



BEA Adapter for ClarifyCRM

Release Notes

Copyright

Copyright © 2003 BEA Systems, Inc. All Rights Reserved.

Copyright © 2003 iWay Software. All Rights Reserved.

Restricted Rights Legend

This software and documentation is subject to and made available only pursuant to the terms of the BEA Systems License Agreement and may be used or copied only in accordance with the terms of that agreement. It is against the law to copy the software except as specifically allowed in the agreement. This document may not, in whole or in part, be copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine readable form without prior consent, in writing, from BEA Systems, Inc.

Use, duplication or disclosure by the U.S. Government is subject to restrictions set forth in the BEA Systems License Agreement and in subparagraph (c)(1) of the Commercial Computer Software-Restricted Rights Clause at FAR 52.227-19; subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013, subparagraph (d) of the Commercial Computer Software--Licensing clause at NASA FAR supplement 16-52.227-86; or their equivalent.

Information in this document is subject to change without notice and does not represent a commitment on the part of BEA Systems. THE SOFTWARE AND DOCUMENTATION ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. FURTHER, BEA Systems DOES NOT WARRANT, GUARANTEE, OR MAKE ANY REPRESENTATIONS REGARDING THE USE, OR THE RESULTS OF THE USE, OF THE SOFTWARE OR WRITTEN MATERIAL IN TERMS OF CORRECTNESS, ACCURACY, RELIABILITY, OR OTHERWISE.

Trademarks or Service Marks

BEA, Jolt, Tuxedo, and WebLogic are registered trademarks of BEA Systems, Inc. BEA Builder, BEA Campaign Manager for WebLogic, BEA eLink, BEA Manager, BEA WebLogic Commerce Server, BEA WebLogic Enterprise, BEA WebLogic Enterprise Platform, BEA WebLogic Express, BEA WebLogic Integration, BEA WebLogic Personalization Server, BEA WebLogic Platform, BEA WebLogic Portal, BEA WebLogic Server, BEA WebLogic Workshop and How Business Becomes E-Business are trademarks of BEA Systems, Inc.

All other trademarks are the property of their respective companies.

BEA Adapter for ClarifyCRM Release Notes

Part Number	Date	Release
N/A	April 2003	7.0.3

Contents

BEA WebLogic Adapter for ClarifyCRM Release Notes

- About This Release of the BEA WebLogic Adapter for ClarifyCRM.....1
 - What's New in this Release2
- Supported Sub-Platforms.....2
- Software Requirements3
- Determining the Adapter Version4
- Miscellaneous Issues4
- Known Limitations6
- Contacting BEA Customer Support7



BEA WebLogic Adapter for ClarifyCRM Release Notes

BEA Adapter for ClarifyCRM Release 7.0.3
Release Date: April 2003

This document includes the following topics:

- About This Release of the BEA WebLogic Adapter for ClarifyCRM
- Supported Sub-Platforms
- Software Requirements
- Determining the Adapter Version
- Miscellaneous Issues
- Known Limitations
- 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 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.

What's New in this Release

The BEA Weblogic adapter for Clarify CRM now supports the Clarify ClearBasic interface as well as the CBO interface.

Supported Sub-Platforms

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

- Sun Solaris 7 (with Sun recommended patches)
- Sun Solaris 8 (with Sun recommended patches)
- 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

These sub-platforms are supported for the adapter with WebLogic Platform 7.0 only:

- Red Hat Linux 7.2
- RedHat Enterprise Linux AS 2.1

The following platforms will be certified for this version of this utility when the underlying version of WebLogic Integration is certified on that sub-platform:

- Hewlett-Packard HP-UX 11.0
- Hewlett-Packard HP-UX 11i
- IBM AIX 5.1

We are working to certify the adapter on additional sub-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 2 (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>

Caution: You must apply patch CR095687 to your WebLogic Platform before installing this adapter. Contact BEA Customer Support for this required patch.

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>
1

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

Determining the Adapter Version

To allow you to easily determine the version of the BEA WebLogic Adapter for Clarify, identifying information has been added to the `Manifest.mf` file.

For example, the `Manifest.mf` file for BEA WebLogic Adapter for Clarify 7.0.3 contains the following:

```
Manifest-Version: 1.0
Created-By: Apache Ant 1.5
Label: BEARG3.0003
Implementation-Vendor: BEA Systems
Implementation-Version: 7.0.3.0003
Implementation-Title: BEA Clarify Adapter RG3 April 7 2003
```

The `Implementation-Version` is provided in the following format: `w.x.y.zzzz`:

- `w.x` represents the major and minor release number (in this case, 7.0)
- `y` represents the service pack number (in this case, 2)
- `zzzz` represents the build number of the release (in this case, 0008)

If you obtain a patch subsequent to a release, identifying information specific to the patch is included in the `Manifest.mf` file.

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 7.

Table 1. Miscellaneous Issues

1	Namespace Prefix in manifest.xml
Problem	<p>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>.</p> <p>If you manually create an XML schema, the namespace prefix must be <code>xsd:</code> rather than <code>xs:</code> in the manifest file.</p>
Platform	All
Workaround	<p>Use the <code>xsd:</code> namespace prefix for XML schemas as shown in the following listing:</p> <pre data-bbox="340 678 991 998"> <?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>
2	Adapter must be deployed on the same system as the underlying WTC connection pool when using the ClearBasic interface
Problem	<p>When you are using the ClearBasic interface of the adapter for ClarifyCRM, you must deploy it in the same system as the underlying connection pool.</p>
Platform	All
Workaround	None
3	Attaching to a Clarify database
Problem	<p>The BEA WebLogic Adapter for Clarify supports a connection to a single Clarify database per domain.</p>
Platform	All

Table 1. Miscellaneous Issues (Continued)

Workaround	None. This limitation will be addressed in a future release.
4	Physical database connection failed
Problem	<p>Problem: Sometimes while executing a Clarify Adapter Service, you get the following error.</p> <p>ERROR [CLARIFY] WCLARIFY: Error: 145752366 Physical database connection failed.</p> <p>Please check database configuration parameters.</p>
Platform	Solaris
Workaround	None

Known Limitations

The following table describes known limitations 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 7.

Table 2. Known Limitations

1	Services are not supported for ClarifyCRM 10.1 on Solaris
Problem	For ClarifyCRM version 10.1 on the Solaris sub-platform, services are not supported. Events are supported on this configuration.
Platform	All
Workaround	None

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

