

Baan E-Enterprise 2.0

Service Pack 1 Release Notes

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About this document

This guide describes the contents of service pack 1 for E-Enterprise 2.0 and explains how to install it. These Release Notes are intended for E-Enterprise installers and system administrators.

This guide consists of the following chapters:

- Chapter 1 supplies you with an introduction to service pack 1 for E-Enterprise 2.0.
- Chapter 2 describes how you can install the service pack.
- Chapter 3 contains a description of how to install the updated data-synchronization solution
- Chapter 4 describes the known limitations of this service pack and related issues.

1 Introduction

This service pack is intended for users of both E-Sales 2.0 and E-Collaboration 2.0. The service pack can only be used to upgrade existing E-Sales 2.0 and E-Collaboration 2.0 installations.

The service pack contains the following features:

- Bug fixes and enhancements in E-Sales 2.0 and E-Collaboration 2.0 (until 11-11-1999).
- Extra E-Dashboard functionality in the form of additional finance lookups.
- BOI dumps containing new finance-related BOIs for BAAN IVc.
- EDI schemes for BaanERP 5.0.
- Updated data synchronization solutions for BAAN IVb, BAAN IVc and BaanERP 5.0.

The service pack includes the following languages:

- Dutch
- English
- French
- German

Contents

This service pack will not be distributed via conventional media such as CD-ROM or tape. The service pack can be downloaded from the Baan Global Support Web site. The service pack is located at:

ftp://www.support.baan.com/updates/E-Enterprise20/Service_Pack_1

The following components are stored on this Web site:

- SETUP_SP1.EXE
All service pack components can be extracted with this component.
- P3124A US_Release Notes
This file contains the current document.

- Contents SP1.xls
This spreadsheet contains an enumeration of bug fixes and enhancements E-Enterprise 2.0

The last two documents are also present in the Document folder, which will appear after you run the SETUP_SP1.EXE.

2 To install the service pack

Prerequisites before installation

Service pack 1 is not a stand-alone product. It can only be installed on top of an existing E-Enterprise 2.0 installation.

If E-Enterprise 2.0 is not installed yet, install it first from the E-Enterprise 2.0 CD-ROM according to the *Baan E-Enterprise Installation Guide for Windows NT Server* [U7125D US].

After that, you can proceed to install the service pack.

To install the service pack

Environment

The procedure below assumes that you have installed the E-Enterprise components on separate machines.

A typical configuration can be as follows:

- An E-Enterprise Database Server machine.
- One or more E-Enterprise Web Server machines.
- You can have multiple Web servers forming a Web farm to load-balance page requests.
- An E-Enterprise Catalog Build Server machine (optional).
- A Baan Internet Configurator (BIC) machine (optional).
- A BAAN IVb, IVc or BaanERP 5.0 machine (optional).

The service pack must be installed on all machines where E-Enterprise components are installed.

Briefly, the procedure is as follows:

- 1 Install the service pack 1 on the Database Server
- 2 Install the service pack on each Web Server.
- 3 Configure the service pack on each Web Server.
- 4 Install the service pack on the Catalog Build Server.
- 5 Install the exchange schemes on the Baan Server.
- 6 Install the DTS packages on the Database Server.
- 7 Install EDI schemes on the Baan Server (only for BaanERP 5.0).
- 8 Install BOI dumps on the Baan Server (only for BAAN IVc).

Detailed installation procedure

The installation procedure is described in detail below.

To unpack the service pack

- 1 Unpack the service pack by running SETUP_SP1.EXE. This launches Winzip Self-Extractor.

By default, the files will be unpacked to C:\SP1. You must change this path to a (network) path that is accessible to all the machines on which you want to install the service pack.

**IMPORTANT
NOTE**

The files must be unpacked into an empty folder.

- 2 After you choose the correct path, click the **Unzip** button to extract the files.

The folder should now contain a number of sub folders, for example, E-Enterprise SP1 Installation, DataSync, and Baan-EDI. The sub folder E-Enterprise SP1 Installation contains the main setup program for the service pack.

- 3 Click the **Close** button to close the Winzip Self-Extractor dialog .

To install the service pack on the Database Server

Install the service pack on the E-Enterprise Database Server machine:

- 1 On the Database Server machine, run **Setup.exe** from the E-Enterprise SP1 Installation sub folder.
- 2 On the first screen, click the **Install** button.
- 3 The **Log on to SQL Server** dialog box appears.
Enter the password for the SQL Server **sa** user.
- 4 When the program asks **Do you want to start the installation of the service pack now**, answer **Yes**. The installation process will begin.
- 5 A message box appears when the installation is finished.
Click the **OK** button to close the message box.

The installation of the Database Server is now complete.

To install the service pack on the Web Server

Install the service pack on each of the E-Enterprise Web Server machines as follows:

- 1 On the Web Server machine, run **Setup.exe** from the E-Enterprise SP1 Installation sub folder.
- 2 On the first screen, click the **Install** button.
- 3 The **Log on to SQL Server** dialog box appears. Enter the name of the database server machine and the password for the SQL Server **sa** user.
- 4 When the program asks **Do you want to start the installation of the service pack now**, answer **Yes**. The installation process will begin.
- 5 A message box appears when the installation is complete.
Click the **OK** button to close the message box.
- 6 Configure the service pack on each of the E-Enterprise Web Server machines. The **Reconfigure** option allows you to change installation parameters after the service pack has been installed.
- 7 On the Web Server machine, run **Setup.exe** from the E-Enterprise SP1 Installation folder.
- 8 On the first screen, click the **Reconfigure** button.

- 9 The **Log on to SQL Server** dialog box appears. Enter the name of the database server machine and the password for the SQL Server **sa** user.
 - 10 The **User Account for the E-Enterprise MTS package** dialog box appears.

This user account will be used to run both the E-Enterprise MTS package and the E-Enterprise NT services.

You must use an NT account with administrative privileges on the Web Server machine. The user must have **Password never expires** selected in the Windows NT User Manager.
 - 11 On the next screen, enter the password for the SiteServer Membership Administrator user.
 - 12 On the next screen, enter the name of the SQL Server machine that runs the Baan Internet Configurator (BIC) database. This is to configure the necessary Data Sources (DSNs) for the BIC database server.

This information is optional and is only needed if you use BIC.
- NOTE:** The installation program on the E-Enterprise 2.0 CD-ROM does not correctly configure the BIC data sources. This problem has been solved in the service pack 1 installation program. Therefore, you must not enter the BIC Server parameter when you install from the CD-ROM, but only during the service pack installation.
- 13 On the next screen, enter the name for your Web site (optional).
 - 14 On the next screen, enter the interval at which the E-Enterprise NT services run (optional).
 - 15 When the program asks **Do you want to start the reconfiguration process now**, answer **Yes**. The configuration process will begin.
 - 16 A message box will appear when the reconfiguration is finished.

Click the **OK** button to close the message box.

The installation of the Web Server is now complete.

To install the service pack on the Build Server

If your Catalog Build Server runs on a separate machine (instead of on one of the Web Server machines), you must now install the service pack on the Catalog Build Server machine.

To do this:

- 1 On the Build Server machine, run **Setup.exe** from the E-Enterprise SP1 Installation folder.
- 2 On the first screen, click the **Install** button.
- 3 When the program asks **Do you want to start the installation of the service pack now**, answer **Yes**. The installation process will now begin.
- 4 A message box will appear when the installation is finished.
- 5 Click the **OK** button to close the message box.

The installation of the Build Server is now complete.

**IMPORTANT
NOTE**

You can choose **Reconfigure** to change the settings of the Build Server (for example, to change the list of Web Servers to which the catalog is propagated).

To finish the installation

The following steps conclude the installation of service pack 1:

- 1 Install the Exchange Schemes on the Baan Server. See Chapter 3 of this document for details on how to do this.
- 2 Install the DTS packages on the Database Server. See Chapter 3 of this document for details on how to do this.
- 3 Install EDI schemes on the Baan Server (only for BaanERP 5.0).

For further details, see *Baan E-Enterprise 2.0 – Configuring EDI Baan IV* [U7296A US] in the E-Enterprise 2.0 documentation.

**IMPORTANT
NOTE**

The E-Enterprise 2.0 documentation describes how to install the EDI schemes for BAAN IV. For BaanERP 5.0, the procedure is essentially the same, but the name and layout of some menus and sessions can differ.

BOI dumps

The next step is to install BOI dumps on the Baan Server (only for BAAN IVc). These can be found in the Boidumps sub folder. See the BOI Installation.doc document in the Documents sub folder for more information.

The BOI dumps in the service pack replace the BOI dumps on the E-Enterprise 2.0 installation CD-ROM. There is no need to install the BOI dumps from the CD-ROM first: you can immediately install the BOI dumps from the service pack.

When the installation is finished, you are advised to restart your Web site or reboot the machines. This is to make sure that the system will use the updated components.

Additional notes

- The documentation on the E-Enterprise 2.0 CD-ROM states that you must manually create the SiteServer Administrators membership group. If you install the service pack immediately after you install E-Enterprise 2.0 (and before running E-Enterprise), you do not need to create this group manually because the service pack installation program already takes care of this.
- The service pack installation program contains customization support. That is, if you modified certain ASP files in order to customize E-Enterprise to your needs, the installation program will notice that those files have been modified and will back them up to a separate folder before overwriting them. The program will then warn you that customized files have been found, which have been copied to a separate folder.
- There is no uninstall feature for service pack 1. To uninstall the application, use the original E-Enterprise 2.0 CD-ROM.
- Uninstall must be done in the following order:
 - 1 Uninstall the Build Server
 - 2 Uninstall each Web Server
 - 3 Uninstall the Database Server.

This will also automatically uninstall the service pack.

- You must not rerun the original E-Enterprise 2.0 installation CD-ROM on machines where you installed the service pack. Doing this may overwrite updated components with older ones.

The original CD-ROM must only be used for uninstallation (see above).

If you want to change installation parameters, choose the **Reconfigure** option of the service pack installation program.

- The service pack contains updated components for all E-Enterprise 2.0 applications (E-Sales and E-Collaboration). All applications installed on a machine will be upgraded in one go.
- If multiple components (for example, Web Server and Build Server) are installed on a single machine, you need to install the service pack only once. The installation program will automatically upgrade all the installed components on the machine.
- You cannot currently run a Database Server and a Web Server on a single machine. You must install these components on separate machines.

3 To install the Data Synchronization solution

Introduction

The Data Synchronization solution is used for database synchronization between BAAN IV or BaanERP and E-Enterprise. It consists of Exchange Schemes on the Baan server and SQL Server Data Transformation Services (DTS) packages on the E-Enterprise database server. For more information, see the *Baan E-Enterprise 2.0 Database Synchronization Installation & Operation Guide* [U7273A US].

Service pack 1 contains the following enhancements:

- Support for BaanERP in addition to BAAN IV.
- Large DTS packages have been split up into smaller packages for better control over the import process.
- Various enhancements and bug fixes.
- A new configuration utility to install and configure the packages.

**IMPORTANT
NOTE**

The Exchange Schemes and DTS packages currently do not work on euro-compliant BAAN IV versions (for example, BAAN IVb5 and BAAN IVc4). However, these do work on BaanERP 5.0, which is also Euro-compliant.

To install the Data Synchronization solution

The installation consists of two parts:

- Installing the Exchange Schemes on the Baan server.
- Installing the DTS packages on the E-Enterprise database server.

To install the Exchange Schemes

The installation procedure for the Exchange Schemes essentially follows Chapter 2 of the *Database Synchronization Installation & Operation Guide*.

The procedure below gives a short description of the procedure. Refer to Chapter 2 of the guide where necessary.

- 1 Create a {BSE}/Exchange folder as explained in Section 1 of Chapter 2.
If the folder already exist, delete any previous dump files from the folder.
- 2 Copy the Exchange dumps from the service pack folder to the Baan system:
 - If you use BAAN IV, copy all the files from:
[Service Pack installation folder]\DataSync\Exchange\
Baan IV\ExchangeSchemeDumps
to the {BSE}/Exchange folder.
 - If you use BaanERP, copy all the files from:
[Service Pack installation folder]\DataSync\Exchange\
Baan V\ExchangeSchemeDumps
to the {BSE}/Exchange folder.
- 3 Start the Baan system (BAAN IV or BaanERP) as explained in Section 4 of Chapter 2.
- 4 If you installed the E-Enterprise Exchange Scheme (called EE11) before, you must delete it first as it is not needed any more.
- 5 Import the dump files as explained in Section 5 to Section 12 of Chapter 2.

NOTE:

These sections describe the procedure for BAAN IV. For BaanERP, the procedure is essentially the same, although some menus and sessions have a different layout. For instance, Exchange Scheme Management is now under Baan Exchange instead of under Baan Utilities.

- 6 Configure the new Exchange Scheme as explained in Section 13 to Section 18 of Chapter 2.

NOTES:

- These paragraphs describe the procedure for BAAN IV. For BaanERP, the procedure is essentially the same, although some menus and sessions have a different layout.

- The explanations refer to an EE11Exchange Scheme.

For the service pack, you must substitute the name EE20_IV (for BAAN IV) or EE20_V (for BaanERP 5.0) for EE11.

Also, the path \${BSE}/ee11_xch/ has been changed to \${BSE}/ee_xch/.

To install the DTS packages

The installation procedure for the DTS packages essentially follows Chapter 3 of the *Database Synchronization Installation & Operation Guide*.

Below follows a short description of the procedure. Refer to Chapter 3 of the guide when necessary.

For BAAN IVb and BAAN IVc, use the following procedure:

- 1 Create a C:\Ee_xch folder on the E-Enterprise Database Server machine.

NOTE:

The folder must be in the root of the **C:** drive and must be called Ee_xch.

- 2 Create a C:\Ee_xch\Dts subfolder on the same machine.
- 3 Create a C:\Ee_xch\DtsConfig subfolder on the same machine.
- 4 Copy the DTS files from the service pack folder to the database server machine:

copy all the files from:

[Service Pack installation folder]\DataSync\Dts Packages\Baan IV

to:

C:\Ee_xch\Dts

- 5 Install the DtsConfig utility:

copy all the files and folders from:

[Service Pack installation folder]\DataSync\DtsConfig\Baan IV

to:

C:\Ee_xch\DtsConfig

For BaanERP 5.0, use the following procedure:

- 1 Create a C:\Ee_xch5 folder on the E-Enterprise Database Server machine.

NOTE:

The folder must be in the root of the **C:** drive and must be called Ee_xch5.

- 2 Create a C:\Ee_xch5\Dts subfolder on the same machine.
- 3 Create a C:\Ee_xch5\DtsConfig subfolder on the same machine.

- 4 Copy the DTS files from the service pack folder to the database server machine:

copy all the files from:

[Service Pack installation folder]\DataSync\Dts Packages\Baan V

to:

C:\Ee_xch5\Dts

- 5 Install the DtsConfig utility:

copy all the files and folders from:

[Service Pack installation folder]\DataSync\DtsConfig\Baan V

to:

C:\Ee_xch5\DtsConfig

To install and configure the DTS packages in SQL Server

The DTS packages that were copied to the database server must now be installed and configured in SQL Server. This can be done in two ways:

- By manual procedure. This means manually importing the DTS files into the database and configuring them. For more information, see Installation of the E-Enterprise DTS packages and Configuration of the E-Enterprise DTS packages in Chapter 3 of the *Database Synchronization Installation & Operation Guide*.
- By automatic procedure (recommended). This means using the new DtsConfig utility.

To use the DtsConfig utility:

- 1 Double-click the **index.htm** file under C:\Ee_xch\DtsConfig (BAAN IV) or C:\Ee_xch5\DtsConfig (BaanERP). This will open the main page of the DtsConfig utility in Internet Explorer.
- 2 The system will issue a warning An ActiveX object on this page may be unsafe. Do you want to allow it to initialize and be accessed by scripts.
Choose **YES** to continue.
- 3 Click the **Install** button to install the .dts files from C:\Ee_xch\Dts (BAAN IV) or C:\Ee_xch5\Dts (BaanERP).

- 4 Click the **General**, **Packages**, and **E-Mail** options to change the settings for the DTS packages (this means setting the password for the SQL Server **sa** user, choosing which packages to run, setting e-mail properties, and so on)

When you are finished, click the **Configure** button to configure the packages according to your preferences.

- 5 Close the browser.
- 6 Start SQL Server Enterprise Manager and check whether the packages were installed correctly.

You are now ready to run the data synchronization.

To run the Data Synchronization solution

This consists of the following tasks:

- Running the E-Enterprise exchange scheme (EE20_IV or EE20_V) to export the data files.
- Copying the data files produced by Exchange from the Baan server to the E-Enterprise database server.
- Running the E-Enterprise DTS packages to import the data files.

For more information on these tasks, see Chapter 4 of the *Database Synchronization Installation & Operation Guide*.

NOTES:

- The explanations refer to an EE11Exchange Scheme.
For the service pack, you must substitute the name EE20_IV (for BAAN IV) or EE20_V (for BaanERP 5.0) for EE11.
- The number of DTS packages and their names as mentioned in the manual are not correct any more. There are now eight packages, suffixed by IV or V (depending on the Baan version).
- Do not implement the packages individually, but always use the Master package (EE_Master_IV or EE_Master_V) to run the packages. This ensures that the packages are carried out in the correct order, and makes proper use of the options you enter in the DtsConfig utility.
- If, after carrying out the master package, the e-mail task shows the **Failed** status you must check whether the properties of the e-mail task (for example, profile name, password, attached files) have been set correctly.

To do this, use the DtsConfig utility as explained above.

- NOTES:**
- The first time you run the DTS packages, the e-mail task will always fail. This is because it tries to attach a log file to the e-mail message, which does not yet exist.
 - The e-mail message contains the wrong log file for the master package. That is, the attached C:\Ee_xch\Log\MasterLog.txt (BAAN IV) or C:\Ee_xch5\Log\MasterLog.txt (BaanERP) file is not the correct log file.

To view the correct log file for the master package, do not open it from the e-mail message but open it directly on the database server machine.

To import currency rates and product prices from BAAN IV

You cannot import currency rates and product prices from BAAN IV as long as the currencies have not been defined properly in E-Enterprise.

This is because you cannot automatically determine all the relevant properties (notably home currency and EPC, that is, euro-participating currency) for currencies imported from BAAN IV.

Because home currency and EPC are not selected, the currency rates and product prices will not be interpreted correctly.

(Note: BaanERP does not have this problem.)

You must therefore not carry out the E-Enterprise DTS packages until you have defined all the currencies that you want to use in E-Enterprise. The correct procedure is as follows:

- 1 Use the E-Enterprise Manager pages to enter all the currencies you want to use in E-Enterprise.

Select the home currency and EPC option for each currency.
- 2 Execute the data synchronization (Exchange Scheme and DTS packages).
- 3 Inspect the log files to see if problems occurred while importing the data.

4 Limitations and related issues

A list of known limitations and issues is given below:

- The locale of the online Help pages is set based on the user's locale instead of the user's language.

For instance, for a user with Language = German and Locale = Austria, Baan will try to invoke Austrian online Help instead of German.

- On some pages, notably in the E-Collaboration module, not all of the graphical buttons have been localized. These buttons have texts in English even when the user's language is not English.
- E-Enterprise will use licenses when connecting to the Baan system (BAAN IV or BaanERP) to carry out a Lookup. The number of licenses on the Baan system should be high enough to handle this.
- The following error message can appear when you try to carry out a self service lookup:

At: performTask. Due to Could not read field 'USERNAME' from the ParameterInfo object At: performTask. Due to

Error Number:8004025B

Error Help File:0

Error Source:EEBcbeBackendComponent.Backend

Error Help Context:

If this happens, you must check the user name and password for the BIS installation.

To do this, start E-Enterprise, go to **Manager** page, → **E-Dashboard** → **Business Information System** and check the user name and password for the default BIS installation.

SiteServer Search configuration issues

If SiteServer Search has not been properly configured, you can experience problems using the Product Search function in Baan E-Sales.

The following error message can appear when you try to carry out the Product Search function:

No default catalog has been set.

Error Number:8004050A

Error Help File:[0](#)

Error Source:NetLibrary.CommandCreator.1

Error Help Context:

This message indicates that the Search Catalog has not been propagated from the Build Server to the Web server. You can verify this as follows:

- On the Web Server machine, start the SiteServer Administration console (MMC).
- Open the following item: **Search** → [your web server machine] → **Search Server**.
- A search catalog **EEnterprise20** should be present.

If a Search Catalog **EEnterprise20** is not present, this will explain the previous error message.

To solve this, check the following:

- Is the E-Enterprise Build Server already installed?
If the answer is yes, open the item **Search** → [your build server machine] → **Catalog Build Server**. An **EEnterprise20** build catalog should be present.
- Right-click the item **EEnterprise20** and choose **Properties** from the popup menu.
- In the **Properties** dialog, select the **Status** tab page and click on the arrow to build the catalog.
- At the end of the building process, Baan notifies you that it is propagating the catalog to the search server(s). The number of documents in the catalog is also shown. This number must be greater than zero.

- If the propagation step fails, you should check whether the Build Server service has sufficient permissions to access the Search Server machine.

To verify this, right-click the item **Search → [your build server machine] → Catalog Build Server**, choose **Properties** and select the **Accounts** tab page.

Verify that the password for the Administrative Access Account is correct and that this account has been added to the NT group, Administrators, on all the Search Server (Web server) machines to which it must propagate.

- If the propagation step works, you should now see the search catalog **EEnterprise20** on the search server (web server) under **Search → [your web server machine] → Search Server**.

Verify that the number of documents in the Search Catalog (shown on the **Statistics** page in the **Properties** dialog box) is equal to the number of documents in the Build Catalog that was propagated.

NOTE:

You can automate the catalog building process as follows:

- Right-click the item **Search → [your build server machine] → Catalog Build Server → EEnterprise20**, choose **Properties** and select the **Schedule Builds** tab page.
- Select the **Full Builds** option to schedule the build.

This will ensure that the contents of the Search Catalog remain in sync with the E-Enterprise product catalog database.

