BEA WebLogic Adapter for Siebel®

Release Notes

Release 8.1.0
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CHAPTER 1

BEA WebLogic Adapter for Siebel Release Notes

BEA WebLogic Adapter for Siebel Release 8.1.0
Release Date: July 2003

This document includes the following sections:

- About This Release of the BEA WebLogic Adapter for Siebel
- Supported Platforms
- Software Requirements
- Determining the Adapter Version
- Miscellaneous Issues
- Known Limitations
- Contacting BEA Customer Support

About This Release of the BEA WebLogic Adapter for Siebel

The BEA WebLogic Adapter for Siebel provides a means to exchange real-time business data between Siebel systems and other application, database, or external business partner systems. The adapter allows for inbound and outbound processing with Siebel.

The adapter uses WebLogic Integration and XML messages to allow non-Siebel applications to communicate and exchange transactions with Siebel. Applications that require access to Siebel data when a Siebel business event occurs use the adapter in combination with WebLogic

Integration (WLI) Application Views, Events, and BEA Business Process Management tools to receive messages from Siebel. Applications that require a Siebel business event use the adapter in combination with WLI Application Views, Services, and BEA Business Process Management tools to send request messages to Siebel. If the request is to retrieve data from Siebel, then the adapter sends the application a response message with the data.

The BEA WebLogic Adapter for Siebel:

- Supports synchronous and asynchronous, bi-directional message interactions for Business Services, Business Components, and Integration Objects.
- Provides the BEA Application Explorer, which uses Siebel object manager metadata to build XML schemas for Application Views, events, and services.
- Integrates service and event operations with Siebel.
- Supports Siebel Transports—MQSeries, File, and HTTP.

What's New in This Release

The BEA WebLogic Adapter for Siebel can use an MQ Read service to read a single row from a specified WebSphere MQ queue.

Supported Platforms

The adapter and the BEA Application Explorer are currently available 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
- Hewlett-Packard HP-UX 11.0
- Hewlett-Packard HP-UX 11i

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 Siebel, 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
- Internet Explorer 6.0 or higher
- Siebel 99.5, 6.0.1, 6.3, 7.x

  Note: If Siebel 6.2.X or lower is used, the Siebel client must be installed with the adapter.

- Developer Access to the Siebel Interfaces and Components required for your applications:
  - Siebel Workflow Manager
  - Siebel Integration Object
  - EAI XML XDR Generator
  - EAI Siebel Adapter
  - EAI XML Converter Adapter
  - EAI MQ Series, HTTP or FILE Transports
  - MQ Series Receiver Server Task (for incoming message transport)
  - FILE and HTTP transports

Siebel Versions and APIs Supported

The following table indicates which combinations of adapter platform and Siebel platform are supported, and for each combination, which Siebel release and Siebel APIs are supported.

Table 1. Cross-Platform Compatibility and API Support

Adapter Platform	Siebel Platform	Siebel Release	API
Unix (HP-UX, Solaris)	Windows, AIX, HP-UX, Linux	6.3.x - 7.x	Java Data Bean
	Solaris	6.0.1 - 7.x	Java Data Bean
Windows	Windows	6.0.1 - 6.2.x	COM
		6.3.x - 7.x	Java Data Bean
	Solaris	6.0.1 - 7.x	Java Data Bean
	AIX	6.3.x - 7.x	Java Data Bean

Determining the Adapter Version

To allow you to easily determine the version of the BEA WebLogic Adapter for Siebel, 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 Siebel 8.1.0 contains the following:

```
Manifest-Version: 1.0
Created-By: Apache Ant 1.5.1
Label: BEAVIENNA.0005
Implementation-Vendor: BEA Systems
Implementation-Version: 8.1.0.0005
Implementation-Title: BEA SIEBEL Adapter RG4 07/11/2003 14:55:09 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, `0`)
- `ZZZZ` represents the build number of the release (in this case, `0005`)

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 Siebel.

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 1-12.

Table 2. Miscellaneous Issues

1		**Connecting to Siebel from Solaris 8**
	Problem	When using the BEA WebLogic Adapter for Siebel, the following error can occur: `"646" not supported...`
	Platform	Solaris 8
	Workaround	If this error occurs, then before using the BEA WebLogic Adapter for Siebel to connect to Siebel, set `LANG=en_US`. This variable must be set before starting WebLogic Server. To check the status of the `LANG` setting, type `locale` at the command prompt. For more information, refer to the following: `http//supportweb.siebel.com/supportsearch/sr/38-654863951.html`
2	**CR085889**	**Connecting to MQSeries in Binding Mode (when MQSeries and WebLogic Integration reside on the same machine)**
	Problem	Additional configuration steps are required to connect to MQSeries in binding mode.
	Platform	All Platforms

Table 2. Miscellaneous Issues (Continued)

Workaround	When MQSeries and WebLogic Integration are running on the same machine, you can configure MQ events and services using the adapter to connect to MQSeries in binding mode. To do so, you need to add the following lines to the `set`*`DomainType`*`Data` script (the following example is for Windows):
	`set MQ_INSTALL_PATH=d:\apps\MQSeries`
	`set MQ_JAVA_INSTALL_PATH=d:\apps\MQSeries\java`
	`set MQ_JAVA_LIB_PATH=%MQ_JAVA_INSTALL_PATH%\lib`
	`set MQ_PATH=%MQ_INSTALL_PATH%\bin;%MQ_JAVA_INSTALL_PATH%\bin;%MQ_JAVA_LIB_PATH%`
	`set PATH=%MQ_PATH%;%PATH%`

3	**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 `manifest.xml`. If you manually create an XML schema, the namespace prefix must be `xsd:` rather than `xs:` in the manifest file.
Platform	All

Workaround	Use the `xsd:` namespace prefix for XML schemas as shown in the following listing:
	`<?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>`

Table 2. Miscellaneous Issues (Continued)

4		**Default parameter values in MQEmitter Event and Service windows**
	Problem	The default values for the suffixin parameter for File event configuration and the maxlife and count parameters for MQEmitter service configuration cannot be modified.
	Platform	All
	Workaround	Do not modify the default values for suffixin when configuring an File event and for maxlife and count when configuring an MQEmitter service.
5		**Sample provided in Appendix B of the User Guide applies to Siebel 7.0.3.**
	Problem	Appendix B, “Creating Siebel Workflows” in the BEA Adapter for Siebel User Guide provides sample workflows for Siebel 7.0.3. Refer to Siebel documentation for migrating to Siebel 7.5.2.
	Platform	All
	Workaround	Refer to your Siebel documentation.
6		**Conflict between two instances of a single application view**
		If you are testing an application view and then publish it, you will see this error: "java.lang.IllegalStateException: unable to create server socketjava.net.BindException: Address already in use:". When the adapter instance is in test mode in the Applicaton Integration console and it is published, you have two instances of the applicatoin view (Application Integration and Workshop) that are trying to use the same port for the service. One of them returns an error 'address already in use".
	Platform	All
	Workaround	Stop testing the applicatoin view before you publish it.

Known Limitations

The following table describes limitations in the current release of the BEA WebLogic Adapter for Siebel. 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 1-12.

Table 3. Known Limitations

1	**Deleting already updated values when the primary key is MVG (multi value group) in a Solaris 8 Japanese language environment**
Problem	When using the WebLogic Adapter for Siebel with the Siebel Java API Service, you may unexpectedly receive a status message indicating success when trying to delete values that have already been updated. Case number (SR 38-981559451) has been filed with Siebel for the resolution of this issue. For more information, refer to the following: `http//supportweb.siebel.com/supportsearch/sr/38-981559451.html`
Platform	Solaris 8
Workaround	None
2	**Schema name supported characters**
Problem	When you generate schemas with the BEA Application Explorer, Siebel returns schema names with dashes and spaces in it.
Platform	All

Table 3. Known Limitations (Continued)

	Workaround	**On Windows Systems:** After generating schemas with the BEA Application Explorer, change the schema names to include only valid Java characters; for instance, change the change the spaces and dashes to underscores. You must also update the `manifest.xml` file for the connection to reflect the revised schema names. The adapter will then function properly. **On UNIX Systems:** Install the BEA Application Explorer on a Windows system, and generate the required schemas on that system. Rename the schemas to include only valid Java characters; for instance, change the dashes and spaces to underscores. You can then FTP the files to the appropriate location on your UNIX system and update the `manifest.xml` file for the connection to reflect the revised schema names.
3		**[Service JavaAPI] java.lang.ArrayIndexOutOfBoundsException**
	Problem	This is a known issue with Siebel when updating multivalued fields with a multivalued field control.
	Platform	All
	Workaround	Repeat the update request.
4		**Error when creating a connection to Siebel or when using an adapter service or event on HP-UX**
	Problem	When creating a connection to Siebel in the BEA Application View Explorer, or when using an adapter service or event, the follow error may be generated: `8859_1 is not supported`
	Platform	HP-UX

Table 3. Known Limitations (Continued)

	Workaround	Do the following:
		1. Close the BEA Application Explorer and stop WebLogic Server.
		2. Open the `installation_directory/bin/ae` file
		3. At the bottom of the file, locate the java command that starts the application. The command begins as follows:
		`$JAVACMD -classpath`
		4. Add the following option to the java command:
		`-Dfile.encoding="ISO8859_1"`
		As follows:
		`$JAVACMD -Dfile.encoding="ISO8859_1" -classpath`
		5. Save your changes.
		6. Open the `DOMAIN_HOME/startWeblogic` file.
		7. Add the following option to the java command:
		`-Dfile.encoding="ISO8859_1"`
		As follows:
		`$JAVA_HOME/bin/java -Dfile.encoding="ISO8859_1" $DB_JVMARGS`
		8. Save your changes.
		9. Verify that the `LANG` environmental variable is set to `en_US.iso88591`. The `locale -a` command can be used to display all supported character sets on your system. For additional information, see the locale and setlocal man pages.
		10. Restart WebLogic Server and the BEA Application Explorer. You should now be able to successfully create a connection to Siebel.

5		**Http event times out for Japanese Shift_JIS data**
	Problem	On Solaris, when the Japanese locale is not enabled, an HTTP event can time out when receiving Shift-JIS data.
	Platform	Solaris
	Workaround	None
6		**Database changes may not be reflected by server**

Table 3. Known Limitations (Continued)

	Problem	When setting field values, those values may not be reflected on the server.
	Platform	Solaris 2.8, Windows NT

	Workaround	To workaround this issue, validate before writing the record to the database. When you change a value, using `SetFieldValue` follow it with `GetFieldValue` to verify that the proper value has been assigned. For example:
		`t = bc.setFieldValue("Start Date", "5/26/2003 00:00");`
		`System.out.println(t + "# "+ bc.getFieldValue("Start Date"));`

7		**Adapter supports some encodings that may not be supported by Siebel.**
	Problem	The adapter supports a set of encodings that may not correspond exactly to the set that Siebel supports.
	Platform	All
	Workaround	Contact Siebel support to make sure that your encoding is supported by Siebel. You can refer to Siebel SR Reference Number [38-981559451].
8		**In a clustered environment, events must be targeted at only one node (managed server).**
	Problem	In a clustered environment, events must be targeted at only one node (managed server).
	Platform	All
	Workaround	The event generator must be pinned (targeted) to only one managed server in the clustered environment. You do this by editing the event connection Event Generator Target field in the WebLogic Integration Administration console under Application Integration. The value must be the valid name given to the managed server. For more information about the WebLogic Integration Administration console, see Managing WebLogic Integration Solutions at the following URL: http://e-docs.bea.com/wli/docs81/manage/index.html

Table 3. Known Limitations (Continued)

9		**Auto-suspend and resume is not implemented for any of the adapters.**
	Problem	Auto-suspend and resume is not implemented for any of the adapters.
	Platform	All
	Workaround	None
10	**CR177677**	**Difficulty opening a session**
	Problem	The symptom is the following error: `Siebel Error code [4101]` and the message: `Could not open a session in 4 attempts.{1}`
	Platform	Siebel 7.5.2 patched, running on Solaris 8, BEA Application Explorer running on Windows 2000 Server

	Workaround	Add the host name to the IP address mapping in the `C:\WINNT\SYSTEM32\DRIVERS\ETC\HOSTS` file in the following format:
		`ipaddress hostname`
		For example:
		`172.16.1.35 siebeldemo1`
		`172.16.3.91 rambo`
		`172.16.20.175 SIEBELSV`

Contacting BEA Customer Support

If you have any questions about this release of the BEA WebLogic Adapter for Siebel, 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