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**COMMERCE**

Version 11.3

Platform Release Notes

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# Platform Release Notes

Product version: 11.3

Release date: 04-28-17

Document identifier: PlatformReleaseNotes1704181210

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# 1 Oracle Commerce Platform Release Notes

This document describes known problems with version 11.3 of the Oracle Commerce Platform. Where applicable, the problem report number is included in parentheses. Please refer to this number if you need to contact Oracle Technical Support for Oracle Commerce products.

## Installation

**(22270908)** The default setting for loading serialized beans has been modified to improve performance. The `checkForSerFiles` property of the Nucleus properties now defaults to `false` when initializing components. If your environment uses the `checkForSerFiles` property, ensure that it is set correctly.

**(16215390)** Configuring an external preview server with a switching database may cause database errors when the server starts. The database errors relate to the `SiteRepository_production` repository.

*Workaround:* Add an `/atg/multisite/SiteRepository_production.properties` file to the configuration path for the external preview server. Set the `dataSource` property in that file as shown below.

---

```
dataSource=/atg/dynamo/service/jdbc/SwitchingDataSource
```

---

**(15960297)** Unresolvable server hostname invoked by RMI client.

On some network configurations, the RMI server can have a misinterpreted hostname/IP address. This behavior can cause the RMI client to invoke a remote method using a reference that contains an un-resolvable server hostname (127.0.0.1).

Note that the hostname specified in the initial connection, which is used to locate the registry, has no effect on the hostname embedded in the remote reference to the RMI server.

*Workaround:* Set the system property `java.rmi.server.hostname` when starting the server. The value of the property should be the externally reachable hostname (or IP address) of the server.

**(13312733)** The installation program reports an incorrect error if it runs out of space in the temporary directory. If the Oracle Commerce Platform installation program runs out of disk space in the temporary directory that it is using, it may report an error message that includes the incorrect statement: "the size of the extracted files to be installed are corrupted."

*Workaround:* Remove files from the temporary directory to make more space available for the installation program. For example, if you are installing on a Linux or UNIX server, make sure there is enough space in the /

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`tmp` directory. If you cannot free enough space in that directory, set the `IATEMPDIR` environment variable to the path of a directory in which more space is available. The installation program will use that directory for its temporary files.

**(13303341)** Stopping the console installation program before completion causes errors during subsequent installation attempts.

If you escape, or stop the console installation program for the Oracle Commerce Platform before it is complete, it does not remove all of its temporary installation files. These files may cause errors when you attempt to install again. For example, you might encounter this problem if you escape the console installation program using the `Ctrl-c` key combination on Linux and UNIX servers. The error message includes this incorrect statement: "the size of the extracted files to be installed are corrupted."

*Workaround:* Delete files named `install.dir.*` from the temporary directory before running the installation program again. For example, `rm -r /tmp/install.dir.*` on Linux or UNIX servers. To avoid the problem, use the `quit` command to exit the console installation program. If you need to correct configurations while the program is running, use the `back` command.

**(13285865)** In some situations, a backup ServerLockManager server may not become the primary server if the primary server becomes unavailable. This is typically related to a condition in which more than two servers are running the `/atg/dynamo/service/ServerLockManager` component.

*Workaround:* Make sure that only two servers run the `/atg/dynamo/service/ServerLockManager` component.

## Multiple Application Integration

**(13275539)** Deployments to a loader production target do not need to have a `ConfigFileSystem` mapping. When you are configuring deployment from the asset management server to the data warehouse load servers, note that you do not need to include an agent mapping for the `ConfigFileSystem`. No `ConfigFileSystem` assets (content groups, targeters, slots and so on) are required by the load servers. If you do set up a mapping for the `ConfigFileSystem`, and any of the assets that you deploy to a load server have references to items in repositories that are not available on the target server, warning messages will occur on deployment.

## Third-Party Application Servers

**(25782972)** Deployment fails on WebSphere Application Server 9 with `StateChangeException`. There is a known issue with WebSphere Application Server 9 where an exception will occur when starting an application. This exception message is a `service.state.StateChangeException`. Refer to the IBM Support page for WebSphere for additional information.

*Workaround:* Add to custom JVM properties to the server to disable implicit bean scanning:

---

```
com.ibm.ws.cdi.enableImplicitBeanArchives=false
com.ibm.ws.cdi.enableDCI=false
```

---

**(13301400)** Inclusion of a welcome file on IBM WebSphere Application Server yields an error.

---

For example, a JSP that contains this `dsp:include` tag:

---

```
<dsp:include src="/" otherContext="/somecontext"/>
```

---

yields an error, as the `dsp:include` tag first flushes the response output stream, then WAS tries to resolve the welcome file by performing a forward, but the servlet spec prohibits performing a forward after output has been committed to the client.

*Workaround:* Specify the exact welcome file resource rather than just the directory.

**(13287159)** `runAssembler -run-in-place` option no longer accesses WAR files in the Oracle Commerce Platform installation.

The `runAssembler -run-in-place` option now requires that any WAR files in an application be deployed to the JBoss directory structure, rather than being accessed directly from the ORACLE COMMERCE PLATFORM installation. This means that if you make changes to a WAR file in the Oracle Commerce Platform installation, those changes are no longer immediately available.

*Workaround:* To make your changes available, call `runAssembler -run-in-place` again, so that the modified WAR file is redeployed.

## ATG Control Center

**(18913431)** The ACC cannot connect to a Commerce Service Center server that is using switch deployments. If you attempt to use the ACC to connect to a Commerce Service Center server that is using switch deployments, the following error occurs:

---

```
java.lang.ClassCastException: atg.vfs.switchable.SwitchableLocalFileSystem
cannot be cast to atg.vfs.repository.RepositoryVirtualFileSystem
```

---

**(13279300)** `java.lang.NoClassDefFoundError: javax/servlet/jsp/JspWriter` exception occurs on startup.

The presence of `\DAS\lib\classes.jar` in a local `CLASSPATH` variable can prevent the ACC from launching and cause the generation of the error message shown above.

*Workaround:* Edit the `startClient.bat` file in the ACC install directory, adding the line `set CLASSPATH=` to the file.

**(13274136)** Rule-based personalization assets created in the Business Control Center are not viewable in the ACC.

Rule-based assets, such as content groups, that you create in the Oracle Commerce Business Control Center cannot be viewed or edited in the ACC.

**(13272435)** ACC Preview not supported.

Using the ACC to preview targeted content as a different user is not supported.

*Workaround:* Use the preview features in the Oracle Commerce Business Control Center.

**(13272388)** Access Control List editor does not work correctly unless `DSS.InternalUsers.ACC` module is running.

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# Dynamo Application Framework

**(21379275)** Duplicate message sinks or filters created in Patch Bay.

If an exception occurs while the Patch Bay `MessagingManager` component is starting up, the startup process is reinitiated. Message sinks and filters that have already been created are created again, resulting in duplicate copies. This can lead to components receiving the same message multiple times, or scenarios executing multiple times for the same scenario event.

*Workaround:* Resolve the startup errors to ensure that Patch Bay does not need to be reinitialized. Restart the affected server instances.

**(16176316)** DB2 Schema contains column with incorrect column type, which may cause errors in the messaging system.

In DB2 environments, the `dms_limbo_delay` table contains the `jms_destination` column. This column uses an incorrect column type, which corresponds to the `dmsLimboMessage.jmsDestination` property and creates errors when viewing `dmsLimboMessages`. The database column type used by other databases is `blob`.

*Workaround:* Delete the row from the `dms_limbo_delay` table. Once the rows are deleted, `dmsLimboMessage` items can be listed in the Dynamo Server Admin.

**(15922809)** Using the `runAssembler` script to assemble a Web application with XML-encoded UTF-8 characters in its context root may cause application server deployment errors. The `runAssembler` script writes the actual UTF-8 characters in the `web.xml` and `application.xml` files for the Web application EAR file.

*Workaround:* Manually edit the `web.xml` and `application.xml` files. Replace any UTF-8 characters with the XML-encoded versions of those characters.

**(14304845)** Installing the Oracle Commerce Platform with Java 7 on a Windows operating system may prevent users from accessing the Dynamo Server Admin user interface. Attempting to log into `/dyn/admin` results in page compilation errors.

*Workaround:* Add the `lib\tools.jar` file from the JDK to the `CLASSPATH` of the Oracle Commerce Platform instance that is running the Dynamo Server Admin, and set the value of the `/atg/dynamo/servlet/pagecompile/PageProcessor.javaCompilerClassName` property as follows:

---

```
javaCompilerClassName=atg.servlet.pagecompile.SunJavaSourceCompiler
```

---

**(14187240)** Deploying large amounts of data while using an Oracle JRockit Java Virtual Machine (JVM) may consume excessive processing resources.

*Workaround:* Make sure your JVM and operating system are configured for maximum performance. See information about tuning the Oracle JRockit JVM at [http://docs.oracle.com/cd/E15289\\_01/doc.40/e15060/bestpractices.htm](http://docs.oracle.com/cd/E15289_01/doc.40/e15060/bestpractices.htm).

**(13559803)** SQL repository caching causes repository queries that include property hints to fail.

If you are using SQL repository caching, Repository Query Language (RQL) queries that include property hints may produce an error rather than returning query results.

*Workaround:* Invalidate cached repository item data before executing queries.

**(13312273)** Japanese characters in e-mail subjects appear as numeric encoding.

Non-ASCII characters in the subject lines of e-mails you send through the Oracle Commerce Platform may appear as numbers in the recipient's e-mail client.

---

*Workaround:* Set the sending system's default locale to UTF-8 to ensure non-ASCII characters are encoded correctly.

**(13297984)** `startSQLRepository` and `runAssembler` scripts fail if `DISPLAY` variable is set to a remote machine.

If you run the `startSQLRepository` or `runAssembler` script on a UNIX-based system whose `DISPLAY` variable is set to a remote machine, the script will fail if the remote machine does not allow host connections.

*Workaround:* Configure the remote machine to allow host connections.

**(13296892)** Using the i-net MERLIA JDBC driver with Microsoft SQL Server databases prevents repository validation.

If you use the i-net MERLIA JDBC driver, your Oracle Commerce Platform application may not be able to validate its repository configuration.

*Workaround:* Use the Microsoft SQL Server JDBC Driver instead of the i-net MERLIA JDBC driver.

**(13294120)** Error connecting to Oracle 11g database from a 64-bit Linux system.

When connecting to an Oracle 11g database from a 64-bit Linux system, you may see connection errors. This is due to a bug in the Java API used by the Oracle drivers.

*Workaround:* For information about this bug and how to work around it, see:

---

[http://bugs.sun.com/view\\_bug.do?bug\\_id=6521844](http://bugs.sun.com/view_bug.do?bug_id=6521844)

---

**(13272692)** Out of memory exception running `startSQLRepository` script.

When running the `startSQLRepository` script, you might receive an exception of class `java.lang.OutOfMemoryError`.

*Workaround:* Edit the script and increase the memory allocation. Find the line that invokes the class `atg.adapter.gsa.xml.TemplateParser`. Immediately in front of the class name, add these arguments:

---

```
-Xmx512m -Xms512m
```

---

## Personalization Module

**(16164562)** Targeted e-mails randomly fail if `loggingDebug` is disabled.

When `loggingDebug` is disabled for `SMTPEmail`, targeted e-mails randomly fail to be sent.

*Workaround:* In the `/atg/dynamo/service/SMTPEmail.properties` file, set `loggingDebug` to `true`. Note that this will cause your log files to get larger more quickly.

**(13276305)** When you use the Business Control Center to edit rules in a targeter that was created in the ACC, the `ruleSets` property is updated but not the `ruleStrings` property.

If you view the targeter in Content Administration or in the Dynamo Server Admin, you see an out-of-date `ruleString`. This property contains a description of the rules defined in the `ruleSet` property and does not affect how the targeter functions.

---

## Scenarios Module

**(13269642)** In scenario containing a synchronized fork with parallel branches referencing the same user segment, the wait for timer event gets reset when one branch succeeds.

In a scenario that has a synchronized fork with at least two parallel branches where each branch contains the same user segment and each branch contains a “wait for x time” element, the branches of the scenario run sequentially. Expected behavior would be for the branches to run in parallel. Consider the following example:

- Fork Branch 1: New users --> Wait 2 minutes --> Send e-mail1
- Fork Branch 2: New users --> Wait 5 minutes --> Send e-mail2

When this scenario is run, the first e-mail is sent two minutes after the scenario starts (which is expected behavior), but the second e-mail is not sent until seven minutes after the scenario starts (which is five minutes after the first branch completes). Expected behavior is for the second email to be sent three minutes after the first (five minutes after the scenario starts running).

*Workaround:* If possible, configure the timers to compensate for this behavior.

## Core Commerce

**(20961073)** Fractional values with a more than seven decimals are not rounded when using DB2.

When working with fractional values that exceed seven digits, instead of rounding up the value, DB2 truncates the value. For example, 1.12345678 would be displayed as 1.1234567 and not 1.1234568. This is a known issue with DB2.

**(18750947)** The value of the `approvalRequired` property is not inherited from a user’s Default Organization. This is due to the fact that the default for the `approvalRequired` property on the user `ItemDescriptor` is `false`. Even though the derivation override is set, the logic calls into `\atg\repository\dp\FirstNonNull.java`, which goes in search of a value for the property by going up the inheritance chain, looking to retrieve the first non-null value it finds.

*Workaround:* By unselecting the `approvalRequired` checkbox, you will store a `false` value in the database and the value will be inherited by all users. To do this, set `approvalRequired=false`. To force a `true` to be saved in the database, set `approvalRequired=true` and then unselect the checkbox and then re-select the checkbox. When no value is stored in the database, the checkbox defaults to `approvalRequired=true`.

**(18403778)** Running the Catalog Maintenance Service against a very large catalog can result in the following error:

```
Repository Exception processing catalog tree.  
CONTAINER: atg.repository.RepositoryException; SOURCE:java.sql.SQLException:  
ORA-00054: resource busy and acquire with NOWAIT specified or timeout expired.
```

*Workaround:* Change the value of the Oracle database initialization parameter `DDL_LOCK_TIMEOUT` from 0 (default) to a larger value. The recommended value is 3600 seconds.

**(17962793)** If you change a promotion after it has been used by an order, and then process a return on that order, the return calculations will assume the new promotion values, not the original promotion values, causing an inaccurate return calculation.

---

## Reports

**(13272372)** Changes to user contact information are not logged if the `ownerId` on that record is not set. User contact information stored in the data warehouse may not be up to date if there is no `ownerId` set for the user's record at the time when changes are made.

## ATG Content Administration

**(20223247)** Direct SQL deployment fails on an Oracle database due to a bug related to database links. If you are using direct SQL deployment on an Oracle database and your publishing and production database schemas are on different machines, you may run into errors caused by an issue with the database links in certain versions of Oracle Database.

*Workaround:* See the following document for information about this issue and how to resolve it:

---

<https://support.oracle.com/rs?type=doc&id=18759589.8>

---

**(21459580)** Performance issues when importing data into versioned repositories on Microsoft SQL Server. When importing data into versioned repositories on a Microsoft SQL Server database, performance may be slow due to full table scans.

*Workaround:* To prevent the table scans, create separate indexes for the `asset_version` column and the `sec_asset_version` column in each table in which the scans are occurring.

**(14037115)** If you are using a MySQL database for a development installation, your initial deployment may fail. This failure may be caused by the `MySQLIntegrityConstraintViolationException` exception.

*Workaround:* Configure your server data sources to use the `com.mysql.jdbc.Driver` driver class and use the `EmulateTwoPhaseCommit` global transaction protocol. The following example Java Database Connectivity (JDBC) XML file makes these configurations.

---

```
<jdbc-data-source>
  ...
  <jdbc-driver-params>
    ...
    <driver-name>com.mysql.jdbc.Driver</driver-name>
    ...
  </jdbc-driver-params>
  <jdbc-data-source-params>
    ...
    <global-transactions-protocol>EmulateTwoPhaseCommit
      </global-transactions-protocol>
  </jdbc-data-source-params>
</jdbc-data-source>
```

---

**(13469587)** Reference Update Phase in deployment runs slowly on an Oracle database. Inefficient queries can occur when performing a deployment on an Oracle database. Analysis shows a SQL query with sub-queries that run for each SKU in the product catalog, taking a long time to complete.

*Workaround:* Set the `useEagerLoadingStrategyForSourceItemPropertyValue` property on the `/atg/deployment/DeploymentManager` component to `true` and the

---

useUnnestHintForSELECTMAXInnerSQLQuery property on the /atg/epub/version/VersionManagerService component to true. Refer to article 1416520.1 in the My Oracle Support knowledge base for more information.

**(13295756)** Deployment failures occur if you use ATG Content Administration to delete sites. It is possible to delete sites through the ATG Content Administration user interface. However, doing so is not supported (in any UI). If you attempt to deploy a project containing deleted sites, deployment fails and SQL Integrity Constraint errors may occur.

*Workaround:* Disable the sites through Site Administration rather than deleting them.

**(13284078)** Deployment of standalone EAR file on an IBM WebSphere asset management server strips VFS version numbers from filenames.

*Workaround:* Copy the versionFileStore directory that contains all filenames and version numbers to the WebSphere's deployed EAR file on the WAS server location.

**(13283769)** In the Business Control Center, attempts to add a site returns user to existing site configuration. This problem occurs when navigating as follows:

- Visit an existing target site's configuration.
- Return to Deployment Administration Configuration and click Add Site. Doing so brings up the previously-viewed site configuration instead of an empty form.

*Workaround:* Before trying to add a site, do one of the following:

- From the existing site's configuration page, click on the link Back to Deployment Administration Configuration.
- From Deployment Administration Overview, click Refresh Results.

**(13277154)** While a one-off deployment is in progress, attempts to perform any action within the project where the one-off deployment was initiated yield an error message .

*Workaround:* Wait until the one-off deployment is complete.

**(13276781)** When you save a new or modified scenario in the ACC, the folder asset /atg is added to the project along with the scenario files.

*Workaround:* Remove the folder asset from the project.

**(13276779)** When you add an existing scenario to a new project from the ACC, the scenario files are not added to the project. Instead the root directory '/atg' is added as a fileFolder asset.

*Workaround:* Change the scenario in the ACC, then save it.

**(13276524)** Unable to recover deployment that fails due to file ownership conflict.

**(13275484, 1327610)** DB2 deadlocks occur during deployments over multiple Content Administration threads.

This problem is due to IBM's locking strategy (see PMR #42831,756,000), which constrains ATG deployments to a single thread.

*Workaround:* Deploy from Content Administration via a single thread/server. Set the following DeploymentManager component properties (/atg/deployment/DeploymentManager):

- maxThreads=1

---

- `useDistributedDeployment=false`

**(13274544)** A project's Assets page does not display conflicts between properties whose expert attribute is set to `true`.

*Workaround:* Set the property's expert attribute to `false`.

**(13274142)** ATG Content Administration allows users to advance the workflow for an asset after its parent folder is deleted by another project.

The Assets page incorrectly displays the asset's path as root (`/`).

**(13274112)** Preview of session-scoped slots show changes only once within a given session.

*Workaround:* In order to preview changes more than once within the same project, temporarily set the slot's scope to `request`; reset the scope to `session` when it is ready for deployment.

**(13274106)** Errors occur when you deploy personalization assets (such as slots) whose scope is not set to `global`—for example, `request` or `session`.

The deployment executes as expected, and these error messages can be safely ignored.

**(PUBLISHING-131860)** Running more than one instance of ATG Content Administration on the same machine causes port conflicts.

If your environment includes a cluster of ATG Content Administration servers on the same machine, the following error appears when you start the second server:

---

```
Service /atg/epub/file/synchronization/  
FileSynchronizationDeployServer found port 8815 is already in use.
```

---

*Workaround:* For each additional ATG Content Administration server, create an `/atg/epub/file/synchronization/FileSynchronizationDeployServer.properties` file and change the `localport` property value from 8815 to any unused port number. Make sure the new file is in your ATG Content Administration `config` layer.

Note that changing the port through the `/atg/dynamo/Configuration.properties` file does not work correctly in this situation.

## Business Control Center

**(18816983)** If you create a Business Control Center user segment in the `RepositoryGroup` folder and then move it to the `UserProfiles` folder, the segment ceases to appear in Experience Manager. Note that this only applies to environments that have user segment sharing enabled.

*Workaround:* Delete the Business Control Center user segment from the `RepositoryGroups` folder and create it again in the `UserProfiles` folder.

**(16296612)** The Promotions Using This Stacking Rule feature displays no promotions.

If you add a promotion to the Promotions Using This Stacking Rule in the Promotions Tab of the Business Control Center, no promotions will be displayed.

**(13288707)** Using a double quotation mark (") or a backslash (\) character in a user segment rule may cause an error or the rule may not be displayed after changes to the segment are saved.

---

*Workaround:* Do not use double quotation mark (") or backslash (\) characters in the user segment rule editor.

**(13277045)** If multiple users access the same project and one user deletes the project, attempts by another user to deploy the deleted project yields an EJB exception.

**(13276401)** Entering dates prior to 1000 AD in the targeters UI causes errors  
In the Rules tab of the Targeters UI, specifying a date that includes a year before 1000 causes errors to occur. Save, Revert, and Add Rule Set buttons do not appear, and the rule is not editable.

*Workaround:* Please be sure all dates have four digits and begin with 1 or higher. For example, 0001 and 0999 are invalid.

**(13272634)** Reading an invalid property value can cause the Business Control Center to hang.  
In some cases, if you enter an invalid value for a property (for example, if you type 13 as the value for a derived `monthForYMD` property), the Business Control Center attempts to display an error message related to the property value, which in turn can cause it to hang.

*Workaround:* Select another asset, which causes the Business Control Center to function normally again.

## Configuration and Installation Manager (CIM)

**(17388575)** Import fails with translations when encountering enumerated values.  
When importing data, CIM assumes that the system locale is the same as used when exporting the data. When the system encounters an enumeration code value that is not in the same locale, the import fails.

*Workaround:* You can force the imports to use the same locale as the export locale by updating the `/CIM/plugins/Base/ant/cim-ant.xml` file. Update the call to the `startSQLRepository` executable file to include the locale environment variables and set them to the specific language.

The following example shows the addition of the `LANG` and `LC_ALL` values to the `start.sqlrepository` call for non-Windows environments:

---

```
<target name="start.sqlrepository.nonwindows">
  <exec executable="{cim.dynamo.root}home/bin/startSQLRepository"
    dir="{cim.dynamo.root}home/bin" failonerror="true">
    <arg line="{cim.sqlrepository.arg}"/>
    <env key="DYNAMO_HOME" value="{cim.dynamo.root}/home"/>
    <env key="CLASSPATH" value="{cim.classpath}"/>
    <env key="CONFIGPATH" value=""/>
    <env key="ATG_CHECK_DEPLOY_TARGETS" value="false"/>
    <env key="LANG" value="en_US.UTF-8"/>
    <env key="LC_ALL" value="en_US.UTF-8"/>
  </exec>
</target>
```

---

**(13294564)** The Import Initial Data step in CIM configuration fails if the `DISPLAY` variable in the AIX profile is enabled.

*Workaround:* Disable the `DISPLAY` variable.

**(13282091)** CIM does not configure properties files necessary for DB2 databases on the staging server.

*Workaround:* Configure the properties manually on your staging server as described:

---

In the `/atg/dynamo/messaging/SqlJmsProvider` component, configure the following:

---

```
parameterizedSelect=false
useSetBinaryStream=false
```

---

In the `<ATG11dir>/home/localconfig/GLOBAL.properties` file configure the following:

---

```
handleRangesInMemory=true
(17739178localTransactionModeInitialization=false
```

---

## Site Administration

**(13313881)** Property updates may be lost in multi-tab Quick Edit dialogs

When creating duplicate sites, the code verifies if a property has been updated. In multi-tab environments, when the property is validated in one tab, the second tab will not recognize that the first tab has been updated and will over-write the new property data with the data from the repository.

*Workaround:* It is recommended that you do not create multiple tabs within the quick editing dialog.

**(13312895)** NPE when creating a duplicate site with a Site ID greater than 40 characters

When creating duplicate sites, if you create a site with a Site ID greater than 40 characters, when you try and save the site, you will get an error indicating that the Site ID maximum length has been exceeded.

*Workaround:* It is recommended that you do not create sites with Site IDs greater than 40 characters.

**(13302460)** When Sort By Name is enabled and a site or site group is modified, it is shown in the wrong sort order.

If you have enabled Sort by Name, and then modify a site or site group name, once the new name is saved, it will not appear in the correct sort order.

**(13298263)** When you unregister a shareable, it is not completely removed from the repository.

When you unregister a shareable, you must edit each site group that uses the shareable and resave the site group. This will remove any legacy information for the shareable.

**(13294543)** When updating the `SiteRepository`, use the Site Admin UI. Do not edit the `SiteRepository` using the ACC or any other tools other than the Site Admin UI. If you try to edit the `SiteRepository` without using the Site Admin UI, the site data will not be verified.

## Web Services

**(25881994)** IBM WebSphere wraps error responses from JAX-RS REST framework, causing error message to not be returned.

WebSphere wraps returned error responses, causing error messages to not be returned to the client.

*Workaround:* Add the following `init-param` to the `web.xml` file for the Jersey Servlet:

---

```
<init-param>
<param-name>jersey.config.server.response.setStatusOverSendError
  </param-name>
<param-value>>true</param-value>
</init-param>
```

---

For additional information on this parameter, refer to the Jersey documentation.

**(16568878)** Avoid creating circular references when creating actors in the REST MVC framework. When you create actors, it is possible to create circular references by using the `depends` and `dependsIfPresent` attributes, which causes the actor to malfunction.

## ATG Portal

**(13282466)** Clicking the Preview link in the Communities tab does not work correctly. The ATG Portal preview feature, which allows you to preview community pages through Portal Administration, is not currently supported.

## Oracle Commerce Platform - Guided Search Integration

**(17429421)** `TimeExceededException` may occur on IBM WebSphere Application Server during a baseline update.

A `TimeExceededException` may occur during a baseline update when running on WebSphere. The exception occurs during the deletion of items from the `IncrementalItemQueue`.

*Workaround:* Increase the value of the `acquireLockTimeoutMs` property of the `/atg/search/repository/ConfigStatePersister` component to 120000 milliseconds (120 seconds):

---

```
acquireLockTimeoutMs=120000
```

---

On other application servers, the default value of 30000 is sufficient.

**(15886930)** Indexing by SKU fails when using the MSSQL database.

*Workaround:* In order to write records to the CAS record stores, the document submitters import classes from the Oracle Commerce Guided Search `com.endeca.itl.record` and `com.endeca.itl.recordstore` packages. These classes make use of the Apache CXF framework. Using the default CXF configuration results in a large number of informational logging messages. The volume of the messages can result in problems. In particular, environments that use MSSQL and index by SKU will have issues because the logging seizes up the MSSQL server and indexing fails. Therefore, you should reduce the number of logging messages by setting the logging level of the `org.apache.cxf.interceptor.LoggingInInterceptor` and `org.apache.cxf.interceptor.LoggingOutInterceptor` loggers to `WARNING` for all application servers. The way to set these logging levels differs depending on your application server. See the documentation for your application server for information.

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**(14344350)** Indexing may fail on IBM WebSphere Application Server due to a class loader issue.

*Workaround:* Set the `childFirstPrefixes` property of the `/atg/endeca/index/EndecaIndexClassLoaderService` component as follows, and then restart the server:

---

```
childFirstPrefixes+=org/apache/ws
```

---

**(13999034)** Startup errors on staging server.

Starting up a staging server may result in a `javax.naming.NameNotFoundException` and other errors.

*Workaround:* Create an `/atg/dynamo/service/jdbc/DirectJTDataSource_production.properties` file in the staging server's `localconfig` directory, and set the `JNDIName` property to the name of the production server's datasource. For example, if the `JNDIName` for the production datasource is `ATGProductionDS`, the properties file should contain:

---

```
JNDIName=ATGProductionDS
```

---

## Oracle Commerce Platform - RightNow Reference Integration

**(25806297, 25806311)** Profile updates are not occurring in RightNow integration.

Incremental profile updates, as well as profile synchronization, is not occurring when working in Oracle Commerce Service Center.

*Workaround:* The reference integration uses JAXB for binding XML data to Java objects. Ensure that the system property `javax.xml.accessExternalDTD` is passed as a Java parameter with the value set to `all` in the server start up script.

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