

Release Notes

Daystrom Associates® eCommerce Solutions 4.0

Updated: 10/01/01

Daystrom Associates is pleased to announce Daystrom Associates eCommerce Solutions Version 4.0 for general availability. This document includes items that are known issues in Daystrom Associates eCommerce Solutions Version 4.0.

If you experience problems using eCommerce Solutions, please check the manuals and this document for any information that may pertain to your issue. If you need additional assistance, you can contact Daystrom Associates Technical Support at (877) 555-0000 or send e-mail to support@daystromassociates.com.

4.0 Release Feature Highlights

Major features added in the eCommerce Solutions 4.0 release include:

- Purchasing Organization Modeling
- Custom Catalogs
- Multi-Supplier Management
- RFQ's and Simple Quotes
- Inventory Management
- Contract Pricing/Advanced Pricing
- Advanced Search
- Business Alerts
- Order Cancellation
- Customer Service
- Audit
- Java Support - (JSP/Servlets, Native Java Components, EJB Gateway)
- XML Parsing (Internal, External)
- LDAP
- Key Management
- Solaris 7 Support
- Fault Tolerance Improvements

Known Issues

This document lists the known issues for eCommerce Solutions 4.0. The issues related to the installation and setup of eCommerce Solutions are listed first, followed by an alphabetically-sorted list of each functional area of eCommerce Solutions 4.0. The following information is provided for each issue:

- The ReferenceID which uniquely identifies the issue.
- The platform (NT and/or Solaris) and the application suite (business and/or retail) to which the issue applies. If "All" is specified, the issue applies to the Business and Retail Application Suites for both NT and Solaris.
- A brief description of the issue.
- A workaround, if available.

The issues marked by the vertical bars were added to the Release Notes or modified on 10/01/2001.

Installation and Setup

ReferenceID: T 6626

Business Application Suite for Solaris

When installing a Solaris Web Broker to a machine without a shared `daystrom.ini` file, additional non-Web Broker entries are generated. These entries are not used and can be safely ignored.

ReferenceID: Machine Not Accepted

Business & Retail Application Suites for Solaris

The Daystrom Associates installation may fail to recognize the hostname or IP address of the machine entered during the questioning process.

Workaround: If the machine you entered is not accepted by the wizard as a recognizable machine, try using a different way of addressing that machine. For example, use a hostname, a fully qualified hostname, an IP address, or a secondary name for machine. At least one of these should resolve correctly if the network is correctly configured.

ReferenceID: Port Conflict

All

After installation, there may be a port conflict between the Business Station and Public websites (both are set to 443).

Workaround: The default secure port (`SecurePort=`) in the `daystrom.ini` file needs to be changed to 443 for the Business Station site and 444 for the Public site.

ReferenceID: Space Requirements

All

The Solaris installation requires approximately 12MB of space in the `/tmp` directory (default). If the space is not available, the installer may fail and you may see the following message: `tar: pkgs/MANIFEST.INSTALL: HELP - extract write error`

Workaround: To correct this problem, set the `TEMPDIR` environment variable to an appropriate location or make additional space on `/tmp`. For example, export `TEMPDIR=/var/tmp`.

ReferenceID: Stopped Installation

All

The installation procedure appears to stop mid-installation.

Workaround: Check for a dialog box that may be obscured by other existing windows on the display.

ReferenceID: System Start-up

Business & Retail Application Suites for NT

The NT computer name and the DNS name must match or the Process Application Server(PAS) may fail to properly identify the correct PAS entries in the `daystrom.ini` file. If this occurs, you may see the following message: `unable to find proper type`

Workaround: For more information on the correct PAS entries, see the Daystrom Associates *Installation and Setup for NT* manual.

ReferenceID: Unix/Solaris Installation May Fail*Business & Retail Application Suites for Solaris*

The Daystrom Associates installation may fail to install upon completing the wizard's question/answer session. For example, this may happen if you use aliases, virtual naming, multiple IP addresses per platform, machines whose hostname is configured as fully qualified hosts, or non-typical naming conventions as a response to one or more of the prompts. The symptom of a failed installation is that the hostname will be accepted, but at the actual installation time, nothing will be installed to that particular machine.

Workaround: From the machine where components have failed to install, type `hostname`. This will return the installer's recognized hostname. It should not be a fully qualified hostname (for example, it should not be `machine.company.com`). If it is a fully qualified hostname, change the name of that machine to be just a hostname. Once this hostname is known, you can still force the installation to work. Edit the sitemap file created by the installation. This file is named `iwconfig.<INSTALLERNAME>`, where `INSTALLERNAME` is the Daystrom Associates component name (for example, `Iwconfig.CEUNIX`), and is located in the `[DaystromRoot]/Content` directory.

Open a text editor and find the following entry:

```
%sitemap = (
  SYSTEM => {
    ini => "daystrom.ini",
    installdir => "/wherever",
    user => "cxadmin",
    group => "sysdev",
    contenthost => "contenthost",
    oraclehomedir => "/home/ora8i/product/816",
  },
  "MACHINE1" => { # machine where the following components will be installed
    description => [
      "Content Server",
      "Database Client Setup",
      "Business Station PAS",
      "Public PAS",
    ],
    keys => [
...
'Daystrom/Machines/MACHINE1::OS="Solaris"',
...
  ],
)
```

Change `MACHINE1` (where `MACHINE1` is a sample nonworking value) to the hostname value you found for this machine. Please note that this value can be found in multiple locations within the sitemap. Make sure that all values are changed accordingly. After this change has been made, run the following command from the CD mount point:

```
./install -s <LOCATION of sitemap file above>
```

(For example, `./install -s /opt/Daystrom/content/iwconfig.CEUNIX`)

Business Station: Account Management

ReferenceID: I 5780

Business & Retail Application Suites for Solaris

Different sessions are updating the AM_Address table with the same "Where" condition. As a result, deadlocks occur when multiple users update their user profiles simultaneously.

ReferenceID: T 4467

All

An XML Parse message is displayed whenever you experience a session time out. This message does not communicate the reason for its existence. A clearer message should display indicating that a time out has occurred.

ReferenceID: T 5769

Retail Application Suite for all platforms

If one of the fields on the entry registration page is empty or filled with wrong data, you will not be able to save an Address Book entry and an error message will appear. If you return to the entry registration page, populate the empty field (with correct data), and click the OK button, a message is returned indicating that the entry has been saved. However, the entry is not saved in the Address Book, even when the browser is re-entered/refreshed.

ReferenceID: T 7319

Business Application Suite for NT

When you associate the Attribute Type with an empty field from the Attribute Name drop-down list, an exception is noted in the Attributes window in Account Management. This error only occurs in Internet Explorer 5.5.

ReferenceID: T 7350

Business Application Suite for NT

A user assigned to a standard group will lose associated attributes when group is modified.

Workaround: Activate SHIFT + Refresh simultaneously to correct this. Note, however, that a new super user who logs in to Site00 and modifies his/her own group will lose all privileges to the site. To work around this, the super user needs to close the browser, log in as wpadmin and select SHIFT + Refresh to restore his/her security privileges.

ReferenceID: T 7371

Business Application Suite for Solaris

If Business Station times out and you are using Netscape Navigator, you will not be able to create a purchasing organization or a supplier organization when you reenter Business Station.

ReferenceID: T 7392

All

Although a new group to which a user is moved or copied appears in the Browse Groups window, it does not automatically appear in the group hierarchy in the Account Management main window.

Workaround: To view the new group, you must activate the parent group in the group hierarchy.

Business Station: Product Merchandising

ReferenceID: I 5493

All

Changes in the master product inventory level overwrite the inventory levels for its associated subproducts.

ReferenceID: I 5646

All

Circular relationships are improperly identified. An error message will be generated and the user won't be able to add a bundled product to another bundled product.

ReferenceID: I 5795

Retail Application Suite for all platforms

If you check a check box on the Product Properties page and save the page, and then subsequently uncheck the check box and resave the page, the unchecked state will not be saved in the database.

ReferenceID: T 3569

Business & Retail Application Suites for Solaris

A promotion will only be applied to an item if the required quantity is purchased and aggregated in a single row on the order form. For example, if a customer needs to buy 11 units of Product A to qualify for a promotion, then purchasing 2 units of Product A on the first row and another 9 units of Product A on the second row of an order form will not qualify them for the promotion.

Workaround: For promotions that require a specific amount of a qualifier product to be purchased, make sure the required quantity is not split between different line items on your order form.

ReferenceID: T 4690

All

Do not use multiple sets of tiers for standard pricing or pricing mode, contract pricing, and promotional pricing simultaneously. If multiple sets are used and the boundary values of the tiers for promotional pricing are different from the boundary values for contract pricing, the product page may incorrectly display the tiers.

ReferenceID: T 7352

Business Application Suite for Solaris

If a customer activates the Express Order feature, a promotion will not be applied to the order. This occurs even if the promotion appears to have been applied in the initial order form.

Workaround: Do not buy a product through Express Order—use a regular requisition.

ReferenceID: T 7383

Retail Application Suite for all platforms

If you create a promotion and apply it to a master product, the promotion is not automatically applied to its subproducts.

Workaround for Retail Application Suite: You have to manually apply the promotion to each subproduct.

Workaround for Business Application Suite: Apply Service Pack 1.

ReferenceID: T 7419

All

If the User Apply function is activated in the Site Administration application, you must also activate the User Apply function in Product Merchandising (for promotions).

Control Station

ReferenceID: I 6276

Business & Retail Application Suites for NT

When you change the initial password to Control Station (which is ControlStation), the `daystrom.ini` file will be updated automatically, but the new password may not work. In addition, you can not add users to Control Station.

Workaround: We recommend that you do not change the Control Station password. However, if you want to change the password, the following workaround is available:

- 1 Back up the `daystrom.ini` file before changing your Control Station password.
- 2 Change your password.
- 3 Stop the IIS Admin service.
- 4 Copy the following line from the backup `daystrom.ini` file into the new `daystrom.ini` file:

```
[Daystrom\UserManager]
"ControlStation"="76625f523d083900345a0c255202207330231d5c:4:3:0:0a3f1132
0a664b237c0e4b58673f3308423e5f66"
```

The preceding entry is in the out-of-the-box default `daystrom.ini` file. The actual username and hash may be different in your working copy of the file.

- 5 Restart the IIS Admin service and WWW.

For further assistance, contact Daystrom Associates Technical Support. Refer to Incident 6276.

ReferenceID: T 6619

Business & Retail Application Suites for NT

You can use Control Station to add a new group (PAS or Web Broker) to an NT machine. The Control Station updates the configuration file but cannot update or add the new service to the actual remote machine in the Daystrom Associates configuration. The service needs to be added for multiple groups after the first group is created on a machine through the use of install.

Workaround: Use Control Station to add the new group to a machine in the Daystrom Associates configuration and then access the machine directly and use the IW Watchdog located in `daystrom/bin` directory to create the service locally. Create a new service using IW Watchdog -> "iwwatchdog install group=group name" (example of a group name is: `iwwb_group2`).

General Issues

ReferenceID: I 5089

All

Whenever a high-ASCII character is transferred from C++ to Java or vice versa, the character or characters get corrupted.

ReferenceID: I 5889

All

An illegal e-mail address sequence between regular legal e-mail addresses will cause the PAS to restart.

Workaround: Check the e-mail addresses before using IWMailer.

ReferenceID: I 6300

Business & Retail Application Suites for NT

The SQL Server has run out of locks. For more information, please obtain Patch 40133.

ReferenceID: I 6649

All

The first time the variable `connection:request.HOST` is referenced in a template, it evaluates to an empty string. This error occurs even when an Application Context dump indicates that it has a value. Subsequent references expand properly. For example, the following code:

```
-----
Intwer<TLVAR NAME=connection:request.HOST/>WORLD<BR>
Intwer<TLVAR NAME=connection:request.HOST/>World<BR>
Intwer<TLVAR NAME=connection:request.HOST/>WORLD<BR>
Intwer<TLVAR NAME=connection:request.HOST/>World<BR>

<pre>
  <TLDUMP/>
</pre>
-----
```

Evaluates to:

```
Daystrom Associates---> Wrong
Inter172.20.5.33:8801World--->Correct
Inter172.20.5.33:8801World--->Correct
Inter172.20.5.33:8801World--->Correct
```

Workaround: Delete `connection:`

For example:

```
-----
Intwer<TLVAR NAME=request.HOST/>WORLD<BR>
Intwer<TLVAR NAME=request.HOST/>World<BR>
Intwer<TLVAR NAME=request.HOST/>WORLD<BR>
Intwer<TLVAR NAME=request.HOST/>World<BR>

<pre>
  <TLDUMP/>
</pre>
-----
```

Session Cookies in eCommerce Solutions

A cookie is a message given to a Web browser by a Web server. The browser stores the message in a file. The message is then sent back to the server each time the browser requests a page from the server. Typically, the cookie stores state information required by the server to identify the client. By default, eCommerce Solutions uses a cookie mechanism to store user session information.

Cookieless Environment


Some clients choose not to support cookies, however there are trade-offs to using a cookieless environment.

For example, in cookieless environments, the session identification (SessionID), user credentials (__id), and log in failures information (__fc) must be made available to thePAS, to maintain this required information about user credentials and sessions. Since the browser cannot store anything on the disk on the client side, the values are kept in memory. The solution is to carry back and forth, in the HTTP requests and responses, the values of SessionID, __id, and __fc.


Specifically, values are sent from the server to the browser using either a TLVAR reference in every link or a form submission in a template file. When it expands the template, the PAS evaluates and populates the variables based on data in the Application Context. The resulting HTML file, which is sent to the browser, contains the user variables. In the case of a link, the values of the variables are carried back to the server in the HTTP request line. In the case of a form submission, the values of the variables are carried back to the server as hidden input variables. In that way, cookieless sessions increase the load on the PAS because access to what had been a static file in the cookie-based environment now becomes a process application request that must be transferred to a PAS.

In addition, any HTML file that is linked to a eCommerce Solutions template or process file must be renamed as a template file. All of the associated eCommerce Solutions links must be modified to reflect the name change and all existing templates also must have their links modified.

If disk-based caching is used, partial caching must be employed since the session_id and security ID variables will be unique for every user and should not be cached.

 A limitation of this solution for a cookieless environment is that the session information is not preserved for a link to an external URL.

Customizations Required to Support a Cookieless Environment

 The browser on the client machine must be configured to not accept cookies.

To support a cookieless environment, you must customize your site files as follows:

- Convert all HTML files to templates files (.tem)
- To ensure persistence of the user values through requests that can be issued from the browser, for every link to a template or process flow, append the following query string:
- `&IWSessionID=<TLVAR NAME="session:sessionID"/> &__id=<TLVAR NAME="session:__id"/> &__fc=<TLVAR NAME="session:__fc"/>`

For example, change the query string:

- `<AHREF="aTestFlow.process?RestartFlow=t">`
to:
• `<AHREF="aTestFlow.process?RestartFlow=t" &IWSessionID=<TLVAR NAME="session:sessionID"/> &__id=<TLVAR NAME="session:__id"/> &__fc=<TLVAR NAME="session:__fc"/>>`

The TLVAR fields will be evaluated by the PAS and HTML variables `&IWSessionID`, `&__id`, and `&__fc` will be populated.

- To ensure persistence of the values of the cookies when a user submits a form, the HTML variables must be inserted as hidden input of the form. As before, their variable values are populated by the PAS when it expands the template containing the form, and the values are transmitted back to the server with the form results. The hidden variables must be included within the form tags as follows:
- `<FORM>`
 .
 .
 .
 `<INPUT TYPE="hidden" NAME="__id" value="<TLVAR NAME="session:__id"/>">`
 `<INPUT TYPE="hidden" NAME="__fc" value="<TLVAR NAME="session:__f c"/>">`
 `<INPUT TYPE="hidden" NAME="IWSessionID" value="<TLVAR NAME="session:sessionID"/>">`
 .
 .
 .
 `</FORM>`

- If disk-based content caching is being used, you must ensure that the part that is specific to the user session is not cached, otherwise the cached page would not be valid for other users. To address this issue, you must use partial caching with the TLIGNORE tag bounding the TLVAR for SessionID, security ID, and Failure Counts. The items bounded by the TLIGNORE tag are not evaluated before the expanded page is cached. When the "partially expanded" file is read from the cache, the TLVARs will be in place, so that the Template Engine will evaluate the TLVARs from the Application Context.

For example, now, the examples shown in the previous steps would appear as follows:

```
<TLIGNORE>
<AHREF="aTestFlow.process?RestartFlow=t" &IWSessionID=
  <TLVAR NAME="session:sessionID"/>
  &__id=<TLVAR NAME="session:__id"/> &__fc=<TLVAR NAME="session:__fc"/>>
</TLIGNORE>
```

and:

```
<TLIGNORE>
<INPUT TYPE="hidden" NAME="__id" value="<TLVAR NAME="session:__id"/>">
<INPUT TYPE="hidden" NAME="__fc" value="<TLVAR NAME="session:__f c"/>">
<INPUT TYPE="hidden" NAME="IWSessionID" value="
  <TLVAR NAME="session:sessionID"/>">
</TLIGNORE>
```

- The two components used in conjunction with disk-based caching, IWDisplayTemplateFromCache and IWSaveTemplateToCache, must have the parameter IWBoolean ReExpand set to 1.
- In a Web Broker environment, the variable "AllowNonCookieSessions" in the daystrom.ini file must be set to "1".

For more information about the TLIGNORE tag, see the Daystrom Associates *Template Language Guide*.

PAS Request Log

The PAS logs each incoming HTTP request. The logs are written in a similar format to that used by IIS. The log can also be configured to rotate the log files in the same ways as IIS (daily, weekly, monthly, and when a certain size is reached). Each request is logged on a separate line. Each piece of information on a line is separated from the next by a comma. The information logged is:

Log Information	Description
Client IP	The IP address of the client connecting to the PAS.
User name	The name specified in the HTTP authentication header field within the request. The Process Application Server always logs the user name in clear text.
Date	The date the request was received (MM/DD/YYYY).
Time	The time the request was received (in 24 hour format) (HH:MM:SS).
Service	The service that received the request. If the service was started as an instance then the instance number will follow the service name in this field.
Machine	The name of the machine that received the request.
Server IP	The IP address to which the server side of the connection was bound. If the IP address was not specified when the protocol entry was added, this will be "0.0.0.0".
Queue/Alive time	This value is the number of milliseconds that the request was queued before execution. This is the time between the arrival of the complete request and when the request execution was started.
Elapsed time	The number of milliseconds required to process the request and initiate transmission of the response.
Bytes in	The size (in bytes) of the request.
Bytes out	The size (in bytes) of the response.
HTTP result	The HTTP result code of the request. This will be 0 if no response was sent (which may occur if an invalid or incomplete request was sent).
Method	The HTTP method of the request.
URL	The path and file name portion of the URL.
Query string	The query string.
User agent	The user agent (browser) that sent the request.
Referer	The HTTP referer (the URI of the resource from which the request-URI was obtained).
Session cookie	The session cookie found in the request. This is only written if the log level is at least 1 (session logging).
All cookies	The full value of the cookie line (cookie logging).