x and ClarifyCRM 11.x.

Supported Platforms

As of the release date, the BEA WebLogic Adapter for ClarifyCRM is available on the following platforms:

- Microsoft Windows 2000 Professional with Service Pack 2
- Microsoft Windows 2000 Server with Service Pack 2
- Microsoft Windows 2000 Advanced Server with Service Pack 2
- Microsoft Windows NT 4.0 with Service Pack 6 or later

We are working to certify the adapter on additional platforms. Up-to-date information on supported platforms is available at the following URL:

<http://edocs.bea.com/wladapters/docs70/support/index.html>

Software Requirements

Before you install this release of the BEA WebLogic Adapter for ClarifyCRM, ensure that you have the following software installed:

- WebLogic Platform 7.0 with Service Pack 1 (WebLogic Server and WebLogic Integration components must be installed)

The software can be downloaded from the BEA Web site at
<http://commerce.bea.com/downloads/products.jsp>

The information required to install WebLogic Platform 7.0 can be found at
<http://edocs.bea.com/platform/docs70/install/index.html>

Note: Although the documentation discusses the use of this adapter with WebLogic Integration 2.1, this release is certified and supported with WebLogic Integration 7.0 only at this time. We are working to certify this release of the adapter with additional versions of WebLogic Integration. Up-to-date information on supported versions is available at the following URL:
<http://edocs.bea.com/wladapters/docs70/support/index.html>

- Java Runtime environment 1.3.1 or higher
- Web browser
 - Netscape 6.2 or higher
 - Internet Explorer 5.x or higher

Miscellaneous Issues

The following table describes miscellaneous issues you should be aware of when using the BEA WebLogic Adapter for ClarifyCRM.

Where applicable, entries include a CR (Change Request) number or Case number. Please refer to this number if you contact BEA Customer Support regarding the issue. For contact information, see “Contacting BEA Customer Support” on page 5.

Table 1. Miscellaneous Issues

1	Namespace Prefix in manifest.xml
Problem	Each schema repository has a manifest that describes the repository and its schemas. This repository manifest is stored as an XML file named <code>manifest.xml</code> . If you manually create an XML schema, the namespace prefix must be <code>xsd:</code> rather than <code>xs:</code> in the manifest file.
Platform	All
Workaround	Use the <code>xsd:</code> namespace prefix for XML schemas as shown in the following listing: <pre><?xml version="1.0" encoding="UTF-8"?> <xsd:schema xmlns:xsd="http://www.w3.org/2001/XMLSchema" elementFormDefault="qualified"> <xsd:element name="OrderIn"> <xsd:complexType> <xsd:sequence> <xsd:element ref="Store_Code"/> <xsd:element ref="LineItem" maxOccurs="unbounded"/> </xsd:sequence> </xsd:complexType> </xsd:element></pre>

Contacting BEA Customer Support

If you have any questions about this release of the BEA WebLogic Adapter for ClarifyCRM, or if you have problems installing and running the adapter, contact BEA Customer Support through BEA eSupport at <http://support.bea.com>. You can also contact Customer Support by using the contact information provided on the Customer Support Card, which is included in the product package.

When contacting Customer Support, be prepared to provide the following information:

- Your name, e-mail address, phone number, and fax number
- Your company name and company address
- Your machine type and authorization codes
- The name and version of the adapter you are using
- The version of WebLogic Integration you are using
- A description of the problem and the content of pertinent error messages

