TIBCO ActiveMatrix® Adapter for Amdocs CRM

Release Notes

Software Release 5.5.0
July 2012

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Preface

TIBCO ActiveMatrix Adapter for Amdocs CRM serves as a bi-directional gateway between an Amdocs CRM system and applications configured for the TIBCO environment.

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Typographical Conventions

The following typographical conventions are used in this manual.

Table 1 General Typographical Conventions

Convention	Use
TIBCO_HOME *ENV_HOME*	Many TIBCO products must be installed within the same home directory. This directory is referenced in documentation as *TIBCO_HOME*. The default value of *TIBCO_HOME* depends on the operating system. For example, on Windows systems, the default value is `C:\tibco`. Other TIBCO products are installed into an *installation environment*. Incompatible products and multiple instances of the same product are installed into different installation environments. An environment home directory is referenced in documentation as *ENV_HOME*. The default value of *ENV_HOME* depends on the operating system. For example, on Windows systems the default value is `C:\tibco`.
`code font`	Code font identifies commands, code examples, filenames, pathnames, and output displayed in a command window. For example: Use `MyCommand` to start the foo process.
`bold code font`	Bold code font is used in the following ways: • In procedures, to indicate what a user types. For example: Type **`admin`**. • In large code samples, to indicate the parts of the sample that are of particular interest. • In command syntax, to indicate the default parameter for a command. For example, if no parameter is specified, `MyCommand` is enabled: `MyCommand [`**`enable`**` | disable]`
italic font	Italic font is used in the following ways: • To indicate a document title. For example: See *TIBCO ActiveMatrix BusinessWorks Concepts*. • To introduce new terms For example: A portal page may contain several portlets. *Portlets* are mini-applications that run in a portal. • To indicate a variable in a command or code syntax that you must replace. For example: `MyCommand` *PathName*

Table 1 General Typographical Conventions (Cont'd)

Convention	Use
Key combinations	Key name separated by a plus sign indicate keys pressed simultaneously. For example: Ctrl+C. Key names separated by a comma and space indicate keys pressed one after the other. For example: Esc, Ctrl+Q.
	The note icon indicates information that is of special interest or importance, for example, an additional action required only in certain circumstances.
	The tip icon indicates an idea that could be useful, for example, a way to apply the information provided in the current section to achieve a specific result.
	The warning icon indicates the potential for a damaging situation, for example, data loss or corruption if certain steps are taken or not taken.

Connecting with TIBCO Resources

How to Join TIBCOmmunity

TIBCOmmunity is an online destination for TIBCO customers, partners, and resident experts, a place to share and access the collective experience of the TIBCO community. TIBCOmmunity offers forums, blogs, and access to a variety of resources. To register, go to http://www.tibcommunity.com.

How to Access All TIBCO Documentation

You can access TIBCO documentation here:

http://docs.tibco.com

How to Contact TIBCO Support

For comments or problems with this manual or the software it addresses, please contact TIBCO Support as follows.

- For an overview of TIBCO Support, and information about getting started with TIBCO Support, visit this site:

  http://www.tibco.com/services/support

- If you already have a valid maintenance or support contract, visit this site:

  https://support.tibco.com

  Entry to this site requires a user name and password. If you do not have a user name, you can request one.

Release Notes

Check the TIBCO Product Support web site at https://support.tibco.com for product information that was not available at release time. Entry to this site requires a username and password. If you do not have a username, you can request one. You must have a valid maintenance or support contract to use this site.

Topics

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- Changes in Functionality, page 6
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New Features

This section lists features added since the last major (5.0.0) release of this product.

Release 5.5.0

The following are new features in this release:

- **Changed the Product Name** This release changed the name of TIBCO Adapter for ClarifyCRM to TIBCO ActiveMatrix Adapter for Amdocs CRM.
- **Added Platform Support** This release adds support for the following platforms:
  - Microsoft Windows 2008 Server
  - Microsoft Windows 2008 R2
  - Microsoft Window 7
  - HP-UX 11iv3 on Itanium
- **Added Support for Amdocs CRM 8.1** This release adds support for Amdocs CRM 8.1.
- **Used TIBCO Universal Installer** This release uses TIBCO Universal Installer.

Release 5.4.0

The following are new features in Release 5.4.0:

- **Added Support for Amdocs and Platforms** This release of the adapter adds support for Amdocs CES 7.5 and Amdocs CRM 7.1 on HP-UX 11i v2 Itanium platform and Solaris 10 platform.
- **Backward Compatibility with Amdocs 6.0** This release of the adapter provides backward compatibility with Amdocs 6.0.
- **Added Support for Oracle and Microsoft SQL Server** This release of the adapter adds support for Oracle 10g and Microsoft SQL Server 2005.

Release 5.3.0

The following are new features in Release 5.3.0:

- **Support for JMS for Request-Response Client Invocation Service** The RPC Client now supports transport of JMS messages in both flexible and non-flexible deployments.

- **Support for Amdocs CRM Applications for Publication Service** The publication service now supports publication of messages from Amdocs CRM in addition to eSupport and eOrder.

Release 5.2.1

The following are new features in Release 5.2.1:

- **Added Support for Amdocs 6.0** This release of the adapter adds support for Amdocs 6.0.
- **Added Support for Solaris 9** This release of the adapter adds support for Solaris 9.

Release 5.2.0

The following are new features in Release 5.2.0:

- **Added Support for Multithreading** The adapter supports a static number of threads. The number of threads can be specified at the time of configuration. The number of connections to the application server equals the number of threads. With multiple threads, the adapter processes multiple messages concurrently. The adapter now supports multithreading for Subscription, Request-Response and Request-Response Invocation services in addition to the continued support for the Publication service.
- **Added Support for ClarifyCRM 12.5** This release of the adapter supports ClarifyCRM 12.5.
- **Support for Insert and Update operations by Request-Response Service** The Request-Response Service supports `INSERT` and `UPDATE` operations on Existing, Customized and Extended Amdocs CRM Business Objects (CBOs).
- **Support for Parent-child Schemas during Design-time** The Fetch CBO tab in the TIBCO Designer can be used to fetch both parent CBOs and child CBOs. The Fetch CBO tab displays the parent-child representation. The same representation is displayed under the AESchemas folder.
- **Support for User, Notes_log and Communication CBOs** The adapter now supports `User`, `Notes_log` and `Communication` CBOs and are bundled with the wrapper classes.
- **Support for All Methods in Generic CBO** A Generic wrapper class, `Generic_Edr_Com_Role` which supports all methods in the Generic CBO is packaged with the adapter.

- **Support for Fetching Multiple Rows by Query Operation in Request-Response Service** The Request-Response Service now supports `QUERY` operation resulting in multiple rows of the main CBO.
- **Support for Returning Base Type during Custom Java Bean Invocation** Custom Java Bean Invocation support provided by Subscription Service now allows Base type as return type. In case of Base type, the invoked method returns the hashtable of values set in custom code. The adapter processes the same and sends the response to the calling client.
- **Support for Substitution of Global Variable for the Field Database Port** The adapter now allows global variable substitution for the field `Database Port`.

Release 5.1.0

The following are new features in Release 5.1.0:

- **Support for Invoking Custom JavaBean** The Subscription Service can be used to invoke a Custom JavaBean method.
- **Support for TIBCO BusinessWorks 5.1** The adapter can be used in a TIBCO BusinessWorks 5.1 process.
- **Added Support for ClarifyCRM 12** The adapter can be used in a TIBCO BusinessWorks 5.1 process.

Release 5.0.1

The following are new features in Release 5.0.1:

- **New installer** The new installer program has three modes available for installation: GUI, console and silent. The GUI mode presents panels that allow you to make choices about product selection, product location, and so on. Console mode allows you to make installation choices from the command line. Silent mode either installs using the default settings or uses a response file that was saved during an earlier installation.
- **Support for multi-file format projects** TIBCO Designer 5.0 now allows you to save adapter projects in multi-file format at design time. This format is useful if multiple adapter configurations are defined in the same project and are worked on by several developers. The adapter configuration files can be managed by a version control system such as Microsoft Visual SourceSafe.
- **JMS Support** In this release, the JMS (Java Messaging Service) transport is available in addition to the TIBCO Rendezvous transport. JMS transport is also available for the Design-time Adapter. An adapter service that uses the JMS transport can communicate only with the TIBCO Enterprise Message Service server.

- **Connection Management** Support for flexible connection management is available. The adapter detects loss of connectivity to Amdocs CRM due to sudden network outages or due to the Amdocs CRM application server going down. The adapter uses suitable connection management mechanisms that will ensure maximum adapter uptime and minimum impact on message transfer.
- **Enhanced Error Management** The adapter uses an enhanced error reporting mechanism. Error messages provide more detail, are contextual and can be applied uniformly across adapters. Low-level exception messages like system and TIBCO Rendezvous messages now have appropriate adapter-level information.
- **Added Support for Microsoft SQL Server** The adapter now supports Microsoft SQL Server based Amdocs CRM databases.
- **Added Platform Support** The adapter is now supported on Microsoft Windows NT and 2000.
- **Added Support for ClarifyCRM 11.5** The adapter now supports ClarifyCRM 11.5.

Changes in Functionality

This section lists changes in functionality since the last major (5.0.0) release of this product.

Release 5.5.0

The following are changes in functionality in this release:

Changes in the Custom JavaBean The adapter no longer converts the values to the string type when passing them to the custom JavaBean.

Release 5.4.0

The following are changes in functionality in Release 5.4.0:

Removed Support for ClarifyCRM 12 and 12.5 ClarifyCRM 12 and 12.5 are no longer supported.

Release 5.3.0

The following are changes in functionality in Release 5.3.0:

Dropped Platform Support The adapter no longer supports Windows XP.

Release 5.2.0

The following are changes in functionality in Release 5.2.0:

- **Removed Support for ClarifyCRM 10.1, 11.1, 11.2 and 11.5** ClarifyCRM 10.1, 11.1, 11.2 and 11.5 are no longer supported.
- **Dropped Platform Support** Support for Microsoft Windows NT has been dropped in this release.
- **Dropped Support for Solaris 7** Support for Solaris 7 has been dropped in this release.
- **Removed Main CBO Tab** The Main CBO tab has been removed from the TIBCO Designer for all services.

Release 5.1.0

The following are changes in functionality in Release 5.1.0:

Changed TIBCO Hawk Methods

The following TIBCO Hawk methods have changed parameters and are now available in the adapter's class microagent:

- getActivityStatistics()
- getActivityStatisticsByOperation()
- getActivityStatisticsBySchema()
- getActivityStatisticsByService()
- getThreadStatistics()
- getQueueStatistics()
- getConnectionStatistics()

TIBCO Hawk Class Agent Property

The following parameters for the above methods are new or have changed (where applicable). In addition, the parameter order for some of the above methods has changed:

- The new output parameter `MeasurementInterval` displays the time (in seconds) since last time the adapter was reset, or if never reset, since the adapter started.
- The `Total`, `Success`, and `Failure` output parameters type has changed from `string` to `integer`.
- The new output parameter `LineIndex` is used as an index for the method. Its value is a concatenated string of the `Operation` and `ServiceName` parameters separated by a comma.
- The new output parameter `NumLostConnections` displays the total amount of time the connection has been lost.

TIBCO Rendezvous TX No Longer Supported

The TIBCO Rendezvous Transactional quality of service option is no longer supported. The option is still available in the adapter's palette for backward compatibility with previous adapter releases.

Release 5.0.1

The following are changes in functionality in Release 5.1.0:

Instance Level Palette Changes

The following tabs have been added to the custom palette:

- Adapter Services tab
- General tab

The `PrePublication`, `PreSubscription and PostSubscription` tabs, which were available in earlier releases have been removed. The fields from these tabs have been added to the `General` tab.

The `PublisherOptions` tab, which was available in earlier releases, has been removed. The fields from this tab have been added to the `Adapter Services` tab.

The fields across tabs have been rearranged to ensure consistency across adapters.

Service Level Palette Changes

The following tabs have been renamed:

- FetchSchema tab has been renamed to Fetch CBO
- MainSchema tab has been renamed to Main CBO
- The ViewSchema tab has been removed. The fetched schema can now be viewed in the Fetch CBO tab.

Deprecated and Removed Features

This section describes deprecated features (if any), and lists features, if relevant, that may be useful alternatives to the deprecated features. Any use of a deprecated feature should be discontinued as it may be removed in a future release. You should avoid becoming dependent on deprecated features and become familiar with the suggested alternative features.

This section also lists features that are removed (if any).

Release 5.5.0

Deprecated Features

The following feature is deprecated in this release.

Deprecated Request-Response Invocation Service The Request-Response Invocation Service (RPCC) is deprecated.

Removed Features

The following features are removed in this release.

- **Dropped Platform Support** The following platforms are no longer supported:
  - Microsoft Windows Server 2003
  - Solaris 8
  - HP-UX 11 and HP-UX 11i (PA-RISC)
- **Dropped Support for Amdocs CRM 6.0** Amdocs CRM 6.0 is no longer supported.

Release 5.4.0

No features are deprecated or removed in this release.

Release 5.3.0

No features are deprecated or removed in this release.

Release 5.2.1

No features are deprecated or removed in this release.

Migration and Compatibility

This section provides information on the adapter's compatibility with and its data migration support for other TIBCO applications.

For information on the adapter's compatibility with TIBCO Runtime Agent and other TIBCO applications, see the *TIB_adclycrm_5.5.0_readme.txt* file.

For information on migrating to newer versions of TIBCO Runtime Agent or its minimum requisite version, see the TIBCO Runtime Agent documentation set. For example, if you need information on migrating to TIBCO Runtime Agent 5.6.0, see *TIBCO Runtime Agent Upgrading to Release 5.6*.

Make a backup copy of the project you are migrating before starting the migration process.

Closed Issues

The table in this section list issues that were closed in the named releases.

Closed in Release	Key	Summary (Sheet 1 of 4)
5.5.0	ACLA-230	The fields in each opObject in the published message were published to a single opObject instead of being published to the relevant opObject.
5.5.0	ACLA-231	When publishing a message by using the generic schema, the default subject, JANGO, was used for the message if the values in the Message Subject field and the `X_PUB_ID` column of the `table_tibco_message_queue` table were not consistent.
5.3.0	1-6X99D7	The `fld.tbl` file, used by the RPC Client to work in the flexible deployment mode, was not packaged in the earlier release. This has been fixed.
5.2.0	1-1DO5BO	An adapter instance was deleted and a new instance was created in the TIBCO Designer. The fields in the Run-time Connection tab remained disabled in the new instance even when the Use Design-time Connection for Run-time check box was cleared. This has been fixed. Now, in the above scenario, the fields in the Run-time Connection tab are enabled.
5.2.0	1-1DO5C1	In the TIBCO Designer, when an adapter instance was copied and pasted in the same project, the default subjects of the services still contained the old instance name instead of the new instance name. This has been fixed. Now, in the above scenario, the default subjects of the services contain the new instance name.
5.2.0	1-2QBNMP	In Request-Response Invocation Service, during flexible deployment, the error messages logged by ClarifyAdapterAgent were truncated. This was applicable for HP-UX platforms. This has been fixed. Now, the error messages logged by ClarifyAdapterAgent are not truncated.
5.2.0	1-257HCE	The ClarifyAdapterAgent executable bundled with the adapter was not working. This was applicable for HP-UX platforms. This has been fixed.

Closed in Release	Key	Summary (Sheet 2 of 4)
5.2.0	1-XWIAL	The basic adapter APIs in the palette for instance level configuration were not supported. This has been fixed. The adapter palette is now Service API based. The basic adapter APIs in the palette for instance level configuration are now supported.
5.2.0	1-3RNC99	The Subscription Service could not identify a copy of a contained CBO. For example, the Subscription Service could not identify `address1` CBO where `address1` CBO was a copy of `address` CBO. This has been fixed. The Subscription Service now identifies the copy of a contained CBO. The Subscription Service also supports operations to be carried out for two contained CBOs where one is a copy of the other.
5.2.0	1-4C8588	The Subscription Service did not set the error message in the reply while using custom JavaBean invocation. This has been fixed. In case of an error while using custom JavaBean invocation, the Subscription Service sets the error message in the reply.
5.1.0	1-2SR6K7	When the MainCBO was the same as the ContainedCBO, the Request-Response Service failed with an exception. This issue has been fixed.
5.1.0	1-V9K7T	The NT service started automatically after the adapter installation even if the `AutoStart Service` check box had been cleared in the adapter installation screen. This issue has been fixed.
5.1.0	1-RTKKN	During configuration, when a service was renamed, the `Subject Name` did not change automatically. This issue has been fixed.
5.1.0	1-RTKM2	Two adapter instances in a project were allowed to have the same name if present in separate folders. The instances (having the same name) referred to the same schema in the project. Deleting any one of the instances caused the referred schema to be deleted. This issue has been fixed.

Closed in Release	Key	Summary (Sheet 3 of 4)
5.1.0	1-V9K8F	Deleting schemas associated with a service and validating the project using the `Validate Project For Deployment` option from the TIBCO Designer File menu did not display an error. This issue has been fixed. Now, an appropriate error is displayed by TIBCO Designer.
5.1.0	1-V9K8Q	If mandatory parameters were not configured for a secure JMS session (SSL session) TIBCO Designer did not display an error message. This issue has been fixed. Now, an appropriate error is displayed by TIBCO Designer.
5.1.0	1-OSQW1	TIBCO Designer did not throw an exception, when an attempt was made to add a resource into a read-only resource (a resource that is not checked out from Revision Control System) and the resource was not added. This issue has been fixed. Now, an appropriate error is displayed by TIBCO Designer.
5.1.0	1-PXGEH	The invocation time-out for a Request-Response Invocation Service configured for a JMS transport was defaulted to a very low value (60 ms), which led to frequent time-outs. This issue has been fixed.
5.1.0	1-JOIFH	If the design-time adapter (DTA) and JMS server were running on different platforms, the DTA failed to connect to the JMS server. This issue has been fixed.
5.1.0	1-RKP1D	When a service was configured with `Distributed Queue` as the Quality of Service, the default CMQ name generated in the RVCMQ session was `%%Domain%%.%%Env%%.%%AppName%%.ClarifyAdapter`. The `Env` global variable was not listed in the default global variables created by TIBCO Designer. This issue has been fixed.
5.1.0	1-MC148	Each field value attribute in the message processed by the Publication Service was limited to 4 KB. This has been fixed. The `OraclePreparedStatement` used to retrieve data has been modified to use `LONGVARCHAR` instead of `VARCHAR` datatype for the `FIELD_VALUE` attribute. This has increased the size of text that can be stored in this field.
5.0.1	1-G6C75	Stopping the adapter Subscription and Request-Response services on HP-UX resulted in abnormal termination. This issue has been fixed.

Closed in Release	Key	Summary (Sheet 4 of 4)
5.0.1	1-KNWV5	Memory growth in the Clarify Publisher Global Module has been fixed. This was a Amdocs CRM issue. The `TibcoGlobal.cbs` used the `.GetItemByIndex` method of a list while looping through a list of records. This caused the Client or Server to run out of String space. Now, the `.ItemByIndex` method is used while looping through a list.
5.0.1	1-MC14M	The adapter printed the database password in the debug log during start up. This issue has been fixed.
5.0.1	1-N79SH	The Subscription service could not handle `IS NULL` value in the `LOOKUP` field. For example, `UPDATE TABLE_ADDRESS WHERE (address_2 IS NULL)` This issue has been fixed. The Subscription Service now accepts `IS NULL` condition in the `LOOKUP` field.
5.0.1	1-R5HWZ	The Request-Response service did not support querying the main CBO. This issue has been fixed.
5.0.1	1-RTEPQ	The CBO Wrapper source code was not bundled with the adapter. This release of the adapter bundles the Wrapper source code.
5.0.1	1-NTNM9	The adapter did not display Amdocs CRM error codes. This issue has been fixed. Now, the Amdocs CRM errors are included in the error messages.
5.0.1	1-R5HWO	The Subscription service did not return Amdocs CRM error codes for all the error messages. This issue has been fixed.

Known Issues

The table in this section lists known issues in this release.

Key	Summary/Workaround
ACLA-315	**Summary** If the connection to the database is disabled when the adapter is running, the adapter cannot reestablish the connection automatically or stop after receiving the termination subject. **Workaround** Restart the adapter.
ACLA-340	**Summary** The adapter fails to update all the records at a time when the `lookup` operation finds multiple records. **Workaround** Update a record at a time.
ACLA-363	**Summary** If the DTA is not running after the design-time connection has been established successfully, no pop-up window reminds you to check if the DTA is running when you fetch CBO. **Workaround** None.
ACLA-366	**Summary** The Request-Response Invocation Service (RPCC) is deprecated. **Workaround** None.
ACLA-394	**Summary** The adapter fails to invoke the `create` method in the wrapper classes in the Request-Response Service. The wrapper classes are located in the *TIBCO_HOME*`\adapter\adclycrm\`*version_num*`\samples\wrapper\com\tibco\adapter\clarify\wrapper` directory. **Workaround** You can invoke the `create` method in the Subscription Service, which has the same function with the one in the Request-Response Service.
1-R5HXF	**Summary** In the Request-Response Service with Query operation, the query condition can't be anything other than the "=" operator. **Workaround** None.
1-XVP4M	**Summary** Dragging and dropping adapter instances and services across TIBCO Designer screens is not supported. **Workaround** Use the cut and paste feature to move the adapter instances and services across TIBCO Designer screens.

Key	Summary/Workaround (Cont'd)

1-73Q8L1	**Summary** The adapter is unable to create a new case associated to a secondary site.
	
	Workaround Under the TIBCO folder on your machine, open `adapter\adclycrm\`*`version_num`*`\samples\wrapper\com\tibco\adapter\clarify\wrapper\Case_Wrapper.java`.
	
	Within the `create()` method, after the line,
	
	`Base bo1 = mClAppServer.getHandle2CBO("contact","Contact");` include the following and save the file:
	
	`//SR-1-73Q8L1 start of Modified code for SR-1-73Q8L1`
	`Site boSite = (Site)mClAppServer.getHandle2CBO("site","Site");`
	`if ((null!=bo1 && bo1.getCount()!=0) && (null!=boSite && boSite.getCount()!=0) ) {`
	`boCase.addNew();`
	`boCase = (Case_Wrapper)mClAppServer.setCBOValues(boCase);`
	`boCase.getAddress().add(boSite.getPrimaryAddress());`
	`boCase.getSite().add(boSite);`
	`boCase.getContact().add(bo1);`
	`boCase.update();`
	`ClarifyTrace.traceNew(ClarifyAdapter.getTrace(),`
	
	`AEClarify_Wrapper_CboCreate_Success_Debug, null, new String[] {CASEWRAPPER_BASE_CLASS, WRAPPER_CBO_CREATE_SUCCESS});`
	`return boCase;`
	`}// End of Code modified for the SR 1-73Q8L1`

Key	Summary/Workaround (Cont'd)
1-73Q8L1 (Cont'd)	To compile the file: 1. Open a command window and type (Assuming you have installed the adapter under *TIBCO_HOME*): cd *TIBCO_HOME*\adapter\adclycrm\5.3\samples\wrapper and press Enter. 2. Type set CLASSPATH= *TIBCO_HOME*\adapter\adclycrm\5.3\lib\adclyCRM.jar; C:\ClarifyCRM12.5SR1\ClarifyClient\lib\ClfyCbo.jar;*class_path* and press Enter. 3. Type set CLASSPATH=C:\tibco\tra\5.3\lib\TIBCOrt.jar;*class_path* and press Enter. 4. Compile the file by typing *TIBCO_HOME*\jre\1.4.2\bin\javac com\tibco\adapter\clarify\wrapper\Case_Wrapper.java –deprecation and press Enter. 5. Prefix the classpath with *TIBCO_HOME*\adapter\adclycrm\5.3\samples\wrapper\Case_Wrapper.class and start the adapter.