

Release Notes for Sun™ ONE Integration Server, B2B Edition (ECXpert)

Version 3.6.2

Part Number 816-6723-10

Updated May, 2003

These release notes contain important information available at the time of release of Version 3.6.2 of Sun™ Open Network Environment (Sun ONE) Integration Server, B2B Edition (ECXpert). New features and enhancements, known limitations and problems, technical notes, and other information are addressed here. Read this document before you begin using ECXpert 3.6.2.

The most up-to-date version of these release notes can be found at the Sun ONE documentation web site: http://docs.sun.com/db/coll/S1_IntegrationServer_B2B_362. Check the web site after installing your software, and then periodically thereafter, to view the most up-to-date version of these notes.

These release notes contain the following sections:

- [ECXpert Documentation Updates](#)
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ECXpert Documentation Updates

The ECXpert 3.6.2 product includes an updated *ECXpert Installation Guide*, available in both Acrobat (.pdf) and HTML formats. In addition, you can obtain an ASCII formatted version by contacting your technical support representative.

The updated *ECXpert Installation Guide* can be found at the Sun ONE documentation web site: http://docs.sun.com/db/coll/S1_IntegrationServer_B2B_362.

ECXpert 3.6.2 CD-ROM Set

The ECXpert 3.6.2 product can be downloaded from the web or from a CD set whose contents are described in [Table 1](#).

Table 1 CD Contents

CD Title	Contents—Top Level	Description and Notes
Sun ONE Integration Server B2B Edition (Solaris™)	ECXpert 3.6.2 TradingXpert 3.6.2 PartnerAgent-Client Message Queue 3.0.1 Directory Server 5.1 WebServer 6.0 SP5	This CD contains the basic files needed for installing ECXpert 3.6.2 and TradingXpert 3.6.2 on the Solaris platform.
Sun ONE Integration Server B2B Edition (Windows)	ECXpert 3.6.2 TradingXpert 3.6.2 Message Queue 3.0.1 Directory Server 5.1 WebServer 6.0 SP5	This CD contains the basic files needed for installing ECXpert 3.6.2 and TradingXpert 3.6.2 on the Windows platform.
Mercator Design Studio 6.5.2	Windows only	The server side of Mercator is installed as part of the installation process on Solaris and Windows. This CD contains the design tool to develop Mercator maps.

Table 1 CD Contents (*Continued*)

CD Title	Contents—Top Level	Description and Notes
Sun ONE Messaging Server 5.2	Solaris version	Install the Sun ONE Messaging Server first. Then, go to the following url and download and install the MS5.2P1 patch: http://www.sun.com/software/download/products3e3afb91.html
	Windows version	
Sun ONE Application Server 7.0	Solaris version	
	Windows version	
Sun ONE Integration Server Secure Trading Agent 1.0	Solaris version	
	Windows version	

Installing from CD-ROM

This section is not a substitute for the *ECXpert Installation Guide*. Please refer to that guide for complete installation instructions. The information in this section is given to help you locate the executable file for the installer.

- To install on the Solaris platform:
 - Navigate to the Sun ONE Integration Server B2B Edition 3.6.2 Solaris CD-ROM.
 - Change directory to the following location:


```
/ECXpert3.6.2/install_bits
```
 - Locate the setup file.
 - Complete all preparatory steps described in the *ECXpert Installation Guide* and then execute the setup file as directed in that guide.
- To install on the Windows platform:
 - Navigate to the Sun ONE Integration Server B2B Edition 3.6.2 Windows CD-ROM.
 - Change directory to the following location:


```
\ECXpert3.6.2\install_bits
```

- Locate the setup file.
- Complete all preparatory steps described in the *ECXpert Installation Guide* and then execute the setup file as directed in that guide.

If you are installing ECXpert over a previous version, make sure that you follow the recommended procedure for deleting older versions and backing up data files, described in the *ECXpert Installation Guide*. Note that if you are upgrading from a version earlier than 3.6.1, you must successively upgrade through intermediate versions, rather than upgrading directly to the latest version. For example, if you are upgrading from ECXpert 3.6, you must first upgrade to 3.6.1, and then you must upgrade to 3.6.2.

New and Changed Features

ECXpert 3.6.2 has improved end-to-end system throughput performance by 200%. It has also introduced some new and changed features; these include the following:

- [ebXML Support](#)
- [Mercator Version 6.5.2](#)
- [Support for pkcs7](#)
- [Synchronizing LDAP and Oracle Databases](#)
- [Reassignment of ECXpert Ports](#)
- [ecx.ini File Changes](#)

New Features

ECXpert 3.6.2 introduces support for the exchange for ebXML messages and for Mercator version 6.5.2.

ebXML Support

This release of ECXpert includes Sun Open Net Environment (Sun ONE) Integration Server, Secure Trading Agent, which provides an environment for deploying ebXML agreements and exchanging ebXML messages with trading partners based on those agreements. (Secure Trading Agent is supported on Windows 2000 and Solaris version 8.)

To enable this functionality, you must install Sun ONE Integration Server, Secure Trading Agent. Your trading partner must also use the Sun ONE Integration Server, Secure Trading Agent product or any other product that conforms to the ebXML MSH 2.0 standard.

ECXpert has two new communication agents for sending and receiving ebXML messages to and from trading partners. These communication agents use Secure Trading Agent for sending and receiving ebXML messages. When you install ECXpert, you can configure it to use these agents.

For more information, see the manual *ECXpert Support for ebXML Messaging*.

NOTE In the `commebxml-send` section of the `ecx.ini` file, please do not change the value of the following threading parameters:

```
worker_max_threads=1
master_max_threads=1
```

These have to have the value of 1 to meet the requirements of the Sun ONE Trading Agent.

The value of the “Service List data type” (FileType) parameter for a Service List and the Document Type for a Partnership is limited to 60 characters. If the `commebxml-receive` section has the parameter `filetype_format` set as follows:

```
filetype_format=cpa-id;action-name;
```

Then, the combined length of any of the CPA, Id’s and Action names cannot be greater than 60 characters. In short, the FileType derived from an incoming ebXML message, based on the `filetype_format` parameter is limited to a maximum length of 60 characters.

Mercator Version 6.5.2

ECXpert 3.6.2 supports Mercator Design Studio 6.5.2. The upgraded version of Mercator uses an XML file for its audit file. ECXpert code has been modified to parse the new audit file and to identify detailed error information for error reporting. The new version of Mercator requires that you recompile all of your existing Mercator maps. Besides the recompilation and redeployment of these maps, no other changes are necessary.

In ECXpert 3.6.2, on the Solaris platform, the Mercator SDK is placed by the installation process within the `mercsdk` directory tree. This tree is located at `$BDGHOME/mercsdk`. The new environment variable `MERC_HOME_DIR` points to this location. This new directory structure also requires a unique temporary directory to be used for recording state information. This directory is created dynamically by ECXpert and referenced through the environment variable `MERC_TEMP_DIR`.

Typically, these variables are set in the web-server configuration files so that various processes spawned by the ECXpert administrative server are able to get them automatically. If you are starting any of these processes manually from a command shell, make sure that these environment variables are set.

(On the Windows platform, Mercator components continue to be placed in the ECXpert directory structure, in the `lib` directory. No environment variables are used to record or track Mercator component locations.)

Changes

The following subsections describe changes introduced by ECXpert 3.6.2.

Support for pkcs7

GUI support has been added to allow the user to select `pkcs7` instead of `x-pkcs7` in the mime encoding under AS1 (SMTP).

When the user selects SMTP as the outgoing protocol and chooses a value other than `plain` from the mime encoding drop menu, a new drop menu is displayed. The new menu is titled “PKCS7 Subtypes” and allows the user to choose between “New `pkcs7`” and “Old `x-pkcs7`.” For a new trading relationship definition, the “New `pkcs7`” is the default. This new value is also added to the communication parameters if no other is specified. This might happen if a prior relationship is accessed in trading and no value is specified for the communication parameters.

Synchronizing LDAP and Oracle Databases

By default, when LDAP is enabled in ECXpert, membership is read from an LDAP directory, and updates take place to both LDAP and the Oracle database (for referential integrity, Oracle must always be updated). Users can now set a `read_only` flag in the LDAP section of the `exc.ini` file to make changes *only* to the Oracle database, while reading membership data from LDAP. To change the default, set the `read_only` flag to `true`.

Reassignment of ECXpert Ports

The range of ports used by ECXpert for internal operations has been changed (from the range of 4000–6000) to the new range of 50000–52000. Dynamic ports operate as before, getting ports from this new range. Suggested static ports specified in the `ecx.ini` file also now fall within this range. There remains one area of user conflict: If remote submission has been enabled through a static port definition of the `tcpconn-main` server (a well-known port is required for remote/cross-machine submission), and if the customer uses firewalls between the submitting machine and the ECXpert server machine, then firewall alterations may need to be made to reconfigure from the old to the new static ports.

ecx.ini File Changes

[Table 2](#) lists summary information about the new flags and attributes that you can set in your `ecx.ini` file.

Table 2 Changes to `ecx.ini` File

Section	Attribute
[smtp-receive]	<p><code>pre_RFC2298 = true</code></p> <p>Set this flag to <code>true</code> to change default behavior. Leave as is to support compliance with RFC2298. See the description of bug 4782525 in Table 4 on page 10 for more information.</p>
[commsmtp-receive]	<p><code>responseTimeout = <i>mmm</i></code></p> <p>By default, the SMTP Receive server will time out if it does not get a response from the POP3 Server in 600 seconds. Add the <code>responseTimeout</code> parameter to the <code>ecx.ini</code> file to set this time out to a different (<i>mmm</i>) value.</p>
[LDAP]	<p><code>read_only = true</code></p> <p>For information, see “Synchronizing LDAP and Oracle Databases” on page 6.</p>
[tcpip-connector]	<p><code>numTrkDir = <i>mmm</i></code></p> <p>Where <i>mmm</i> is the number of subfolders to create under <code>.../ECXpert/data/output</code>. The default value for <i>mmm</i> is 0. See the description of bug 4740202 in Table 4 on page 10 for more information.</p>

Table 2 Changes to `ecx.ini` File (Continued)

Section	Attribute
[translate]	numOutputDir = <i>nnn</i> Where <i>nnn</i> is the number of subfolders to create. See the description of bug 4740202 in Table 4 on page 10 for more information.
[gateway]	numBndlDir = <i>nnn</i> Where <i>nnn</i> = number of subfolders to create under <code>.../ECXpert/data/bundle</code> . The default value for <i>nnn</i> is 0. See the description of bug 4740202 in Table 4 on page 10 for more information.
[ftp-local-application] or [ftp-local-edi]	files_per_submit = <i>nnn</i> Where <i>nnn</i> specifies the number of files to retrieve and submit at one time. See the description of bug 4708419 in Table 4 on page 10 for more information

Compatibility Issues

ECXpert 3.6.2 is fully compatible with ECXpert 3.6.1 (except for Mercator data transformation issues). However, ECXpert 3.6.2 is generally *not* compatible with ECXpert 3.5 or earlier versions, largely because of changes in internal and external data formats and because of the version of Oracle database supported by ECXpert 3.6.2.

When upgrading an earlier version of ECXpert to Version 3.6.2, you must be careful not to over-write important configuration and data files. ECXpert maintains configuration, membership, and partnership data, as well as information stored in the Oracle database tables, that will be lost if you are not careful about how you perform an upgrade. For this reason it is recommended that you *not* try to install ECXpert 3.6.2 over earlier versions, without first reading the detailed steps for performing an upgrade, as provided in Appendix A of the *ECXpert Installation Guide*.

In general, if you are upgrading from versions earlier than 3.6.1, you must upgrade in a step-wise fashion, through each successive version, until you get to the most current version. Once you back up your custom data files, this should not be an overwhelming project.

Bugs: Open and Closed

The following sections list and describe open and closed ECXpert bugs:

- [Open Bugs in 3.6.2](#)
- [Bugs Closed in 3.6.2](#)
- [Documentation Bugs](#)

Open Bugs in 3.6.2

This section contains a listing of the more important bugs currently open at the time of the ECXpert 3.6.2 release.

Table 3 Open ECXpert Bugs

Bug Number	Details
4536027	<p>AK3 error segments not included in function acknowledgement document (997)</p> <p>When a user requests a segment or element level 997 (functional acknowledgement document) in the partnership, ECXpert examines the Mercator Audit log to determine if there were any segment or element errors in the inbound transaction. If there are, ECXpert uses the Mercator audit log to build the AK3 segments (which describe these errors) in the 997. Because Mercator has changed the format of the audit log, the code that parses the file does not work any more and does not include the AK3 segment in the 997.</p> <p>This problem will be fixed in an upcoming patch.</p>
4614777	<p>JMSReceive communications agent appears to shut down.</p> <p>When using either the ECXpert GUI or the <code>ecxstop</code> utility, if you click the JMSReceive button, JMSReceive appears to shut down, but its process is actually still running. If you then invoke JMSReceive from the ECXpert GUI, a second JMSReceive process is spawned. At this point, ECXpert is no longer able to shut down.</p>
4614954	<p>AIAGObtain does not work when using a transaction ID.</p> <p>Workaround: Use matching Obtain parameters.</p>
4798781	<p>AIAG adds two extra bytes at the end of received file.</p>
4806845	<p>Partnership creation fails if document type is more than 60 characters.</p>
4810644	<p>Submission of 10000 xml documents fails to send all 10000 successfully.</p>

Table 3 Open ECXpert Bugs (*Continued*)

Bug Number	Details
4813764	FTP of 10000 Input_810 EDI documents on Solaris 2.8 and Windows 2000 does not send all 10000.
4813813	“spacer.gif not found” while accessing the ECXpert administration server.
4813834	Missing directories in ECXpert.
4817046	Netscape very slow unless running in the background.
4818562	SMTP-Receive via Sendmail is not functioning correctly.
4820191	ECX362NT migration script exp_ecx_tables.shm may be out of sync with Solaris one.
4821606	SMTP-Receive is printing password to logfile in plain test.
4825075	JMS fails load testing with Oracle error

Bugs Closed in 3.6.2

[Table 4](#) describes the most important bugs fixed in ECXpert 3.6.2. Some of these bugs were fixed in a prior patch release; this is the first time they are documented.

For more details about any of the following bug fixes you can view the complete report at the Java Developer Connection™ site:

<http://developer.java.sun.com/developer/bugParade>

Table 4 Bugs Closed in ECXpert 3.6.2

Bug Number	Description
4536027	Mercator File Format Change The Mercator audit file is now an XML file. The ECXpert code has been modified to parse the new audit file and to identify detailed error information for inclusion in the AK3 and AK4 segments of a 997 FA.
4536674	Problems bundling multiple S/MIME body parts.
4614906	If you enter a password that is longer than 5 characters in the AIAG Obtain Schedule screen, the AIAGSend communications agent appends random characters to the password, and authentication fails.
4615465	AIAG sender password cannot be interpreted correctly.

Table 4 Bugs Closed in ECXpert 3.6.2 (*Continued*)

Bug Number	Description
4623301	<p data-bbox="325 270 572 291">FTP Timeout Problems</p> <p data-bbox="325 317 1300 401">Timeout during FTP put did not result in an error msg to the FTP client. The ECXpert FTP server had a hard-coded 8-second timeout for the data channel. When it was encountered, the server sent back a "Transfer Completed" message to the client.</p> <p data-bbox="325 421 1300 591">Impact: You can now set a new attribute in the <code>ecxftp-server.ini</code> file: <code>data_connection_timeout</code>. Use this attribute to configure the data connection timeout interval in seconds. If you do not specify this attribute, a default value of 8 seconds is used. When the data channel times out during an FTP put operation, the data channel is closed and a reply message is returned to the FTP client: "226 Transfer Complete. Data Channel Timed Out"</p> <p data-bbox="325 612 1300 696">Note that there is a related RFE (4734594), that is targeted for release 3.6.2, to change the response when the data connection has timed out, to the message <code>426 Connection closed; transfer aborted</code>.</p>
4634770	Special characters in AIAG XML messages cause XML errors.
4636501	<p data-bbox="325 758 748 779">Overdue MDN Returns Accurate Status</p> <p data-bbox="325 805 1300 890">Impact: An overdue MDN (which used to be discarded with unknown status) is now treated as if it were received on time, except the new status of the message is <code>ReconciledLate</code>. The new value for the tracking table is <code>TRKMDNState:8 = MSreconciledLate</code>.</p>
4656576	ECXpert should be insensitive to case in the AIAG headers.
4671543	Chrysler needs changes to AIAG server - obtain result.
4688994	FTP Server loops if "dir" command encounters bad link.
4701190	<p data-bbox="325 1043 961 1064">Explicit close Method for all of the JNI/db Class in the SDK.</p> <p data-bbox="325 1090 1300 1208">Previously, only the <code>JECxLogin</code> class had an explicit <code>close()</code> method that would release the database connection. All other classes depended upon garbage collection to clean-up and release database connections. If garbage collection did not run frequently enough, your application could exhaust all of the Oracle connections.</p> <p data-bbox="325 1229 1300 1281">Impact: You can now use an explicit <code>close()</code> method in your customized application to ensure that database objects are released.</p>
4705216	Inability to use pkcs7-mime type instead of x-pkcs7.

Table 4 Bugs Closed in ECXpert 3.6.2 (*Continued*)

Bug Number	Description
4708419	<p data-bbox="248 270 636 291">Preventing Time-out of FTP Channel</p> <p data-bbox="248 317 1215 395">If a very large number of files (6000+) are retrieved by Scheduled FTP, after the transfer and before the remote directory is cleaned, while the files are being submitted, the command channel could time out because of inactivity.</p> <p data-bbox="248 421 1215 586">Impact You can now prevent this by setting a new attribute: <code>files_per_submit</code> that can be added to the <code>[ftp-local-application]</code> and/or the <code>[ftp-local-edl]</code> sections of the <code>ecx.ini</code> file. This attribute controls the number of files that are retrieved and submitted at a time, to ensure that the command channel does not timeout. If this attribute is not set, then the default is to retrieve all of the files and then submit them all - the same as previous behavior.</p>
4708688	Problem with Group control numbers and document control numbers.
4709776	Purge does not clean the OFTP table.
4714875	ECX MDN file level results display “green” even though warning at event long level.
4718985	Dispatcher quits when doing <code>process_pending</code> under load.
4736060	<p data-bbox="248 800 605 821">New customizable MDN message</p> <p data-bbox="248 847 1115 895">The MDN message sent back by the SMTP Receive agent is now customizable. The customized message is read from the <code>MSGFORMATS</code> table.</p> <p data-bbox="248 921 1200 970">ECXpert 3.6.2 includes a default MDN message in the <code>MSGFORMATS</code> table. You can edit this message to suit your application’s needs.</p> <p data-bbox="248 996 1200 1076">The text message you update can be a maximum of 4092 bytes. The position and number of the variable parameters within the message is fixed. The first string parameter (<code>%s</code>) is the Date, the second string parameter is the Receiver, and the third parameter is the Status.</p> <p data-bbox="248 1102 1215 1150">SMTPreceive adds a “.\r\n” message-terminating sequence to the MDN text automatically, so the message is terminated correctly.</p>

Table 4 Bugs Closed in ECXpert 3.6.2 (*Continued*)

Bug Number	Description
4740202	<p data-bbox="325 270 791 291">Increase Processing Speed by Reducing I/O</p> <p data-bbox="325 317 1300 517">Impact: You can use new configuration attributes to reduce file creation and deletion delays for very high volume installations. By default, incoming files are registered to a single directory and files are deleted from that same directory, <code>.../ECXpert/data/work/trk/</code>. Because the entire directory is locked when a file is being created or deleted, this can affect performance in high volume installations where there is contention amongst simultaneous attempts to register files. To resolve this problem, you can now set the <code>numTrkDir</code> parameter to specify a number of subdirectories across which these files may be spread.</p> <p data-bbox="325 539 1122 560">In the <code>[tcpip-connector]</code> section of the <code>ecx.ini</code> file, set the parameter</p> <pre data-bbox="325 586 539 607"><code>numTrkDir = <i>nnn</i></code></pre> <p data-bbox="325 630 1268 682">where <i>nnn</i> is the number of subfolders to create under <code>.../ECXpert/data/work/trk</code>. Not setting this parameter or setting it to 0, gives the default behavior (no subdirectories).</p> <p data-bbox="325 704 1300 847">Similarly, in the <code>[translate]</code> section, set the parameter <code>numOutputDir = <i>nnn</i></code> (where <i>nnn</i> is the number of subfolders to create under <code>.../ECXpert/data/output</code>) and in the <code>[gateway]</code> section, set the parameter <code>numBndlDir = <i>nnn</i></code> (where <i>nnn</i> is the number of subfolders to create under <code>.../ECXpert/data/bundle</code>). Not setting these parameters or setting them to 0, give the default behavior (no subdirectories).</p>
4740206	<p data-bbox="325 869 736 890">Mercator Memory Map Switches Fixed</p> <p data-bbox="325 913 1300 1025">Impact: Set the <code>useMemory</code> switch in the <code>[translate]</code> section of the <code>ecx.ini</code> file to <code>yes</code>, to force the map to use memory for its work files with a significant improvement in performance. Make sure you have configured your system with adequate amounts of shared memory, particularly if you are processing very large files.</p>
4741527	Use of restart flag can make the dispatcher unstopppable.
4741542	SMTP won't allow use of NFS.
4747140	<p data-bbox="325 1138 604 1159">Improved Load Balancing</p> <p data-bbox="325 1182 1300 1295">Impact: Multiple instances of any server (dispatcher, gateway, tcp-ip connector) will now share the load more efficiently. Previously, once a server was restarted, all of the load would be shifted to it until it had processed the same number of work packets as its 'companions'. Now the workload will be more dynamically assigned.</p>
4752452	FTP server crashes intermittently.
4758466	Emails of specific size can cause <code>retrieveMsg skt ->Errnum()=134</code> .
4768258	commsmtp-receive loops when socket provides garbage.
4771310	Certain mail messages are causing the commsmtp-receive process to crash.
4771632	AIAG E-5 server is not timing out when the receive server doesn't respond.
4770936	ECX AIAG Server is incorrectly parsing an AIAG deliver.

Table 4 Bugs Closed in ECXpert 3.6.2 (*Continued*)

Bug Number	Description
4782525	Providing for Compliance with RFC2298 Impact: ECXpert runtime code that supports SMTP has been changed to be compliant (by default) with RFC2298 for generating an MDN in response to an incoming mail message. To change this new default behavior set the flag <code>pre_RFC2298</code> to <code>true</code> in the <code>[smtp receive]</code> section of the <code>ecx.ini</code> file.
4791856	MDN which could not be reconciled with an outgoing SMTP message.
4795657	Missing or corrupt boundary can cause SMTP receive to crash.

Documentation Bugs

[Table 5](#) lists known documentation bugs that have been found in the *ECXpert Administrator's Guide* and the *ECXpert Developer's Guide*.

Table 5 Documentation Bugs

Bug	Description
4747141	Problem: The <i>ECXpert Administrator's Guide</i> (page 499), states that the member's contact name gets mapped to the <code>FullName</code> LDAP attribute. Correction: The member's contact name is actually stored in the <code>givenName</code> attribute. <code>FullName</code> stores the id of the contact.
4779311	Problem: The <i>ECXpert Developer's Guide</i> (page 254), under the section "LogEvent()" does not document an optional fourth parameter, <code>TrackingID</code> . If unspecified, this parameter defaults to 0. A customer should set this parameter to track and log custom service events to the event log.

Technical Notes

This section contains short write-ups on the following topics:

- [Partner Agent Server and Partner Agent Client Startup and Communication Issues](#)
- [Modifications to the Sun ONE Web Server 6.0 Java™ Runtime Environment](#)

Partner Agent Server and Partner Agent Client Startup and Communication Issues

Starting Partner Agent Server

After installing ECXpert, if you have problems starting Partner Agent Server process (functionality available only on Solaris), check the logs under `/paserver` directory (see [“Additional Troubleshooting: Useful Log Files” on page 17](#)). If the log files indicate that there is a problem opening the certificate, then the problem is probably due to expired certificates. Using the steps given below, regenerate the certificates.

1. Generate a CA certificate:

a. Go to `.../NS-apps/paserver/bin`

b. Run `./gensign`

The tool asks for a password.

c. Type in any password (memorize this password as this is needed for later steps).

After giving the password, the tool generates two files under `paserver/lib/certs/db`: `ca-cert.pem` and `ca-key.pem`.

d. Now run `./hash`

This makes sure the new CA is recognized by the system (after successful completion of this program, you should see a link to `db/ca-cert.pem` from `certs/issuers`.)

2. Generate a Server Certificate:

A server certificate is needed for generating certificates for `agentd`, `ftpd` and `httpd` services.

To generate a server certificate

a. Go to `.../NS-apps/paserver/bin`

b. Run `./gencerts -S`

c. When asked for password, enter the password used in [Step 1](#), above

At this point, you should be able to start your pa server from the administration console. If you still cannot start it, then there may be other issues that are preventing the server from starting up; contact Sun's technical support team for assistance.

Establishing a Secure Connection Between Server and Client

If you need a secure connection between Partner Agent Server and Partner Agent Client, you need to generate user certificates for the Partner Agent Client.

1. Create a user certificate for one of your ECXpert member:

- a.** Go to `.../NS-apps/paserver/bin`
- b.** run `.gencerts -u ECX_membername`

The `gencerts` program prompts for a password for the user.

c. Enter the password.

The program asks for the password again for reconfirmation. You should enter the same password. This password should normally be different from the password that you entered in [Step 1 on page 15](#). Also, this is the password you will be using on Partner Agent Client side.

The program now asks for a password for signing the certificate

d. Enter the same password as the one you entered in [Step 1 on page 15](#) (that is, the one you used in creating a server certificate or CA certificate).

After entering the valid password, the system generates three files out of which two are important: `cert.pem` and `key.pem`.

e. Copy these files to the Windows machine where you are running Partner Agent Client.

2. Configure Partner Agent Client to transfer files securely:

a. Run Partner Agent Client and click on Edit > Preferences and select the Security tab.

b. Turn on the following options under security:

- Enable security
- Use secure connections (this is optional)
- For certificate and key file text fields, point to the location of the two files you have transferred in the previous step.

3. You can have Partner Agent Server mandate that the Partner Agent Client use encryption by changing the line “`encryption optional *`” to “`encryption required *`” in the following file: `.../NS-apps/paserver/conf/filedrive.conf`

4. Test the submission from Partner Agent Client.
 - a. Click on File > Submit Files To ECXpert.
 - b. Fill in the required information
 - Login and password are for ECXpert members, not the unix ones
 - Port is the Partner Agent FTP port number

Additional Troubleshooting: Useful Log Files

- `NS-apps/ECXpert/data/log/ECXpert.log.ecxpa-server.log`

This log file contains log messages from `ecxpa-server` process

- `NS-apps/paserver/var/logs/error_log`

This log file contains error messages from Partner Agent Server daemons, such as `ftpd`, or `httpd`.

- `NS-apps/paserver/var/logs/agentlog`

This log file contains informational messages from Partner Agent Server daemons, such as `ftpd`, or `httpd`.

Modifications to the Sun ONE Web Server 6.0 Java™ Runtime Environment

Installation of ECXpert modifies the JRE settings of the Sun ONE Web Server 6.0 product. In particular, the JRE and JRE Runtime Library Path is modified to use the JRE provided with ECXpert.

During the uninstallation process the user is asked whether these setting are to be restored. For the restoration to be successful, you must shut down all Web Server instances before you uninstall ECXpert.

How to Report Problems

If you have a support contract and you have problems with ECXpert, contact Sun ONE customer support using one of the following mechanisms:

- Sun ONE online support web site at
<http://www.sun.com/service/sunone/software/index.html>

This site has links to the Knowledge Base, Online Support Center, and ProductTracker, as well as to maintenance programs and support contact numbers.

- The telephone dispatch number associated with your maintenance contract

So that we can best assist you in resolving problems, please have the following information available when you contact support:

- Description of the problem, including the situation where the problem occurs and its impact on your operation
- Machine type, operating system version, and product version, including any patches and other software that might be affecting the problem
- Detailed steps on the methods you have used to reproduce the problem
- Any error logs or core dumps

Sun Welcomes Your Comments

Sun is interested in improving its documentation and welcomes your comments and suggestions. Email your comments to Sun at this address:

docfeedback@sun.com

Please include the part number (816-6723-10) of the document in the subject line and the book title (*ECXpert 3.6.2 Release Notes*) in the body of your email.

For More Information

Beyond the ECXpert documentation, you can find additional information as indicated below.

Sun ONE Software Forum

There is an ECXpert forum available at the following location:

<http://softwareforum.sun.com/NASApp/jive/forum.jsp?forum=76>

Sun ONE Information

Useful Sun ONE information can be found at the following Internet locations:

- Sun ONE Integration Server, B2B Edition Website —
http://www.sun.com/software/products/integration_srvr_b2b/home_int_b2b.html
- Other ECXpert Documentation —
http://docs.sun.com/db/coll/S1_IntegrationServer_B2B_362.
- Software Products Information — <http://www.sun.com/software/>
- Sun ONE Documentation — <http://docs.sun.com/>
- Support Services & Knowledge Base —
<http://www.sun.com/service/sunone/software/index.html>
- Consulting and Professional Services Information —
<http://www.sun.com/service/sunps/sunone/index.html>
- Developer Information — <http://developer.iplanet.com/>
- Software Training — <http://www.sun.com/software/training/>

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For More Information