



# BEA WebLogic Commerce Server BEA WebLogic Personalization Server

## Release Notes

WebLogic Commerce Server 3.1.1 with SP2  
WebLogic Personalization Server 3.1.1 with SP2  
Document Edition 3.1.7  
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## Release Notes

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# Release Notes

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## Release Notes Version 3.1.1 with Service Pack 2 (SP2) Date: May 22, 2001

BEA WebLogic Commerce Server and WebLogic Personalization Server 3.1.1 enable you to build high-performance, scalable e-commerce applications rapidly and to deliver personalized content to users of your site.

Before you install and use Release 3.1.1, read the topics in this document:

- Check E-docs for the Latest Release Notes
- Migrating from Release 2.0.1
- About the 3.1.1 Service Pack 2 Kit
- About the 3.1.1 Release
- About the 3.1 Release
- About the Service Pack for WebLogic Server
- Supported Platforms
- About Cybercash
- About TAXWARE
- Disclaimer Regarding Use of Integrations
- Known Limitations and Workarounds
- Miscellaneous Notes
- About the Product Documentation
- Contacting BEA Customer Support

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# Check E-docs for the Latest Release Notes

If you are reading a local, online copy of this document, or a printed version of this document, note that a more recent version might exist on the BEA E-docs Web site. If you have Internet access, please see <http://edocs.bea.com/wlcs/docs31/relnotes/index.htm> and check for a more recent online version. The date of the document file's last build appears in the browser's title bar.

Depending on your browser settings, you may need to enter Shift-Reload (Netscape) or Shift-Refresh (Microsoft Internet Explorer) to see the latest version of WebLogic Commerce Server documentation pages you have already visited. When in doubt, please refresh your browser view (for documentation pages you have read previously) to ensure that you are viewing the latest content.

## Migrating from Release 2.0.1

If you currently use Release 2.0.1 (or earlier) of Personalization Server, see *Migrating to WebLogic Personalization Server 3.1* for information on making your Release 2.0.1 data and customization available to the Release 3.1.1 installation.

## About the 3.1.1 Service Pack 2 Kit

Service Pack 2 (SP2) for WebLogic Commerce Server and WebLogic Personalization Server 3.1.1 (WLCS 3.1.1) provides a number of performance enhancements, and addresses issues with the JDBCSequencer utility class. It is a cumulative service pack, including changes from Service Pack 1.

This sections contains the following topics:

- Only Apply the SP Files on a WLCS Version 3.1.1 Directory Structure

- What's New in Service Pack 2?
- Which WLCS 3.1.1 Limitations Are Fixed in This Service Pack?
- Before You Apply the SP2 Files
- Changed Files in the Service Pack Zip File
- Applying the SP2 Files
- Updated Documentation Files

## Only Apply the SP Files on a WLCS Version 3.1.1 Directory Structure

Make sure you apply the SP files only on an existing **3.1.1 version** of WebLogic Commerce Server and WebLogic Personalization Server. Do not install the service pack on a 3.1 or earlier versions of WebLogic Commerce Server and WebLogic Personalization Server.

If you have an existing WLCS directory but you are not sure which version of the software it contains, there is an easy way to check. Run the `StartCommerce.bat` (Windows) or `StartCommerce.sh` (UNIX) script from that `WL_COMMERCE_HOME` directory. Look at the console output or in `weblogic.log` for the specified version number. (The log file is in the `WL_COMMERCE_HOME\server\` directory, where `WL_COMMERCE_HOME` is the installation directory for WLCS 3.1.1.) The WLCS 3.1.1 startup script displays a version banner, such as:

```
#####
WebLogic Commerce Server version: 3.1.1 10/3/2000
Commerce Server component version: 3.1.1 10/3/2000
Personalization Server component version: 3.1.1 10/3/2000
#####
```

**Note:** The WLCS 3.1.1 server startup might display an earlier date in the banner, such as `9/20/2000`. This condition is not a problem. The "3.1.1" version indicator is correct.

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## What's New in Service Pack 2?

The following enhancements are included in this service pack.

- You now have the option of specifying two new properties in the `weblogiccommerce.properties` file, to configure the `JDBCSequencer`:
  - `commerce.jdbcSequencer.maxRetry`: Specifies the maximum number of retries `JDBCSequencer` will make to obtain a lock on the row representing the sequence when allocating a new block of sequence numbers. `JDBCSequencer` waits 1 second between retries. The default value for the maximum number of retries is 5.
  - `commerce.jdbcSequencer.dataSource.name`: Specifies the name of the `DataSource` to look up in JNDI for obtaining a database connection when allocating a new block of sequence numbers. The default value is `weblogic.jdbc.jts.commercePool`.
- Improved scalability

In a clustered environment, you can improve scalability and performance by enabling a new session cache and global cache. For details, see the new Performance Tuning Guide. After enabling the caches, you can use a newly documented `<fm:*>` (Flow Manager) JSP tag library, or methods for a new API, to store and access data in the caches. The `fm.tld` JSP tag library was present in the WLCS 3.1.1 release, but was not documented. Also, new `<fm:*>` tags have been added to support the new session cache and global cache features. The example portal has also been updated to use the session and global caches. For details about the `<fm:*>` tags, see the JSP Tag Library Reference chapter of the WebLogic Personalization Server Developer's Guide.
- Improved performance when using a large group hierarchy

In systems with a large number of groups and deep group hierarchies, you can improve performance by using group caching to access information about group membership. The cache calculates group membership and hierarchy information and stores the results in a new database table, `WLCS_USER_GROUP_CACHE`. Any queries that are submitted while the cache is recalculating data return the old, previously committed data. For details, see the new Performance Tuning Guide.
- Performance Tuning Guide



This new document describes several performance-enhancing caches that were not previously documented and provides the following guidelines for optimizing WebLogic Commerce Server and Personalization Server performance for your production Web site:

- Adjust the intervals for checking JSP and servlet modifications
  - Adjust database connections available at startup
  - Set the reload policy for rules
  - Adjust caching
  - Adjust portal and portlet settings while load testing
  - Display metadata, sort and query explicit metadata
  - Use LDAP for authentication only
  - Use the DocumentManager EJB
- An updated JSP Tag Library Reference chapter in the WebLogic Personalization Server Developer's Guide

The updated chapter now includes a description of the `<fm: *>` Flow Manager JSP tag library. This library contains the following tags:

- `<fm:getApplicationURI>`
  - `<fm:getCachedAttribute>`
  - `<fm:getSessionAttribute>`
  - `<fm:setCachedAttribute>`
  - `<fm:setSessionAttribute>`
  - `<fm:removeCachedAttribute>`
  - `<fm:removeSessionAttribute>`
- Javadoc files were added for the WebLogic Personalization Server `com.beasys.commerce.foundation.cache` package and `com.beasys.commerce.foundation.flow.*` packages.

---

## Which WLCS 3.1.1 Limitations Are Fixed in This Service Pack?

Fixes and their corresponding CRs are listed here.

- This service pack includes modifications to the `JDBCSequencer` class to prevent a race condition when allocating a new block of sequence numbers (CRs 42917 and 44624). The `JDBCSequencer` now suspends the current transaction when allocating a new block of sequence numbers to prevent the rollback of its changes to the `WLCS_SEQUENCER` table if the outer transaction is rolled back.
- CR034603: When properties are retrieved through the `DirectPropertyManager`, any values that are set for an entity or its successor are cached at the `EntityPropertyManager` level. In prior releases, if the default value for the property was retrieved, it did not get cached. This problem affected the `<um:getProperty>` tag, plus any code that used the `LocalProfile`, `ProfileWrapper`, or `CachedProfileBean`. Default values are now cached by the `EntityPropertyManager` bean.
- CR035552 and CR035553: Similar to the default values fix as noted above in CR034603. In prior releases, Null values were not being cached. Now a locator record is created so that properties with Null values can be retrieved from the cache.
- CR36220: In prior releases, profile types were not being cached in the `<um:getProfile>` tag. The `<um:getProfile>` tag retrieves the profile corresponding to the provided profile key and profile type. This problem has been fixed.

In addition, BEA now provides non-graphical, ZIP versions of its WebLogic Commerce Server and WebLogic Personalization Server 3.1.1 software installer and separate documentation installer. This action was in response to CR037277, CR037278, CR037279, and CR037282.

The `WLCS_311.zip` software installer is for supported UNIX platforms and is available on the BEA Download Web site. The ZIP kit contains the same WLCS 3.1.1 files (**without** the updated SP2 files) that are in the existing `WLCS_311.exe` and `WLCS_311.bin` installation kits, which use the graphical `InstallAnywhere` program. Thus if you install the product software using the `WLCS_311.zip` kit on a supported UNIX system, because that UNIX system does not have a windowing environment, you still have to apply the SP2 files.

The `WLCS_311_DOC.zip` is available for any supported platform. It can be used as a standalone documentation kit that does not require an existing installation of the WLCS 3.1.1 software. Or you can use the kit to manually integrate the unzipped documentation files from `WLCS_311_DOC.zip` into the correct subdirectory of a WLCS 3.1.1 software directory structure. Doing so would allow for local access to Help topics from the product Administration screens and JSP templates' About screens. The correct location starts in `WL_COMMERCE_HOME\server\public_html\docs\*`. For details, please see the `wlcs_311_doc_zip_readme.html` file that ships with `WLCS_311_DOC.zip`.

## Before You Apply the SP2 Files

Please review the following important considerations before you begin the steps to apply (unzip and copy) the SP2 files.

- The contents of the `WebLogicCommerceServer311sp2.zip` file should be extracted into a temporary directory, and should not be extracted into the `WL_COMMERCE_HOME` directory structure. After taking into account all the considerations described in this section, you can then copy the SP files into your WLCS 3.1.1 directory structure.
- After you unzip the SP files to a temporary directory, the files should be copied only to a directory that has an installation of WLCS version 3.1.1. Do not apply the SP2 files in a directory structure that contains WLCS version 3.1.0, WLCS version 2.0.1, or earlier versions of the product.

If you have an existing WLCS directory but you are not sure which version of the software it contains, there is an easy way to check. Run the `StartCommerce.bat` (Windows) or `StartCommerce.sh` (UNIX) script from that `WL_COMMERCE_HOME` directory. Look at the console output or in `weblogic.log` for the specified version number. (The log file is in the `WL_COMMERCE_HOME\server\` directory.) The WLCS 3.1.1 startup script displays a version banner, such as:

```
#####
WebLogic Commerce Server version: 3.1.1 10/3/2000
Commerce Server component version: 3.1.1 10/3/2000
Personalization Server component version: 3.1.1 10/3/2000
#####
```

---

**Note:** The WLCS 3.1.1 server startup might display an earlier date in the banner, such as 9/20/2000. This condition is not a problem. The "3.1.1" version indicator is correct.

- Before extracting and copying the SP files, it is important to identify which existing WLCS 3.1.1 files will be replaced by the SP2 files. Read the section "Changed Files in the Service Pack Zip File" on page 8 for the list of selected files that are new or updated in SP2.
- Create a backup copy of each existing WLCS 3.1.1 file that will be replaced by the corresponding SP2 file.
- If **no changes have been made** to the default Portal implementation or portal.war, the SP2 files can be copied from the temporary directory to the corresponding WL\_COMMERCE\_HOME subdirectories.
- If **changes have been made** to one or more of the existing WLCS 3.1.1 files that will be replaced by files contained in SP2, the backup file will need to be compared to the SP2 file. The SP2 version will then need to be modified to match your custom code from the backup file.

## Changed Files in the Service Pack Zip File

Table 1 lists the files that are new or updated for the Portal in this service pack. In the table, WL\_COMMERCE\_HOME represents the installation directory for WLCS 3.1.1.

**Table 1 SP2 Files in WebLogicCommerceServer311SP2.zip**

File Name	Target Directory Location, relative to WL_COMMERCE_HOME	Description
<b>New File:</b>		
WebLogicCommerceServer311sp 2.jar	lib\	When you extract the ZIP files to a temporary directory, this JAR file is in the lib subdirectory. Copy this file to the WL_COMMERCE_HOME\lib subdirectory.

**Table 1 SP2 Files in WebLogicCommerceServer311SP2.zip**

<b>File Name</b>	<b>Target Directory Location, relative to WL_COMMERCE_HOME</b>	<b>Description</b>
CR042917-cloudscape.bat or CR042917-cloudscape.sh	db\cloudscape\	This file is a batch file for updating the Cloudscape database schema.
CR042917-cloudscape.sql	db\cloudscape\	This file contains Cloudscape SQL commands that update the database schema for the WLCS_SEQUENCER table. This is required when running with SP2.
CR042917-oracle.sql	db\oracle\	This file contains Oracle SQL commands that update the database schema for the WLCS_SEQUENCER table. This is required when running with SP2.
<b>Updated Files:</b>		
_user_add_portlets.jsp	server\public_html\portals\ repository\	This file was updated in SP1 to use the new session cache and global cache.
_user_layout.jsp	server\public_html\portals\ repository\	This file was updated in SP1 to use the new session cache and global cache.
_userlogin.jsp	server\public_html\portals\ repository\	This file was updated in SP1 to use the new session cache and global cache.
baseheader.jsp	server\public_html\portals\ repository\	This file was updated in SP1 to use the new session cache and global cache.
bookmarks.jsp	server\public_html\portals\ repository\portlets\	This file was updated in SP1 to use the new session cache and global cache.
bookmarks_edit.jsp	server\public_html\portals\ repository\portlets\	This file was updated in SP1 to use the new session cache and global cache.

**Table 1 SP2 Files in WebLogicCommerceServer311SP2.zip**

<b>File Name</b>	<b>Target Directory Location, relative to WL_COMMERCE_HOME</b>	<b>Description</b>
content_titlebar.jsp	server\public_html\portals\ repository\portlets\	This file was updated in SP1 to use the new session cache and global cache.
create-common-cloudscape. sql	db\cloudscape\	This file was updated in SP2 because of the database schema change for the WLCS_SEQUENCER table.
create-common-oracle.sql	db\oracle\	This file was updated in SP2 because of the database schema change for the WLCS_SEQUENCER table.
fm.tld	server\public_html\WEB-INF\	This file was updated in SP1 to add tags that use the new session cache and global cache.
fm.tld	server\webapps\wlcs\WEB-INF\ \	This file was updated in SP1 to add tags that use the new session cache and global cache.
fullscreenportlet.jsp	server\public_html\portals\ repository\	This file was updated in SP1 to use the new session cache and global cache.
grouptodo.jsp	server\public_html\portals\ repository\portlets\	This file was updated in SP1 to use the new session cache and global cache.
grouptodo_edit.jsp	server\public_html\portals\ repository\portlets\	This file was updated in SP1 to use the new session cache and global cache.
mytodo.jsp	server\public_html\portals\ repository\portlets\	This file was updated in SP1 to use the new session cache and global cache.
mytodo_edit.jsp	server\public_html\portals\ repository\portlets\	This file was updated in SP1 to use the new session cache and global cache.

**Table 1 SP2 Files in WebLogicCommerceServer311SP2.zip**

<b>File Name</b>	<b>Target Directory Location, relative to WL_COMMERCE_HOME</b>	<b>Description</b>
portal.jsp	server\public_html\portals\ repository\	This file was updated in SP1 to use the new session cache and global cache.
portal.war	server\webapps\examples\portal\ portal\	This file was updated in SP1 because the JSP files changed.
portalcontent.jsp	server\public_html\portals\ repository\	This file was updated in SP1 to use the new session cache and global cache.
portalnotexist.jsp	server\public_html\portals\ repository\	This file was updated in SP1 to use the new session cache and global cache.
portlet.jsp	server\public_html\portals\ repository\	This file was updated in SP1 to use the new session cache and global cache.
titlebar.jsp	server\public_html\portals\ repository\	This file was updated in SP1 to use the new session cache and global cache.

## Applying the SP2 Files

Follow these steps to unzip and apply the SP2 files. Please note that the variable `WL_COMMERCE_HOME` represents the WLCS 3.1.1 installation directory.

1. If not already completed, download the `WebLogicCommerceServer311sp2.zip` file from the BEA Download site, starting at [http://commerce.bea.com/downloads/commerce\\_servers.jsp#wlcs](http://commerce.bea.com/downloads/commerce_servers.jsp#wlcs).
2. Close any running WLCS applications and shut down the server.
3. UNIX only: You must have READ, WRITE, and EXECUTE permissions on the `WL_COMMERCE_HOME` directory and associated subdirectories.

- 
4. If not already completed, create backup copies of all existing WLCS 3.1.1 files that will be replaced by SP2. These backup files will allow you to revert to the pre-SP2 files if any problems develop. See the table in the section “Changed Files in the Service Pack Zip File” on page 8 for the list of files that will be replaced by the SP2 kit.

Use a consistent naming convention when you create the backup files.

Suggestion: each backup file could be prefaced with an `sp2backup_filename` prefix. For example, `baseheader.jsp` could be renamed `sp2backup_baseheader.jsp`.

5. Make a backup of the following two files:

```
WL_COMMERCE_HOME/db/oracle/create-common-oracle.sql
```

```
WL_COMMERCE_HOME/db/cloudscape/create-common-cloudscape.sql
```

6. Unzip the contents of the `WebLogicCommerceServer311sp2.zip` into a new temporary directory. **Important:** To preserve the correct hierarchy of directories and files, make sure that "Use Folder Names" (or equivalent) is enabled in the program you run. The top-level of the temporary directory will then contain the `db`, `lib`, and `server` subdirectories.
7. Copy the unzipped files from each subdirectory in your temp directory to the corresponding subdirectory in your `WL_COMMERCE_HOME` directory.

**Note:** Copy the *contents* of each subdirectory to the corresponding subdirectory in your `WL_COMMERCE_HOME` directory. *Do not copy the entire subdirectory into your `WL_COMMERCE_HOME` directory;* that will overwrite existing files you might have that are not included in the service pack.

The following should happen when you do this.

- The file `README.WebLogicCommerceServer311sp2.txt` is copied to the `WL_COMMERCE_HOME` directory.
- The file `CR042917-oracle.sql` is copied to the `WL_COMMERCE_HOME/db/oracle` directory.
- The file `create-common-oracle.sql` is copied to the `WL_COMMERCE_HOME/db/oracle` directory.
- The file `CR042917-cloudscape.sql` is copied to the `WL_COMMERCE_HOME/db/cloudscape` directory.
- The file `CR042917-cloudscape.bat` is copied to the `WL_COMMERCE_HOME/db/cloudscape` directory.



- The file `CR042917-cloudscape.sh` is copied to the `WL_COMMERCE_HOME/db/cloudscape` directory.
  - The file `create-common-cloudscape.sql` is copied to the `WL_COMMERCE_HOME/db/cloudscape` directory.
  - The file `WebLogicCommerceServer311sp2.jar` is copied to the `WL_COMMERCE_HOME/lib` directory.
8. Make a backup of your current `set-environment.bat` (Windows) or `set-environment.sh` (UNIX) file, found in the `WL_COMMERCE_HOME/bin/<platform>` directory.
  9. Edit and save the `set-environment` script:

`WL_COMMERCE_HOME\bin\win32\set-environment.bat` (Windows)

or

`WL_COMMERCE_HOME/bin/unix/set-environment.sh` (UNIX)

In the file, add the `WebLogicCommerceServer32sp2.jar` file name to the beginning of the `WEBLOGIC_CLASSPATH` variable.

In the UNIX version, add (without quotes)

```
"$WL_COMMERCE_HOME/lib/WebLogicCommerceServer32sp2.jar;" in
set-environment.sh.
```

In the Windows version, add (without quotes)

```
"%WL_COMMERCE_HOME%\lib\WebLogicCommerceServer32sp2.jar;" in
set-environment.bat.
```

10. The next step depends on whether changes have been made to the files that will be replaced by SP2.

If changes **have not been made** to the default example portal's files or the `portal.war`, copy the entire `server` subdirectory from the temporary directory to the `WL_COMMERCE_HOME` directory. This step will overwrite the appropriate files in the `WL_COMMERCE_HOME\server\...` subdirectories.

If changes **have been made** to any existing WLCS 3.1.1 files that will be replaced by SP2, the backup file will have to be compared to the SP2 version. Then modify the new SP2 file to match your custom code from the backup file.

11. Run the SQL script provided with the patch to update the database schema. Use the appropriate instructions within this step for the database you are using.

### Cloudscape

---

Run the following script:

```
WL_COMMERCE_HOME/db/cloudscape/CR042917-cloudscape.bat
```

or

```
WL_COMMERCE_HOME/db/cloudscape/CR042917-cloudscape.sh)
```

### **Oracle**

Run the `CR042917-oracle.sql` as follows:

On the Oracle client host, log in to the `WEBLOGIC` user account by entering the following command from `SQL*Plus`:

```
connect WEBLOGIC/WEBLOGIC@ORACLE_SID
```

Enter the following command:

```
@ WL_COMMERCE_HOME/db/oracle/CR042917-oracle.sql
```

## **Updated Documentation Files**

The online documentation for WebLogic Commerce Server and WebLogic Personalization Server 3.1.1 has been updated. A new document, the Performance Tuning Guide, has been added. Also, updates have been made in the following documents:

- Release Notes
- Installation Guide
- The JSP Tag Library Reference chapter of the WebLogic Personalization Server Developer's Guide
- The WebLogic Personalization Server Javadoc files, in the following packages:  
`com.beasys.commerce.foundation.cache` and  
`com.beasys.commerce.foundation.flow.*`
- What's New page
- PDF Files page
- Site Map page

- A few updates in other documents, primarily to fix some broken links in the HTML

A new standalone documentation ZIP file is available on the BEA Download Web site. The standalone documentation ZIP does not require an existing WLCS 3.1.1 software installation on the target system. If desired, you can also use the ZIP file to manually integrate the documentation files into the correct WLCS 3.1.1 software subdirectory. The correct starting location for the documentation files is

`WL_COMMERCE_HOME\server\public_html\docs\.`

The updated WLCS and WLPS 3.1.1 with SP2 documentation is available:

- On the BEA E-docs Web site, starting at <http://edocs.bea.com/wlcs/docs31/index.htm>.
- In the new documentation ZIP kit, `wlcs_311_doc.zip`, on the BEA Download Web site. You can download the documentation ZIP file by following the WebLogic Commerce Server download pages for the product software kit. For details about using the documentation ZIP file, please see the `wlcs_311_doc_zip_readme.html` file that is available along with the documentation ZIP kit on the BEA Download site.

## About the 3.1.1 Release

Release 3.1.1 adds support for Cloudscape 3.5 and fixes some known limitations in Release 3.1. It includes all of the features available in Release 3.1.

## About the 3.1 Release

This section summarizes the new features in Release 3.1 of WebLogic Commerce Server and WebLogic Personalization Server.

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# What's New in WebLogic Commerce Server 3.1?

WebLogic Commerce Server 3.1 includes the following features:

- A pre-assembled e-commerce Web application (Webapp) that is built to J2EE standards

While previous versions of the WebLogic Commerce Server product provided e-business EJB components that skilled Java/EJB programmers could extend, WebLogic Commerce Server 3.1 focuses on providing a wider programming audience with a set of tools, easily customizable templates, and configuration files that function out of the box.

In a sample Business to Consumer (B2C) Webapp, WebLogic Commerce Server 3.1 offers extensive product catalog and order processing functionality that commerce engineers or JSP/content developers can easily customize to meet specific business requirements. The JavaServer Page (JSP) templates, JSP tag libraries, configuration files, and administration pages will help you get your site up and running quickly, but will still allow you to tailor the application for your business model. At the same time, the scalable application design means that you can still use the EJB APIs to create new Java classes.

- Webflow and Pipeline Infrastructure

To deliver this high level of functionality without requiring extensive Java/EJB programming skills, WebLogic Commerce Server 3.1 software includes a flexible Webflow/Pipeline infrastructure. The Webflow mechanism controls the flow of Web pages you present to your e-business customers based on their navigation decisions.

The Pipeline mechanism is responsible for the back-end processes that require execution between the Web pages. Both the Webflow and Pipeline mechanisms are fully customizable and extensible through configuration files, which allow changes to be viewed without having to shut down your Web application server. The Webflow/Pipeline infrastructure ensures the separation between presentation and business logic throughout the e-commerce site, making it easier to customize and extend.

- Product Catalog Management

The product catalog includes a well-designed database schema that defines the commonly used product items and attributes found on Web-based catalog sites, a bulk loader program for building the catalog, JSP templates and tags, and

browser-based Catalog Management administration pages for managing the catalog's content and behavior.

- **Order Processing Package**

The Order Processing package contains default implementations for the most common e-business order-related services, including shopping cart management, shipping, taxation, and payment. To provide you with a fully functioning e-business, the Taxation and Payment Services are already integrated with products from industry leaders TAXWARE International, Inc. and Cybercash, Inc., respectively. Additionally, the Order Processing package includes administrative pages for Payment Management and Order Management. These pages give you the level of administrative control you desire over payment transaction processing, while allowing you to excel in customer service.

- **Registration and User Processing Package**

The processes related to customer (user) profiles and customer self-service are necessary components of any e-business expecting return customers. To help you get to market faster than your competitors, the Registration and User Processing package contains default implementations for the most common pre- and post-order processing services (registration, login, customer profile creation/updates, and customer self-service pages). In many cases, these services rely upon the functionality provided by the WebLogic Personalization Server.

## What's New in WebLogic Personalization Server 3.1?

In WebLogic Personalization Server, the 3.1 release includes the following features:

- **Performance Enhancements, Including Global and Per-user Content Caching**

Content caching capabilities have been added to the `<cm:select>`, `<cm:selectById>`, `<pz:contentSelector>`, and `<pz:contentQuery>` JSP extension tags. You can set content caching on a global or per-user basis, enhancing the performance of Web sites powered with WebLogic Personalization Server.

- **JSP Tag Support for Internationalization**

This version of the WebLogic Personalization Server introduces a set of JSP tags and supporting classes that serve as a framework for internationalizing JSP applications. These tags allow you to match users' language preferences with

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available resource bundles, set the encoding for JSP pages, and retrieve localized text and messages from resource bundles for use within JSP pages.

- **Enhanced Rules Editor Logic Capabilities**

The rules editor has been extended for WebLogic Personalization Server 3.1 to allow use of "and" and "or" in the right-hand side of content selector rules. This introduces greater flexibility in the display of dynamic content for Web sites powered with WebLogic Personalization Server.

- **Enhanced Deployment Support**

WebLogic Personalization Server now supports the deployment of personalized applications as Web applications. To illustrate this, the WebLogic Personalization (and Commerce) Server administrative tools are deployed as a Web application, allowing you to set a precompile option for them. Additionally, the example portal application is deployed both as a Web application and as a standard Personalization application (see below). Standard WebLogic Personalization Server applications are now also hot-deployable via the use of application-based property sets.

- **Administration Tools Deployed As a Web Application .WAR File**

The WebLogic Personalization (and Commerce) Server administration tools are now deployed as a Web application .WAR file. The .WAR file is named `tools.war` and is located in the `<install-dir>\server\webapps\admin` directory. To launch the administration tools, point your Web browser to `http://<wl-host>:7501/tools`. The administration tools Web application is deployed with the precompile context parameter turned off, meaning that each administration page will compile the first time the page is accessed. However, you can change this setting to precompile all of the administration pages upon server startup in a batch mode, and thus avoid the compile delay when each page is accessed for the first time. See “Additional Configuration Steps” in the *Installation Guide* for details on how to set the precompile option.

- **Example Portal Application Shipped As a Non-Web Application and As a Web Application .WAR File**

The .WAR file for the example portal application, named `portal.war`, is located in the `<install-dir>\server\webapps\examples\portal` directory. To launch the example portal Web application, point your Web browser to `http://<wl-host>:7501/portal`. Like the administration tools, the example portal Web application is deployed with the precompile context parameter turned off, so that each portal page will compile the first time the page is accessed. You

can, however, change this setting to precompile all of the portal pages by setting the precompile option, as described in “Additional Configuration Steps” in the *Installation Guide*.

## Evaluation License Keys

If you downloaded an evaluation version of the WebLogic Commerce Server and WebLogic Personalization Server software from the BEA download site, you will also need to download the `WebLogicCommerceLicense.xml` license file. After the installation and before you start the server for the first time, copy the license file to the `%WL_COMMERCE_HOME%\license` directory. `%WL_COMMERCE_HOME%` is the directory in which you installed the WebLogic Commerce Server and WebLogic Personalization Server software.

If the `WebLogicCommerceLicense.xml` file is missing, the following message appears in the server console when you attempt to start the server:

```
COMMERCE_SERVER_FRAMEWORK,LOG_FATAL,"BEA WebLogic Personalization
  Server license

exception.com.beasys.commerce.licensing.LicenseException: A
  License for BEA product <BEA WebLogic Personalization Server> has
  NOT been found."

PAUSE

Press any key to continue . . .
```

## Default Administrator Log-in

WebLogic Commerce Server and WebLogic Personalization Server share a common, browser-based administration tool. You can access it when the server is running by selecting **Start** → **Programs** → **WebLogic Commerce Server 3.1** → **Administration Tool** from the Windows Start menu. Or you can start the administration tool by opening the following URL in your browser:

```
http://<wl-host>:7501/tools
```

When you attempt to open this Web application, you are prompted for a user name and password. The new default login for the administration tool is as follows:

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<b>User Name</b>	administrator
<b>Password</b>	password

---

**Note:** Do not confuse this password with the administrator password you may have set for the WebLogic Server itself.

## Database Performance

The Cloudscape database that ships with the product is for demonstration purposes only. It is not a multiuser database and its performance might not be satisfactory for your e-commerce site.

To improve the response time of the bundled example portals, and experience WebLogic Commerce Server performance at production standards, switch from the default Cloudscape database to other RDBMS systems that Release 3.1 supports. For information on supported systems, see “Supported Platforms” on page 22.

Instructions for switching from Cloudscape to other database platforms are in the Database Configuration chapter of the *Installation Guide*.

## Design Goals for the Commerce Server Sample Web Application

In providing a sample Web application (Webapp) for the Commerce Server, we have the following goals in mind:

1. Provide a collection of templates that resembles a working e-retail Webapp to expose as many as possible of the key features of Commerce Server. To achieve this goal, various steps and modules have been presented in very granular form that would be clumsy in a finished Webapp.



2. Maintain consistency and symmetry in the presentation of the templates to enable Web developers to reverse engineer and adapt them. As a result, the JSP or HTML implementation is less efficient than might be desired in a production solution.
3. Closely related to (1), we couldn't make the Webapp more like any specific vertical market scenario. It was important to keep it generic, even though it apparently sells Sears tools.

With these design goals in mind, here are some of the apparent shortcomings you may notice, all of which are intentional:

- There is no "remember me" or "remind me of forgotten password" in the Log In.
- There is no "login" or "new customer" button on the home page or in the header navigation ("View Profile" performs this function).
- Data entry fields in forms are not validated (e.g., zip codes, phone numbers, email addresses).
- After saving a new profile, the application returns you to the login page to log in with your newly created username and password (instead of logging you in directly).
- After logging in for the first time with a new account, the application displays "successfullogin" with choices for shopping, checking out, etc., instead of returning you to where you were contextually.
- The GUIs for the shopping cart, check-out screen, and confirm order are not fine-tuned for the sample data in the catalog (e.g., where SKU is used for Item, etc.).

## About the Service Pack for WebLogic Server

WebLogic Commerce Server 3.1.1 is currently certified to work with Service Pack 6 (SP6) of WebLogic Server 5.1. **Only SP6 is supported at this time.** If you have already installed WebLogic Server 5.1 but are not yet running SP6, please visit the BEA Download Web page at <http://www.bea.com/download.html>. On the download page for WebLogic Server, select Service Pack 6 from the pull-down menu and download the file.

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After the service pack file has been downloaded to the target system, you should unzip or untar the file to a temporary directory. Read the instructions in its `readme*. * files` and the WebLogic Server 5.1 *Release Notes*.

To support BEA WebLogic Commerce Server and Personalization Server, **you must install all files in Service Pack 6, including all of the optional files.**

In addition, **copy the `weblogic-tags-510.jar` file from the `c:\temp\lib` directory to the `c:\weblogic\lib` directory**, assuming that the WebLogic Server 5.1 software was already installed in `c:\weblogic`, and that you just created a temporary directory in `c:\temp` and unzipped the SP6 files there.

## Supported Platforms

Table 2 lists the supported and required software and platforms for BEA WebLogic Commerce Server and WebLogic Personalization Server 3.1.1.

Depending on your browser settings, you may need to enter Shift-Reload (Netscape) or Shift-Refresh (Microsoft Internet Explorer) to see the latest version of WebLogic Commerce Server documentation pages you have already visited. When in doubt, please refresh your browser view (for documentation pages you have read previously) to ensure that you are viewing the latest content.

**Table 2 Supported Platforms, Environments, and Software Requirements**

Requirement Type	Specification or Solution(s) Supported
Platform and operating system	<ul style="list-style-type: none"><li>◆ HP-UX 11.00 and HP-UX 11i systems.</li><li>◆ Cybercash is <b>not</b> certified on HP-UX. See “About Cybercash” on page 24.</li><li>◆ TAXWARE is certified on HP-UX. See “About TAXWARE” on page 24.</li><li>◆ Microsoft Windows 2000 Server, on Intel systems.</li><li>◆ Microsoft Windows NT 4.0, Service Pack 5, on Intel systems.</li><li>◆ Sun Solaris 2.6 and Sun Solaris 7 on SPARC systems.</li><li>◆ Red Hat Linux 6.1 and Red Hat Linux 6.2 systems.</li><li>◆ Cybercash and TAXWARE are <b>not</b> certified on Linux. For more information, see the sections “About Cybercash” on page 24, and “About TAXWARE” on page 24.</li></ul>

**Table 2 Supported Platforms, Environments, and Software Requirements (Continued)**

Requirement Type	Specification or Solution(s) Supported
Memory and disk space	<p>The product requires at least 128 MB of memory (RAM) to install and run. We recommend using more than this minimum requirement for your e-commerce site.</p> <p>The software installation requires the following free disk space:</p> <ul style="list-style-type: none"> <li>◆ 200 MB (Windows)</li> <li>◆ 200 MB (UNIX systems)</li> </ul> <p>The separate documentation installation requires an additional 40 MB.</p>
Application server	<p>WebLogic Server 5.1 with Service Pack 6 (SP6) is required for development and production deployments. <b>Only SP6 is supported at this time.</b> WebLogic Server 5.1 with SP6 is available online from the BEA download site. For <b>critical</b> information about copying files to specific WebLogic Server subdirectories, see the section “About the Service Pack for WebLogic Server” on page 21.</p>
Java 2 Software Development Kit (SDK)	<ul style="list-style-type: none"> <li>◆ For HP-UX 11.00 and HP-UX 11i: HP SDK 1.2.2_03 Hotspot. See <a href="http://www.unix.hp.com/java/index.html">http://www.unix.hp.com/java/index.html</a> or the HP FTP site: <a href="ftp://ftp.hp.com/pub/gsy/">ftp://ftp.hp.com/pub/gsy/</a>.</li> <li>◆ For Microsoft Windows 2000 Server: Java 2 SDK 1.2.2-006.</li> <li>◆ For Microsoft Windows NT 4.0: Java 2 SDK 1.2.2-006.</li> <li>◆ For Sun Solaris 2.6 and Sun Solaris 7: Java 2 SDK 1.2.1_04 and <b>all required patches</b>. See <a href="http://www.sun.com/software/solaris/java/download.html">http://www.sun.com/software/solaris/java/download.html</a> (registration required).</li> <li>◆ For Red Hat Linux 6.1 and Red Hat Linux 6.2: Java 2 SDK 1.2.2_006. See <a href="http://java.sun.com/products/archive/j2se/1.2.2_006/index.html">http://java.sun.com/products/archive/j2se/1.2.2_006/index.html</a>.</li> </ul>
Databases and JDBC Drivers	<p>On HP-UX 11.00 and HP-UX 11i systems, the product is certified with Oracle 8.1.5 and the WebLogic jDriver 8.1.5.</p> <p>On Windows 2000 Server systems, the product is certified for use with Oracle 8.1.6.</p> <p>On Windows NT 4.0, Solaris 2.6, and Solaris 7 systems, the product is certified for use with Cloudscape 3.5 and Oracle 8.1.5. For Oracle databases on these platforms, use the WebLogic jDriver that ships with the WebLogic Server product. This driver should reside in <code>WEBLOGIC_HOME/bin/&lt;database version&gt;/weblogicoci36.dll</code>.</p> <p>On Red Hat Linux 6.1 systems, the product is certified for use with the Type 4 Oracle 8.1.5 Thin Driver. On Red Hat Linux 6.2 systems, the product is certified for use with the Type 4 Oracle 8.1.6 Thin Driver. These drivers are included in the Oracle client kit.</p>
Web browser/client	<ul style="list-style-type: none"> <li>◆ Microsoft Internet Explorer 5.0 and above</li> <li>◆ Netscape Communicator 4.7 and above</li> </ul>

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# About Cybercash

Cybercash has been certified for use with WebLogic Commerce Server 3.1.1 on the following platforms:

- Solaris 2.6 and Solaris 7
- Windows 2000 and Windows NT

Cybercash **has not been certified** for use with WebLogic Commerce Server 3.1.1 on the following platforms:

- HP-UX 11.00 and HP-UX 11i
- Red Hat Linux 6.1 and Red Hat Linux 6.2

For details about using Cybercash on the certified platforms, see the “Payment Services” chapter of the Order Processing Packaging document. Please also see the section “Disclaimer Regarding Use of Integrations” in this Release Notes document.

If you choose to use Cybercash on a platform that **is not certified**, you must complete the following steps:

1. Acquire the product in Native form for your platform.
2. Compile the code to your operating system.
3. Configure the specific products.
4. Follow our sample pipeline and configure for your specific installation.

Note, however, that the uncertified configurations **are not supported** by BEA Systems. The Cybercash Web site is <http://www.cybercash.com>.

# About TAXWARE

TAXWARE has been certified for use with WebLogic Commerce Server 3.1.1 on the following platforms:

- HP-UX 11.00 and HP-UX 11i
- Solaris 2.6 and Solaris 7
- Windows 2000 and Windows NT

TAXWARE **has not been certified** for use with WebLogic Commerce Server 3.1.1 on the following platforms:

- Red Hat Linux 6.1 and Red Hat Linux 6.2

TAXWARE products are integrated with WebLogic Commerce Server through the Java Native Interface (JNI). This means that a specially prepared shared object or DLL must be made available for loading during server startup. Additionally, there are a number of files containing the address verification data and tax tables that are accessed at run time. WebLogic Commerce Server ships with a working version of TAXWARE, complete with the correct DLLs and sample data files. **If you have installed TAXWARE in a different location**, you must change the location from which these files are loaded.

On supported UNIX systems, pointing to the correct file locations is accomplished by making the following changes in the file `bin/unix/set-environment.sh`:

1. Set the environment variable `TAXWARE_HOME` to point to the location of your TAXWARE installation.
2. Set the TAXWARE-specific environment variables to the correct data directories.
3. Check the environment variable `WLCS_CLASSPATH` to make sure it includes the directory in which `taxcommon.class` lives.
4. Verify that the environment variable for your TAXWARE shared libraries (`.so` or `.sl` files) are correct. For example, the default environment variable `LD_LIBRARY_PATH` includes `$TAXWARE_HOME/lib`. It might change to `$TAXWARE_HOME/utl` or similar depending on your TAXWARE installation.

**Note:** The actual variable name varies depending on the type of UNIX platform. Also, for these changes to take effect, you need to restart your server.

On supported Windows systems, pointing to the correct file locations is accomplished by making the following changes:

1. In the `set-environment.bat` file, change the `WLCS_CLASSPATH` environmental variable to the directory where the TAXWARE Java Class files reside.

- 
2. In the `StartCommerce.bat` file, change the `PATH` environment variable in `StartCommerce.bat` to the directory where the `TAXWARE DLL` files reside.
  3. In the `avptax.ini`, `avpzip.ini`, and `taxware.ini` files, change the location of the address verification data and tax tables. These files are located in the `winnt` directory.

**Note:** For these changes to take effect, you need to restart your server.

For more information about using `TAXWARE` on the certified platforms, see the “Taxation Services” chapter of the `Order Processing Packaging` document. Please also see the next section, “Disclaimer Regarding Use of Integrations” in this Release Notes document.

If you choose to use `TAXWARE` on a platform that **is not certified**, you must complete the following steps:

1. Acquire the product in Native form for your platform.
2. Compile the code to your operating system.
3. Configure the specific products.
4. Follow our sample pipeline and configure for your specific installation.

Note, however, that the uncertified configurations **are not supported** by BEA Systems. The `TAXWARE` Web site is <http://www.taxware.com>.

## Disclaimer Regarding Use of Integrations

Utilization of BEA WebLogic Commerce Server in the connection to and operation of third party software, services and applications including, but not limited to, Cybercash credit card services and `TAXWARE` tax calculation services, is entirely at the user’s risk. BEA Systems, Inc. disclaims all liability and responsibility for the operation, accuracy and results of such software, services and applications.

# Known Limitations and Workarounds

Table 3 describes limitations in the current BEA WebLogic Commerce Server and WebLogic Personalization Server 3.1.1 release. Where possible, suggested workarounds are provided.

Please contact BEA Customer Support for assistance in tracking any unresolved problems. For contact information, see the section “Contacting BEA Customer Support.”

**Table 3 Known Limitations**

<b>CR035555</b>	<b>If you change the XML schema files, the rules editor does not display the changes.</b>
Problem	In the reference document repository, which gets schema information from XML files on the file system, if you change the XML schema files, the rules editor does not display the changes.
Platform	All
Workaround	Restart the <code>docPool</code> WLS connection pool. This can be done from the WebLogic console. Look up <code>docPool</code> in <b>Database</b> → <b>JDBC Connection Pools</b> → <b>docPool</b> , then click the <b>Reset Connection Pool</b> button on the Commands tabs.
<b>CR035566</b>	<b>The BulkLoader/Document Management Component does not correctly indicate whether a file has been deleted, modified, or renamed.</b>
Problem	When using the BulkLoader to update the reference document repository, if you delete a file from the <code>dmsBase</code> directory, it still shows up when you search for documents or use content selector rules. Additionally: <ul style="list-style-type: none"> <li>◆ If you modify a file in the <code>dmsBase</code>, sometimes that change is not reflected in the run-time system, or you get bad data (in the case of binary files like images).</li> <li>◆ If you rename a file in the <code>dmsBase</code> and run the BulkLoader, the previous name is still there (that is, it looks like duplicate entries).</li> </ul>
Platform	All

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**Table 3 Known Limitations (Continued)**

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Workaround	<p>Do any of the following, depending on whether you have modified, deleted, or renamed a file:</p> <ul style="list-style-type: none"><li>■ After modifying the contents of a file that is in the document repository, run the BulkLoader application as usual and include the <code>-cleanup</code> argument. This updates the entries already in the database according to what is currently in the <code>dmsBase</code>.</li></ul> <p>(The <code>-cleanup</code> argument cleans up the data that is already in the database and prevents BulkLoader from loading new files or changed metadata.)</p> <ul style="list-style-type: none"><li>■ After deleting or renaming a file on the filesystem that is in the document repository, do the following:<ol style="list-style-type: none"><li>a. Run the BulkLoader application as usual and include both the <code>-cleanup</code> and the <code>-delete</code> arguments. This deletes entries in the database, if the corresponding file is not in the <code>dmsBase</code> directory.</li><li>b. If you renamed a file, you will also need to run the BulkLoader as normal to insert that file's entry into the database.</li></ol></li></ul>
<b>CR035567</b>	<b>The User Management system requires that a copy of the <code>ldaprealm.properties</code> file be present in the <code>&lt;weblogic_install&gt;/classes/weblogic/security/ldaprealm</code> directory.</b>
Problem	To run with its provided LDAP security realm, WebLogic Server requires that a copy of the <code>ldaprealm.properties</code> file be placed in the directory from which the server is started. The User Management system, however, also requires a copy of the file in the <code>&lt;weblogic_install&gt;/classes/weblogic/security/ldaprealm</code> directory.
Platform	All
Workaround	Place a copy of the <code>ldaprealm.properties</code> file in the <code>&lt;weblogic_install&gt;/classes/weblogic/security/ldaprealm</code> directory.
<b>CR035571</b>	<b>Hot deploy will not work for the EJBs as currently shipped because the <code>*Impl.class</code> files are also included in the <code>weblogic.class.path</code> classpath.</b>
Problem	As currently shipped, hot deploy will not work on the Personalization Server and Commerce Server EJBs because the <code>*Impl.class</code> files are also included in the <code>weblogic.class.path</code> classpath. This is done to allow extension of the Commerce Server Beans without also having to include the parent class in the <code>deployment.jar</code> .
Platform	All

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**Table 3 Known Limitations (Continued)**

Workaround	<p>To use hot deploy, it is recommended that all EJBs be deployed in one JAR. To do this:</p> <ol style="list-style-type: none"> <li>1. Extract all the .jars.</li> <li>2. Combine the <code>ejb-jar.xml</code> and <code>weblogic-<i>ejb-jar.xml</i></code> for all of the .jars.</li> <li>3. Place all .xml files in a joint META-INF directory.</li> <li>4. ReJAR everything, deploy only that .jar.</li> </ol> <p>Remember to remove the <code>*Impl.class</code> files for the deployed beans from the <code>weblogic.class.path</code> classpath.</p> <p><b>Note:</b> Do not remove <code>Belongings *Impl.class</code> files; they are not EJBs.</p>
<b>CR035572</b>	<b>Conflicts with property names when removing and adding properties.</b>
Problem	When a property is removed from a property set and a new property is added to the property set with the same name, the new property cannot be edited or retrieved for a user or group profile.
Platform	All
Workaround	None
<b>CR033661, CR033560</b>	<b>A SQL script cannot be run.</b>
Problem	Due to 79 character limitation in SQL Plus and SQL Worksheet, the SQL scripts used to create the <code>tables/indexes/constraints</code> and populate the tables with core data do not execute properly. The reason being the entire path name is included in <code>create-all-oracle.sql</code> .
Platform	Windows NT
Workaround	Move to the directory where <code>create-all-oracle.sql</code> resides (typically, <code>WebLogicCommerceServer3.1\db\oracle</code> ), edit the <code>create-all-oracle.sql</code> script to remove the path reference, launch SQL Plus and execute <code>create-all-oracle.sql</code> .
<b>CR035573</b>	<b>NullPointerException in the Rules Editor.</b>
Problem	The schema that is shipped for the default Document Management file is missing some attributes. This manifests itself as a <code>NullPointerException</code> in the Rules Editor. This problem can occur when you try to edit the <code>ToolsPromo</code> rule, if you click on the 'Then' portion of the rule. The editor is looking for a Content Attribute (which should be in the <code>&lt;install-dir&gt;/dmsBase/doc-schema.xml</code> file) that is not present.

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**Table 3 Known Limitations (Continued)**

Platform	All
Workaround	Run the BulkLoader (loaddocs.bat, loaddocs.sh) to regenerate the schema for the documents. The attributes are in the files in the Document Management system, and the BulkLoader will create the correct schema.
<b>CR034404</b>	<b>DBLoader does not confirm the number of deleted and updated rows.</b>
Problem	In the DBLoader log file, running the DBLoader with the -delete or -update options does not correctly report the number of rows that were deleted or updated.
Platform	All
Workaround	Go directly to the database to verify the result of the DBLoader operation. Do not rely on the results reported in the DBLoader's log file.
<b>CR034405</b>	<b>Misleading error messages in DBLoader error log.</b>
Problem	When running the DBLoader, if the number of rows specified in the input data file is not equal to the number of columns, an error message is reported in the dbloader.err file indicating that the incorrect number of rows has been processed.
Platform	All
Workaround	Ignore this message.
<b>CR034806</b>	<b>Viewing Comma-Separated Value (CSV) DBLoader files in Excel causes an error.</b>
Problem	The DBLoader expects the column headings for primary key fields to be marked as "+" in the CSV input files. This notation results in an error when viewing DBLoader CSV files in Microsoft Excel.
Platform	All
Workaround	Use an editor other than Microsoft Excel to create, view, and edit DBLoader CSV data files.
<b>CR034402</b>	<b>The DBLoader does not allow empty DATE input values.</b>
Problem	In the comma-separated value (CSV) DBLoader input files, columns of type DATE or TIMESTAMP cannot have empty values during insert and update operations.
Platform	All
Workaround	In the CSV file, specify empty DATE or TIMESTAMP fields as null.

**Table 3 Known Limitations (Continued)**

<b>CR034401</b>	<b>Successive attempts at running the DBLoader on Cloudscape fail.</b>
Problem	Successive attempts at running the DBLoader on Solaris with the Cloudscape database fail with the error message: <pre>'WARNING: Cloudscape (instance XXX) is attempting to boot the database /db/data/Commerce even though Cloudscape (instance XXX) may still be active. Only one instance of Cloudscape should boot at database at a time. Severe and non-recoverable corruption can result and may have already occurred).'</pre>
Platform	Solaris
Workaround	Delete the <code>db.lock</code> file in the <code>WL_COMMERCE_HOME/db/data</code> directory and run the DBLoader again.
<b>CR034906</b>	<b>Improper CyberCash configuration causes NullPointerException.</b>
Problem	During authentication, capture, and settlement of payment transactions, if the CyberCash configuration file is not properly configured (that is, if the user has not entered his or her CyberCash account information in the configuration file), a <code>NullPointerException</code> is reported on the server console. If the authentication, capture, or settlement is initiated via the administration tool, the configuration error is reported as a <code>RemoteException</code> calling the <code>CreditCardService</code> . If the authentication is initiated via the WLCS JSP templates (during checkout), the error is reported with the server error template.
Platform	All
Workaround	Properly configure the CyberCash configuration file and retry. For details, see the Payment Services chapter in the <i>Order Processing Package</i> document.
<b>CR033885</b>	<b>Localization error with double-byte characters when following a documentation recommendation.</b>
Problem	Adding the WebLogic Personalization Server tag <code>&lt;i18n:localize&gt;</code> to a JSP page is not sufficient for supporting double-byte characters in your application
Platform	All
Workaround	Use the JSP page directive of the format: <pre>&lt;%@ page contentType="text/html; charset=&lt;whatever&gt;" %&gt;</pre> <p>Although the WebLogic Personalization Server documentation stresses that you <b>should not</b> do this, because it duplicates effort between the directive and the tag, it is the only workaround available at this time.</p>

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**Table 3 Known Limitations (Continued)**

<b>CR035248</b>	<b>Catalog Administration Pages limit the number of category levels you can add.</b>
Problem	Using the Web-based administration pages for the product catalog, you must limit the hierarchy of categories to 25 levels deep. This is a limitation of the Web browser (not of Commerce Server catalog components) and may vary from versions of Netscape and Internet Explorer.
Platform	All
Workaround	None
<b>CR035574</b>	<b>Cannot iteratively delete categories from a Cloudscape database.</b>
Problem	You can remove categories from a product catalog stored in a Cloudscape database, but any child categories are not removed. In this case, the child categories are not displayed in the tree but they remain in the database and can cause problems if you subsequently try to create a category with the name as one of these hidden subcategories.
Platform	All
Workaround	Delete only categories that contain no child categories.
<b>CR035575</b>	<b>Cannot delete items from a Cloudscape database.</b>
Problem	When you delete an item from a Cloudscape database, you get the following error (server stack trace): <pre>ERROR 23501: DELETE on table 'WLCS_PRODUCT' caused a violation of foreign key constraint 'WLCS_PRODUDCT_FK2' for key (9-800305). The statement has been rolled back....</pre> The catalog administration page says: Unable to delete an item. No message available. Resource not found: user.message.item.error.delete.user Resource bundle: wlcs-catalog
Platform	All
Workaround	None

**Table 3 Known Limitations (Continued)**

<b>CR035285</b>	<b>Content LIKE queries with '_' or '%' will never match correctly.</b>
Problem	Content LIKE queries with '_' or '%' will never match correctly. For example, if a document called <code>showbiz_1.htm</code> is in the database and you run the query <code>identifier like 'showbiz_1.*'</code> , you will get no results. This only occurs when using the LIKE clause because <code>StatementParams.toSQLLike</code> attempts to escape '_' and '%' with a backslash, but Oracle and Cloudscape don't, by default, support a backslash quote. This also affects a Catalog search.
Platform	All
Workaround	Do not use '_' or '%' in LIKE clauses. You can instead use a '?' which matches any single character. However, this causes <code>identifier like 'showbiz?1.htm'</code> to also match <code>showbiz11.htm</code> , which might not be desired.
<b>CR035577</b>	<b>Not all JSP template fields validate input.</b>
Problem	Some of the Commerce Server JSP templates do not impose input field limitations. In these JSPs, if user enter a long value, Commerce Server will throw an exception. For example, if a user enters a 200-character name in the user profile, Commerce Server will throw exception and the user will see an <code>Internal error - 500</code> message.
Platform	All
Workaround	Add field validation to the templates that do not impose these limitations.
<b>CR034608, CR034668</b>	<b>Unable to expand subgroups when quotes are used in some group names.</b>
Problem	Although it is possible to include single and double quotes in group names, single quotes cause problems in Portal Management. Single or double quotes cause problems when you attempt to use them to name a subgroup of a group whose name includes double quotes.
Platform	All
Workaround	Do not use single or double quotes in group names.
<b>CR036088</b>	<b><code>create-all-cloudscape.sh</code> throws <code>NullPointerException</code>.</b>
Problem	<code>create-all-cloudscape.sh</code> fails to create the proper tables and schema, resulting in a <code>NullPointerException</code> .
Platform	Solaris

---

**Table 3 Known Limitations (Continued)**

Workaround	Disable JIT (JAVA_COMPILER=NONE) prior to running create-all-cloudscape.sh for Cloudscape 3.5. Please see details at <a href="http://www.cloudscape.com/support/TechInfo/fyi_cert35vms.html">http://www.cloudscape.com/support/TechInfo/fyi_cert35vms.html</a> .
<b>CR035258</b>	<b>Can't set dynamic, null-scoped properties through tools .</b>
Problem	Null-scoped dynamic properties (such as the "state", "timezone", etc that ships with the product for some users) cannot be set through the admin tools.
Platform	All
Workaround	Edit the data in the database directly or write a JSP or client code to manipulate the properties through tags or beans.
<b>CR033972</b>	<b>es:transposeArray tag throws "ClassCastException" .</b>
Problem	es:transposeArray tag throws ClassCastException and does not output expected content from body of tag.
Platform	All
Workaround	Do all of the following: <ul style="list-style-type: none"><li>■ Use only the "no body" form of the tag. For example:<pre>&lt;es:transposeArray id="colrowPortlets" array="&lt;%=allMyPortlets%&gt;" type="Object"/&gt;</pre></li><li>■ Use only "Object" as the value for the 'type' attribute as shown in the previous list item. Use class casting where appropriate. For example:<pre>if (   ((Portlet) colrowPortlets [minColumn] [minRow] ) .isMinimizeable () ) {}</pre></li></ul>

---

**Table 3 Known Limitations (Continued)**

<b>CR034494</b>	<b>Property Set "ttl" description wrong ("seconds" not "millisecs")</b>
Problem	The administration web pages provides the following description of the "ttl" property for three property sets, _DEFAULT_PORTAL_INIT, admin, and exampleportal: "Number of seconds between reexamining this property set." This description is incorrect. Instead, it should state: "Number of milliseconds between reexamining this property set."
Platform	All
Workaround	None
<b>CR034316</b>	<b>With Netscape Enterprise Server, images not displayed in webapps.</b>
Problem	In configurations where Netscape Enterprise Server (NES) is the Web server in front of the WLS application server, images are not displayed in Commerce Server or in the Web pages for the Administration Tools. Calls to the image files incorrectly point to /repository/ instead of /<Webapp-name>/repository.
Platform	All
Workaround	Add the following lines to your NES proxy configuration file, where mydomain.com is your domain name and 7501 is the port on which WebLogic listens: <pre>&lt;Object name="wlcs" ppath="*/wlcs/*"&gt; Service fn=wl-proxy WebLogicHost=mydomain.com WebLogicPort=7501 &lt;/Object&gt; &lt;Object name="wlcs" ppath="*/tools/*"&gt; Service fn=wl-proxy WebLogicHost=mydomain.com WebLogicPort=7501 &lt;/Object&gt; &lt;Object name="wlcs" ppath="*/repository/*"&gt; Service fn=wl-proxy WebLogicHost=mydomain.com WebLogicPort=7501 &lt;/Object&gt; &lt;Object name="wlcs" ppath="*/portals/*"&gt; Service fn=wl-proxy WebLogicHost=mydomain.com WebLogicPort=7501 &lt;/Object&gt;</pre>

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**Table 3 Known Limitations (Continued)**

<b>CR033946</b>	<b>For Netscape browsers, you must specify fully-qualified domain name.</b>
Problem	Netscape browsers do not join a session if the port number at which the original session is established changes. This happens when a Netscape user makes an HTTPS request from an HTTP downloaded page, and vice versa. In such cases, Commerce Server reports a session timeout and directs them to a session-time out error page.
Platform	All
Workaround	Do all of the following: <ul style="list-style-type: none"><li>■ In the <code>weblogic.properties</code> file, uncomment the following line: <code>weblogic.httpd.session.cookie.domain=.mydomain.com</code> Then change <code>.mydomain.com</code> to your company's domain name.</li><li>■ To access your site, use the following URL: <code>WLCS-host-name.domain-name.internet-tier:port-number</code> For example, <code>spectacle.sprockets.com:7501</code> See also "Section IV" in <a href="http://www.weblogic.com/docs51/classdocs/API_secure.html">http://www.weblogic.com/docs51/classdocs/API_secure.html</a>.</li></ul>
<b>CR034265</b>	<b>Some Commerce Server strings cannot be internationalized.</b>
Problem	The strings "Ship as the items become available " and "Ship all at once" that appear on the screens for <code>shipping.jsp</code> and <code>confirmorder.jsp</code> cannot be internationalized because they are keys and used in the program.
Platform	All
Workaround	None
<b>CR034224</b>	<b>Multiple Webapps cause session resets.</b>
Problem	If you simultaneously access two different webapps (for example, WLCS admin tool and Example Portal) from the same client machine using two Netscape windows or two Internet Explorer windows, you will see the WLS session being reset on the webapp.
Platform	All
Workaround	Only access a single webapp at a time from a given client machine.



**Table 3 Known Limitations (Continued)**

<b>CR035481, CR035483</b>	<b>In a clustered system, the first user session is lost.</b>
Problem	When you start an WLCS in a cluster, the first time a person logs on her session will be lost. This includes any items in the shopping cart (but not the saved shopping cart).  This limitation can also exhibit itself when a cluster has been running but each of the nodes has been restarted.
Platform	All
Workaround	After starting a clustered WLCS, immediately access the site and click "View Profile" to initiate the first user session. Subsequent sessions will function properly.
<b>CR035570</b>	<b>You cannot register an instance of a servlet (<code>weblogic.httpd.register.aName</code>) and also have that name (<code>aName</code>) be part of a directory path under the document root.</b>
Problem	For example, do not register <code>weblogic.httpd.register.aName</code> and also have any other servlet's <code>initParams</code> be of the form <code>homepage=/aName/home.jsp</code> . When the <code>requestDispatcher.forward()</code> method tries to forward to <code>"/aName/home.jsp"</code> the servlet <code>"aName"</code> will be incorrectly invoked instead.
Platform	All
Workaround	Rename the servlet or the directory pathname.
<b>CR036087</b>	<b><code>SelectTaxAddress.jsp</code>: Adams County in Denver is too long for database column.</b>
Problem	In Commerce Server's <code>selecttaxaddress.jsp</code> sample JSP template, the value for 'County ADAMS(RTD)(Outside city limit)' is 31 characters long. The corresponding column in the database has a character max limit of 30. If a user chooses this address from the JSP template, the Pipeline Session will time out and the following exception is thrown:  A truncation error was encountered trying to shrink VARCHAR 'ADAMS (RTD) (Outside city limit)' to length 30.  ERROR 22001: A truncation error was encountered trying to shrink VARCHAR 'ADAMS (RTD) (Outside city limit)' to length 30.
Platform	All
Workaround	Truncate the County ADAMS(RTD)(Outside city limit) value to 30 characters.

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**Table 3 Known Limitations (Continued)**

<b>CR034585</b>	<b>es:uriContent tag doesn't display all images.</b>
Problem	The <code>&lt;es:uriContent&gt;</code> tag may not display all referenced images. When using this tag to retrieve an HTML page at a given URL, if that page has " <code>&lt;img src=&gt;</code> " tags which do not fully qualify the host serving that image, the browser will use the current page's host to attempt to retrieve the image.
Platform	All
Workaround	Use the HTML " <code>&lt;base&gt;</code> " tag to reestablish the proper host. For example: <pre>&lt;base href=http://inweb.beasys.com/&gt; &lt;es:uriContent id="uriContent" uri="http://inweb.beasys.com/"&gt;     &lt;% out.print(uriContent); %&gt; &lt;/es:uriContent&gt; &lt;base href=http://localhost:7501/&gt;</pre>
<b>CR036254</b>	<b>cm:printDoc tag doesn't display images with relative links.</b>
Problem	When using the <code>&lt;cm:printDoc&gt;</code> tag to inline display HTML pages, relative links (including images via the <code>&lt;img&gt;</code> tag) do not display. When <code>&lt;cm:printDoc&gt;</code> is used to print out the contents of an HTML document that contains relative links, those relative links will be broken since the <code>BASE HREF</code> of the outer HTML page will be something unexpected. If <code>ShowDocServlet</code> is used to display the HTML document, the relative links will work correctly.
Platform	All

**Table 3 Known Limitations (Continued)**

Workaround	<p>Before the <code>&lt;cm:printDoc&gt;</code> tag, add the following lines to your JSP:</p> <pre>&lt;BASE   HREF="http://&lt;server&gt;:&lt;port&gt;/ShowDocServlet/&lt;cm:printproperty   id="&lt;docName&gt;" name="identifier" encode="url"/&gt;"&gt;</pre> <p>where <code>&lt;server&gt;</code> is your server's host name, <code>&lt;port&gt;</code> is the port number of your server (e.g. 7501), and <code>&lt;docName&gt;</code> is the name of the Document in the JSP page (same as would go in the <code>id</code> parameter of the <code>&lt;cm:printDoc&gt;</code> tag).</p> <p>After the <code>&lt;cm:printDoc&gt;</code> tag, add the following line:</p> <pre>&lt;BASE HREF="http://&lt;server&gt;:&lt;port&gt;/&lt;base-path of page&gt;"&gt;</pre> <p>where <code>&lt;base-path of page&gt;</code> is the original base path of the surrounding page. For example, in the <code>NewsViewer</code> portlet of the non-WAR example portal, it would look like:</p> <pre>&lt;BASE   HREF="http://localhost:7501/ShowDocServlet/&lt;cm:printProperty     id="newsItem" name="identifier" encode="url"/&gt;"&gt;   &lt;cm:printDoc id="newsItem" /&gt;   &lt;BASE HREF="http://localhost:7501/application/exampleportal"&gt;</pre> <p>These all assume that the <code>ShowDocServlet</code> is deployed at <code>/ShowDocServlet</code> (which is the default) and that the default <code>DocumentManager</code> is being used (which is the default).</p>
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## Miscellaneous Notes

The following list describes miscellaneous notes for this release.

1. **While starting the WebLogic Commerce Server, you may receive the following warning:**

```
“<W><WebLogicServer> Found undeclared property: ”
```

The condition that causes the warning is harmless, but if you do not want to see extraneous error messages during startup, you can address it by doing the following:

- a. Open the file `weblogic.properties`.

Under the `weblogic.ejb.deploy` property, the line after last EJB JAR file (`p13nadvisor.jar`) appears to be empty. In fact, the line starts with a tab character.

---

b. Delete the line.

**2. Missing portlets return a stack trace for a `FileNotFoundException`.**

If you configure Personalization Server to use a portlet and if the portlet's JSP file is missing from the file system, Personalization Server encounters a file not found exception when it tries to access the missing file. However, the portal framework cannot trap the exception because it is not propagated from the internal WebLogic code. So, you will see a stack trace for the `FileNotFoundException`.

Your portlet implementation should be robust and catch and handle exceptions, so that a failure does not halt the loading of the portal. For example, a `NullPointerException` that is not caught prevents all portlets from being displayed. Remember to follow good coding practices when developing your portlet.

**3. Setting the Never check cache option in the Netscape browser can cause failure or lost information.**

- In the Netscape browser, the Never check cache option does not work with the portal framework. Information will be lost. You can find this option in the Netscape browser under: **Edit** → **Preferences** → **Advanced** → **Cache** → **Document in cache is compared to document on network**. When using Netscape, only use the **Once per session** option for reasonable performance.
- In the Internet Explorer browser, the Never check cache option does not work with the portal framework correctly. You can find this option on the Internet Explorer browser under **Tools** → **Internet Options** → **General tab** → **Temporary Internet files** → **Settings** → **Check for newer versions of stored pages**. When using Internet Explorer, for safety's sake do not use the **Never** option.

**4. User wildcard search is disabled for non-RDBMS realms.**

The wildcard search for user names from the User Management administration tools is disabled for WLCS configurations that do not use the out-of-the-box security realm—

```
com.beasys.commerce.axiom.contact.security.RDBMSRealm.
```

It was disabled to avoid performance and memory management problems for realms which are not fully controlled by the WebLogic Commerce Server.

You can still search on an exact user name to retrieve a user's information.

**5. Missing HTTP headers in the default Request Property Set.**

The default request property set does not contain properties representing HTTP request headers. As a result, rules cannot be written on HTTP request headers. The software intentionally does not contain these properties because not all browsers support the same set of HTTP request headers.

Using the Property Set Administration Tools, you can add HTTP request header properties to the Request Property Set named 'DefaultRequestPropertySet'.

Some common HTTP request header names and types (all type Text) are:

User-Agent, Connection, Host, Accept, Accept-Encoding, Accept-Language, Accept-Charset.

To determine the exact HTTP request headers sent by the browser to the server, and what headers are supported by the Web server, you can run the 'snoop' servlet that comes with the WebLogic Application Server or insert the following JSP code in a test JSP page:

```
Enumeration names = request.getHeaderNames();
while (names.hasMoreElements())
{
    name = (String)names.nextElement();
    System.out.println("header : " + name + " : " +
        request.getHeader(name));
}
```

## 6. User Management security realm support verification.

The User Management system's realm support has been tested against the following realms:

- The User Management out-of-the-box security realm.
- The WebLogic LDAPRealm  
(weblogic.security.ldaprealm.LDAPRealm) against Netscape Directory Server 4.11.

Although this is the extent of the realm verification, the User Management system was written in a general manner which should support any realm following the specification in the User Management documentation, with the exception of the WebLogic NT Realm. To run against the WebLogic NT Realm, WebLogic Server must be running as a service. No verification of the WebLogic Commerce Server running in this manner has occurred.

## 7. JRE Exception When Using WLCS 3.1.1 and JBuilder.

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If you are using the JRE that comes with JBuilder 3.0 or later (on Windows), you may encounter the following JRE exception when you run the `StartCommerce.bat` procedure:

```
Exception: class not found on "com.ibm.xml"
```

This can happen because the JBuilder installation assigns the `JDK_HOME` value for its JRE in a Windows Registry key. A subsequent installation of the WebLogic Commerce Server 3.1.1 software looks up that value in the Registry and uses the value in generated procedures such as

```
WL_COMMERCE_HOME\bin\win32\set-environment.bat.
```

To address this issue, after you install WebLogic Commerce Server, update the `JDK_HOME` environment variable in the

```
WL_COMMERCE_HOME\bin\win32\set-environment.bat
```

 procedure, setting `JDK_HOME` to the Sun JDK. For example:

```
SET JDK_HOME=C:\jdk1.2.2
```

#### 8. **InstallAnywhere requires Windowing environment on UNIX systems. (CR033815)**

Due to a limitation in the InstallAnywhere program, the UNIX system on which you run the WebLogic Commerce Server 3.1.1 installation program (for the software kit or the documentation kit) must be running a windowing environment such as the Motif-based Common Desktop Environment. In addition, the WebLogic Commerce Server 3.1.1 installation programs require JDK 1.2.2.

If a UNIX-based windowing environment is not available when InstallAnywhere is started, the WebLogic Commerce Server installation hangs and does not return an error message.

To install WebLogic Commerce Server 3.1.1 on a workstation that does not have a windowing environment, run the 3.1.1 installation program on a system that has a windowing environment and can access the file system of the nonwindowing workstation.

**Note:** However, BEA is providing non-graphical, ZIP version of its software and documentation kits. These kits are available on the BEA Download Web site.

#### 9. **If you change the port numbers from which WebLogic Server listens in the `weblogic.properties` file, you must also make corresponding changes in several files in `$WL_COMMERCE_HOME`.**

To resolve this issue, find all instances of the port number in the following files and change them to the new port number:

- `$WL_COMMERCE_HOME/server/webapps/wlcs/web-inf/web.xml`
- Shortcuts on the Windows Start menu, such as Administration Tool, ExamplePortal and JSP templates tour.
- `$WL_COMMERCE_HOME/bin/<platform>/LoaderDriverProperties.xml`.

If you change the port number after you run the RulesLoader, then you do not need to change the files under `$WL_COMMERCE_HOME/bin/<platform>` unless you want to run the RulesLoader again.

**10. If you change the WebLogic Server system user password, you must also make a corresponding change in**

**`$WL_COMMERCE_HOME/bin/<platform>/LoaderDriverProperties.xml`.**

To resolve this issue, do the following:

a. In

`$WL_COMMERCE_HOME/bin/<platform>/LoaderDriverProperties.xml`, find the line that reads:

```
<property name="JNDISecurityCredentials" value="weblogic"/>
```

- b. Change `weblogic` to your system user password. If you change the password after running the RulesLoader, you do not need to make this change unless you want to run the RulesLoader again.

**11. The `getContent()` method of Document fails when the docPool has been configured to access the commercePool via the JTS driver. (CR035569)**

When using the reference document repository implementation, if you modify the Document EJB deployment descriptor to require transactions and modify the WLS connection pool `docPool` to use `jdbc:weblogic:jts:commercePool`, then the `getContent()` method of the Document EJB (which is invoked by the `ShowDocServlet` and `cm:printdoc` tag) throws an exception stating that a transaction must be started. You can retrieve Document objects and their metadata.

The Document bean works without transactions. By default, the deployment descriptor sets the transaction attribute to `Supports`, and the `docPool` is configured to use `jdbc:weblogic:pool:commercePool` (that is, the pool driver, not the JTS driver). Additionally, in this version, since Documents are read-only, transaction support is not required since you won't be modifying the EJBs. You can configure the deployment descriptor's transaction attribute to `Required`, but still have the `docPool` use `jdbc:weblogic:pool:commercePool`. Performance may be slower if WLS had to

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create a transaction. It is recommended that the Document EJB not require transactions nor have the docPool use the JTS driver.

**12. Initial product catalog access operations may be slow. (CR034910)**

The first access to a product catalog JSP page may be slow (after a WebLogic Commerce Server start or restart) due to the time required for cache population. However, during subsequent accesses to the same page (or to a different page with the same product catalog data), the access is fast because the catalog data is retrieved from the CategoryCache or ProductItemCache.

To address this issue, you can preload the data in your catalog during an off-peak time for your Web site, so that site visitors will view pages that were able to retrieve already cached data.

**13. Browsers must accept cookies. (CR035576)**

Commerce Server requires browsers to accept cookies, and the cookies must function correctly. We do not support non-cookie alternatives (such as URL rewriting).

**14. Documentation Omission.**

“JSP Tag Library Reference” in *WebLogic Personalization Server Developer’s Guide* omitted an attribute of the <es:preparedStatement> tag. Table 4 documents the attribute.

**Table 4 Omitted Attribute of <es:preparedStatement>**

Tag Attribute	Req’d	Type	Description	R/C
transactionIsolationLevel	no	Integer	Used to define isolation level. Possible values: 0 = TRANSACTION_NONE 1 = TRANSACTION_READ_UNCOMMITTED 2 = TRANSACTION_READ_COMMITTED 4 = TRANSACTION_REPEATABLE_READ 8 = TRANSACTION_SERIALIZABLE The default is 2.	R



# About the Product Documentation

The *Release Notes* and *Installation Guide* have been updated for Release 3.1.1. All of the remaining documentation for Release 3.1 applies to Release 3.1.1 as well.

This section includes the following additional notes about the product documentation:

- Where to Get Product Documentation
- Refresh Browser to View Updated Pages

## Where to Get Product Documentation

Documentation for this product is available from the following locations:

- **On the product CD.** If you ordered the WebLogic Commerce Server 3.1.1 and WebLogic Personalization Server 3.1.1 software packaged in a BEA product box, the product CD contains the software kit and the separate documentation kit for Release 3.1. All of the documentation in the Release 3.1 documentation kit applies to Release 3.1.1 as well. After you install the WebLogic Commerce Server and WebLogic Personalization Server software, you can install a local copy of the product documentation in the `WL_COMMERCE_HOME\server\public_html\docs` directory. For information about the documentation installation procedure, see the chapter Installing WebLogic Commerce Server in the *Installation Guide*.
- **On the BEA e-docs Web site.** From the BEA Home page at <http://www.bea.com>, click on Product Documentation. Or you can go directly to the BEA E-docs site and select the entries for WebLogic Commerce Server and WebLogic Personalization Server 3.1 online documentation, starting at <http://e-docs.bea.com/wlcs/docs31/index.htm>.
- **From the BEA download site.** In addition to the product CD and the “e-docs” Web site, the WebLogic Commerce Server and WebLogic Personalization Server 3.1 documentation is available in a separate download kit from the BEA Download Web site. The starting point is <http://www.bea.com/download.html>. After you install the WebLogic Commerce Server software, you can install a

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local copy of the product documentation in the `\server\public_html\docs` directory.

**Note:** BEA provides a ZIP version of the WLCS documentation files on the BEA Download Web site.

- **In PDF format.** To access easy-to-print PDF files, open either your local copy or the e-docs version of the WebLogic Commerce Server and WebLogic Personalization Server documentation Home page, click the PDF Files button and select the document you want to view or print. If you do not have the Adobe Acrobat Reader, you can download it from the Adobe Web site at <http://www.adobe.com/>.

## Refresh Browser to View Updated Pages

Depending on your browser settings, you may need to enter Shift-Reload (Netscape) or Shift-Refresh (Microsoft Internet Explorer) to see the latest version of WebLogic Commerce Server documentation pages you have already visited. When in doubt, please refresh your browser view (for documentation pages you have read previously) to ensure that you are viewing the latest content. Also check a refreshed WebLogic Commerce Server documentation What's New page for information about recent updates.

## Contacting BEA Customer Support

If you have any questions about this version of BEA WebLogic Commerce Server and WebLogic Personalization Server, or if you have problems installing and running the product software, please contact BEA Customer Support through BEA

WebSUPPORT <http://www.bea.com/support>. 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 licensing information
- The name and version of the product you are using
- A description of the problem and the content of pertinent error messages

## Submitting Documentation Comments

Your feedback on the BEA WebLogic Commerce Server and WebLogic Personalization Server documentation is important to us. Send us e-mail at [docsupport@bea.com](mailto:docsupport@bea.com) if you have questions or comments about the documentation. Your comments will be reviewed directly by the BEA professionals who create and update the WebLogic Commerce Server and WebLogic Personalization Server documentation.

**Note:** Please do not use the [docsupport@bea.com](mailto:docsupport@bea.com) email account to report software problems or inquire about software functionality.

In your e-mail message, please indicate that you are using the documentation for the BEA WebLogic Commerce Server and WebLogic Personalization Server 3.1.1 release.

## Note About Evaluation Support

If you are evaluating this product and it is your first 30-day evaluation, BEA Systems is pleased to offer technical support through its BEA WebEvalNET at <http://www.bea.com/evalnet/>.

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The first time you need technical support, complete the WebEvalNET registration form to receive a Login ID and other BEA WebEvalNET information. In most cases, the BEA EvalNET team of support engineers will address your technical issues within one business day.