



# **BEA** WebLogic Adapter for ClarifyCRM<sup>®</sup>

## **Release Notes**

Release 8.1.1  
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# BEA WebLogic Adapter for ClarifyCRM Release Notes

## **BEA WebLogic Adapter for ClarifyCRM Release 8.1.1 Release Date: October 2003**

This document includes the following topics:

- [About This Release of the BEA WebLogic Adapter for ClarifyCRM](#)
- [Supported Platforms](#)
- [Software Requirements](#)
- [Determining the Adapter Version](#)
- [Miscellaneous Issues](#)
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## **About This Release of the BEA WebLogic Adapter for ClarifyCRM**

The BEA WebLogic Adapter for ClarifyCRM 8.1.1 is designed to provide simple, standard access to business objects to support business processes. These business objects are available to the adapter as requests of ClarifyCRM and as events generated by ClarifyCRM. The adapter and WebLogic Integration provide all the functionality you need to integrate your mission-critical ClarifyCRM system with other enterprise applications.

## Supported Platforms

The BEA WebLogic Adapter for ClarifyCRM release is supported on the following platforms:

- Sun Solaris 8 (with Sun recommended patches)
- Sun Solaris 9 (with Sun recommended patches)
- Microsoft Windows 2000 Professional with Service Pack 2 and higher
- Microsoft Windows 2000 Server with Service Pack 2 and higher
- Microsoft Windows 2000 Advanced Server with Service Pack 2 and higher
- Microsoft Windows NT 4.0

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

<http://edocs.bea.com/wladapters/docs81/support/index.html>

## Software Requirements

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

- BEA WebLogic Platform 8.1

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 8.1 can be found at  
<http://edocs.bea.com/platform/docs81/install/index.html>

**Note:** The WebLogic Server and WebLogic Integration components *must* be installed.

- Java Runtime Environment (JRE) 1.4.1 or higher
- ClarifyCRM 10.1 SR1, ClarifyCRM 12.x
- Internet Explorer 6.0 or higher

## Determining the Adapter Version

To allow you to easily determine the version of the BEA WebLogic Adapter for ClarifyCRM, identifying information has been added to the `Manifest.mf` file. This file is included in the ear file.

For example, the `Manifest.mf` file for BEA WebLogic Adapter for ClarifyCRM 8.1.1 contains the following:

```
Manifest-Version: 1.0
Ant-Version: Apache Ant 1.5.3
Created-By: 1.4.1_02-b06 (Sun Microsystems Inc.)
Label: BEAVIENNA.0036
Implementation-Vendor: BEA Systems
Implementation-Version: 8.1.1.0036
Implementation-Title: BEA CLARIFY Adapter RG1 09/26/2003 14:32:56 EDT
```

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, 8.1)
- `Y` represents the service pack number (in this case, 1)
- `ZZZZ` represents the build number of the release (in this case, 0036)

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 1-6](#).

**Table 1. Miscellaneous Issues**

<b>1</b>	<b>Physical database connection failed</b>
<b>Problem</b>	<p>Problem: Sometimes while executing a Clarify Adapter Service, you get the following error.</p> <pre>ERROR [CLARIFY] WCLARIFY: Error: 145752366 Physical database connection failed. Please check database configuration parameters.</pre>
<b>Platform</b>	Solaris
<b>Workaround</b>	None
<b>2</b>	<b>SQL Query and SQL Post Query fields are truncated when the event is edited.</b>
<b>Problem</b>	<p>When you create an event and then edit it, 'SQL Query' and 'SQL Post Query' are truncated.</p> <p>For example, the following query:</p> <pre>SELECT * FROM CLARIFY.DBO.TABLE_CONTRACT WHERE PO_NUMBER= 'aaa '</pre> <p>is truncated to:</p> <pre>SELECT * FROM CLARIFY.DBO.TABLE_CONTRACT WHERE PO_NUMBER=</pre>
<b>Platform</b>	All
<b>Workaround</b>	Contact BEA Support for the patch that fixes issue CR085806.

## Known Limitations

The following table describes limitations in the current release of the BEA WebLogic Adapter for ClarifyCRM. Whenever available, a recommended workaround is provided.

Where applicable, entries include a CR (Change Request) number or Case number. Please refer to this number when contacting BEA Customer Support for assistance in tracking the problem identified. For contact information, see [“Contacting BEA Customer Support” on page 1-6](#).



**Table 2. Known Limitations**

<b>1</b>	<b>Services are not supported for ClarifyCRM 10.1 on Solaris</b>
<b>Problem</b>	For ClarifyCRM version 10.1 on the Solaris sub-platform, services are not supported. Events are supported on this configuration.
<b>Platform</b>	Solaris
<b>Workaround</b>	None
<b>2</b>	<b>When using the CBO interface of the adapter for ClarifyCRM with Oracle as the database system, you must provide a value for either the SQL Post Query or Delete Keys parameter, and the value you provide must not contain the column "DATESTAMP".</b>
<b>Problem</b>	If the SQL SELECT statement that you specified for an event (when you created the event's schema in the BEA Application Explorer) included a date column or long column, then you must provide a value for either the SQL Post Query or Delete Keys parameter, and the value you provide must not contain a date column or long column.
<b>Platform</b>	All
<b>Workaround</b>	Provide SQL Post Query or Delete Key value that does not contain a date column or long column.

**Table 2. Known Limitations**

<b>3</b>	<b>Adapter must be deployed on the same system as the underlying WTC connection pool when using the ClearBasic interface</b>
<b>Problem</b>	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.
<b>Platform</b>	All
<b>Workaround</b>	None
<b>4</b>	<b>Attaching to a Clarify database</b>
<b>Problem</b>	The BEA WebLogic Adapter for Clarify supports a connection to a single Clarify database per domain.
<b>Platform</b>	All
<b>Workaround</b>	None. This limitation will be addressed in a future release.

## 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
- 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

