



E-Commerce Framework Frequently Asked Questions

Table of Contents

E COMMERCE FRAMEWORK COMMON QUESTIONS (FAQ)	1
SITE STRUCTURE AND APPEARANCE	3
#1 HOW DO I ADD A SIMPLE .ASPX PAGE TO MY STORE?	3
#2 HOW DO I CHANGE/IMPORT THE THEME IMAGES?	3
#3 HOW DO I CHANGE/IMPORT THE PRODUCT/CATEGORY IMAGES?	3
#4 HOW ARE IMAGES DISPLAYED?	3
#5 HOW DO I KEEP THE CORRECT ASPECT RATIO OF MY IMAGES?	3
#6 HOW DO I TRANSLATE (I.E. LOCALIZE) MY SITE?	4
#7 HOW DO I CHANGE THE OVERALL APPEARANCE (THEME) OF MY SITE?	4
#8 HOW DO I CREATE MULTIPLE FRONT-ENDS?	5
E-COMMERCE INITIAL SET-UP (INSTALLATION, LICENSING, DOWNLOADING)	6
#9 HOW DO I INSTALL THE E-COMMERCE FRAMEWORK?	6
#10 HOW DO I INSTALL AND COMPILE ECF FULLSOURCE?	6
#11 HOW DOES LICENSING WORK?	6
#12 I'M READY TO GO LIVE, WHAT ABOUT LICENSING?	7
FUNCTIONALITY	8
#13 HOW DO I SET UP MY CART TO STAY ON THE CURRENT PAGE WHEN ITEMS ARE ADDED?	8
#14 HOW DO I CREATE A TRANSPARENT (SINGLE SIGN-ON) LOG-IN FROM MY EXISTING APPLICATION?	8
#15 HOW DO I ADD MORE SKU OPTIONS TO THE PURCHASE MODULE ?	9
#16 HOW DO I SET BACK-END USER ROLES?	9
#17 HOW DO I SET CUSTOMER ROLES?	9
#18 HOW DO I CREATE A PAYMENT GATEWAY?	9
#19 HOW DO I CREATE A SHIPPING GATEWAY?	10
#20 HOW DO I IMPORT DATA?	10
#21 I NOTICED THAT THE ECF ONLY STORES LAST FOUR DIGITS OF CREDIT CARD NUMBERS, HOW DO I STORE THE ENTIRE NUMBER?	10
#22 I NEED TO SET UP SSL FOR MY STORE, HOW DO I GO ABOUT DOING THIS?	11
#23 HOW DO I PUT FLASH INTO A PAGE OR CONTROL?	11
#24 HOW DO I SET UP EMAIL NOTIFICATIONS?	11
#25 HOW DO I MANAGE TAXES IN THE ECF?	12
#26 HOW DO I ADD CUSTOMER ATTRIBUTES VIA THE CLIENT LIBRARY?	12
TROUBLESHOOTING	12
#27 MY PRODUCT AND CATEGORY IMAGES ARE NOT DISPLAYING.	12
#28 I'VE UPGRADED TO FULLSOURCE AND NOW THIS ERROR ERROR: THE DIRECTORY '/PUBLICSTORE/APP_GLOBALRESOURCES/' IS NOT ALLOWED BECAUSE THE APPLICATION IS PRECOMPILED.	13

#29 I AM GETTING A “CRITICAL ERROR: INVALID SUBSCRIPTION”	14
#30 I’VE FORGOTTEN MY ADMIN PW, HOW DO I RESET IT?	14
#31 I’VE CREATED A CUSTOM PAYMENT GATEWAY BUT SEE NO INPUT FIELDS!	15
#32 I HAVE AN ERROR THAT STATES I HAVE REACHED ORDER, CUSTOMER, OR PRODUCT LIMIT BUT I HAVE ALREADY PURCHASED A DEPLOYMENT LICENSE.	15
#33 I HAVE AN ERROR THAT STATES THAT MY DOMAIN ISN’T LICENSED, HOWEVER, I HAVE ALREADY PURCHASED AND RECEIVED MY LICENSE FILE.	16
ADDITIONAL RESOURCES	16
#34 WHERE CAN I GET MORE INFORMATION?	16

Site Structure and Appearance

#1 How do I add a simple .ASPX page to my store?

Solution: Creating a new .aspx page is very simple within the ECF please see our document on this subject which describes the process in great detail: [Creating a new page in the ECF](#)

#2 How do I change/import the Theme Images?

Solution: Theme images are those images that are common to every page. Please see our document: [Images in the e-Commerce Framework 4.0](#). Page 2 and following deals specifically with the topic of themed images.

#3 How do I change/import the Product/Category Images?

Solution: Product and Category images may be individually or Mass imported. Please see our document [Images in the e-Commerce Framework 4.0](#). Pages 11-17 covers the topic of Product/Category Images.

#4 How are images displayed?

Solution: Product /Category images are displayed differently than Theme images read about how each are displayed in our document: [Images in the e-Commerce Framework 4.0](#).

#5 How do I keep the correct aspect ratio of my images?

Solution: There is a way to control the image size while preserving the ratio. To do this, go into the template you are using and find that line of code which places the image on the page. Take, for example, an image which you want to hold a width of 100,

leave the height blank (this will preserve ratio). Here is example code in the template:

```
<ecf:MetaImage ID="PrimaryImage" Width="100"  
PropertyName="Everything_CategoryPrimaryImage"  
DataSource="<%#Category.ItemAttributes.Image%>"  
runat="server" />
```

In effect, this would make any image displayed on this template have a width of 100 while adjusting the height to preserve ratio. Examples: an image 200x100 would be adjusted to 100x50 or an image of 300x120 would be adjusted to 100x40.

#6 How do I translate (i.e. localize) my site?

Solution: The ECF accomplishes localization through resource (.resx) files. In a nutshell, the way localization works in the e-Commerce Framework is through a two-column table with the left column containing a variable name and the right column containing a value which will be the actual word to be rendered in the appropriate language. For a quick tutorial see: [Localization in the e-Commerce Framework](#). For a more formal and in-depth instructions on the subject of localization please see our localization guide: [Localization Guide](#).

#7 How do I change the overall appearance (theme) of my site?

Solution: This is a loaded question: changing the appearance of your site requires some understanding of the concept of themes and master templates. Site transformation would involve creating a master template to bring all aspects of your site theme together including: setting the theme, theme images, .css files, product and category templates. All of this is detailed in our RPS tutorial on pages 15 and following. Once understood, changing the site appearance is actually quite easy.

See our [RPS guide here](#) for usual tips on this and other basic ECF issue.

#8 How do I create multiple front-ends?

Solution: To create multiple front-ends you simply would have multiple “publicstore” directories all with copies of the same web.config. This would allow each front-end to share the same settings which would include sharing the same database.

E-Commerce Initial Set-up (Installation, Licensing, Downloading)

#9 How do I install the e-Commerce Framework?

Solution: There are 3 options available to install the e-Commerce Framework. These are the wizard installation, manual installation, and command line wizard installation. These three options are explained in great detail in our [Getting Started and Setup Guide](#). Located on pages 21 and following.

#10 How do I install and compile ECF fullsource?

Solution: The easiest way to install full source is to create a directory separate from where your distribution is located. It is necessary to keep these directories separate due to the fact that the distribution contains pre-compiled code which will cause errors if the source code is overlaid. You can copy the existing web.configs from your trial ECF over the web.configs of your full-source. These web.configs would thus preserve your previous settings, and database connections. Please see our article: [Setting up and compiling fullsource ECF using existing trial workstation](#).

#11 How does licensing work?

Solution: There are two types of licenses: **development license** and **deployment license**. The development license covers the development and quality assurance process. The deployment license covers the production site.

Developer License keys activate developer workstations and QA/Testing servers. Each developer using the ECF on a team must have their own developer license.

Deployment licenses are LIC files similar to certificates that activate unlimited orders and customers for your production solution.

For more information see: [Activation and Licensing document](#).

#12 I'm ready to go live, what about licensing?

Solution: There is a simple 5-step process to get your production license:

- 1) Deploy your customized ECF solution to your production server
- 2) Purchase a deployment license from Mediachase
www.mediachase.com
- 3) Send Mediachase the name/domain for your production site:
sales@mediachase.com
- 4) Mediachase will send you an .lic file (license file)
- 5) Copy this file to both your **ECFCommerceManager/bin** and **ECFWebservices/bin** on your production server.

Note: It is our suggestion that you give yourself ample time to Q/A your production environment before deploying. Mediachase can send you a Q/A-Production license free of charge so that you can test. You may have a site that runs fine in development and realize you run into unforeseen issues when you try to deploy, this can have disastrous effects which may cause you to miss your deployment deadline.

It is certainly not advisable to purchase your deployment license 24-48 hours before deploying as you can run into issues during or after migration to the production server.

For more information please see our [Licensing and Activation documentation](#), page 22.

Functionality

#13 How do I set up my cart to stay on the current page when items are added?

Solution: In the ProductSkusMultiModule, in AddSku_Click, replace:

```
purchaseString += String.Format("{0}_{1};", id, quantity);  
with  
ClientCart.Add(id, quantity);
```

And replace

```
Base.Response.Redirect(String.Format("~/Basket/Purchase.aspx?skus={0}", purchaseString));  
with  
base.Response.Redirect(Request.Path);
```

Note: this is only one solution offered to solve this issue. There may be Multiple ways, and perhaps better ways to solve any given issue. You can view the source of this answer in our forums [here](#).

#14 How do I create a transparent (single sign-on) log-in from my existing application?

Solution: To create a transparent log-in from your existing application you must authenticate the user using ClientCustomer.Authenticate(.. method. Also, the customer must exist in the ECF database. If you want you can use the same approach as used in our DNN (dotnetnuke) integration, where customer is automatically created on authentication with a default password (check the AutoRegistration class).

The session is not initialized since it can only be established from either previous session (saved in cookies) or by calling authenticate method.

Note: this is only one solution offered to solve this issue. There may be multiple ways, and perhaps better ways to solve any given issue. You can view the source of this answer in our forums [here](#).

For extensive information on this issue please check our [single sign-on tutorial](#) which also includes sample code for further understanding.

#15 How do I add more sku options to the purchase module ?

Solution: In order to add more sku options to the purchase module in the ECF you will need to add any extra sku option to the “OptionsFields” property in the purchase module code within the template where the purchase module is placed. This is covered in great detail in our article: [Using the Purchase Module, Part II](#)

#16 How do I set back-end user roles?

Solution: You first must create user roles in Commerce Manager by navigating to Configuration → site settings → user roles. Secondly, roles can be applied one of two ways via web.sitemap or web.config. All of this is explained in detail in our documentation: [Roles in the E-Commerce Framework](#).

#17 How do I set customer roles?

Solution: Customer roles are **created** in Commerce Manager under Customer → Customer roles. You can then **assign** the role to a customer in the Customer Edit screen. Finally you **apply** the role via the catalog by checking a product or categories check box and clicking the access button. This will bring you the security settings where you apply the role. Get more details in our documentation: [Roles in the E-Commerce Framework](#).

#18 How do I create a payment gateway?

Solution: Every payment provider is different and accepts different fields. They may also have developer kits, .dlls, and certificates for gateway functionality. In order to create a payment gateway you first need to apply for a test account with a payment provider, get familiar with what they fields they require, and then you will be ready to start developing your payment gateway. As an aid you can examine those gateways that are already included in the framework.

Please also see our [payment gateway starter kit](#) as well as our [RPS package and guide](#) for your reference.

#19 How do I create a shipping gateway?

Solution: Each shipping provider is different and accepts different fields. They may also have developer kits, .dlls, and certificates for gateway functionality. In order to create a shipping gateway you first need to apply for a test account with a shipping payment provider, get familiar with what they fields they require, and then you will be ready to start developing your shipping gateway. As an aid you can examine those gateways that are already included in the framework.

Please also see our [payment gateway starter kit](#) as well as our [RPS package and guide](#) for your reference.

#20 How do I import data?

Solution: The commerce manager supplies an import manager for the purpose of importing data. The import manager is located under Configuration → import manager. Please see our documentation: [Importing data](#) for more details on how this process is accomplished.

#21 I noticed that the ECF only stores last four digits of credit card numbers, how do I store the entire number?

Solution: Security is always a great concern, so by default the only last four digits of a credit card are stored. However, the ECF does have the option to store the entire credit card number. It must be stressed that this number will be stored with a high level of encryption. In order to store encrypted credit card numbers you may navigate to Configuration → Global Settings in Commerce Manager and here you will set “Keep Credit Card Info” to “yes”.

#22 I need to set up SSL for my store, how do I go about doing this?

Solution: For a succinct response to this question please see our documentation: [SSL and the e-Commerce Framework](#).

#23 How do I put flash into a page or control?

Solution: Here is an example a a file with is in a page/control. One thing to note is the fact that an absolute path is given to the file. Some people make the mistake of using relative paths while using the “~” symbol. This a specific to .net and will not work when applied to a flash file.

```
<object classid="clsid:D27CDB6E-AE6D-11cf-96B8-444553540000"
codebase="http://download.macromedia.com/pub/shockwave/cabs/flash/swflash.ca
b#version=6,0,29,0" width="550" height="200"> <param name="movie"
value="http://localhost/PublicStore/App_Themes/Default/flashfile/myfile.swf"/>
<param name="quality" value="high"/>
<param name="menu" value="false"/>
<embed
src="http://localhost/PublicStore/App_Themes/Default/flashfile/myfile.swf"
quality="high" pluginspage="http://www.macromedia.com/go/getflashplayer"
type="application/x-shockwave-flash" width="550" height="200"></embed>
</object>
```

#24 How do I set up email notifications?

Solution: Email notifications are set in Commerce Manager on the “Services” screen. In order to do this you would navigate to Configuration → site settings → Services. Here you will be able to configure your email notifications. For in-depth instructions on setting up email notifications please see: [Setting up email notifications in Commerce Manager](#).

#25 How do I manage taxes in the ECF?

Solution: For information on managing taxes in the E-Commerce Framework please review our [Tax Management Documentation](#).

#26 How do I add customer attributes via the client library?

Solution: Mediachase has a sample application which serves as an example of how to add customer attributes via the client library. This application contains necessary comments for the user to gain a fundamental understanding. To download the application please visit: [How to Add Customer Attributes via the Client Library](#).

Troubleshooting

#27 My product and category images are not displaying.

Solution: Many things can cause this issue. First check your event log in Commerce Manager. You can get to the event log by navigating to configuration → event logs. If you see an access denied error then check your \eCFWebServices\images folder to see if it is being populated with images. This will tell you if the images are actually getting put into this folder from the database. If you do not see images here, then add proper write/read permissions to the images folder. This would include NETWORK SERVICE and/or ASPNET depending on your OS. If you are unsure which you need to add according to your OS you can research this or simply attempt to add both.

For more information on how images are displayed please see: [Image in the E-Commerce Framework](#)

#28 I've upgraded to fullsource and now this error error: The directory '/PublicStore/App_GlobalResources/' is not allowed because the application is precompiled.

Solution: The most likely cause of this error is that you have overlaid your trial code with your full source code. This will cause the above error because the trial has pre-compiled code.

The solution is to create a separate directory for fullsource while copying over the web.configs from the trial version (this will preserve your settings). For more information please see our article: [Setting up and compiling full source ECF](#).

#29 I am getting a “Critical Error: Invalid Subscription”

Solution: This error is caused because the SubscriptionID in your web.config file does not match the guid in your affiliate table in the database. You can also find this value in the Affiliates section in Commerce Manager by going to **Affiliates → All Affiliates**. The number will be in the “identifier” column. Copy this into your web.config file, this will solve the error.

Critical Error: Invalid Subscription

The subscription you have is invalid.

Resolution:
This error occurs when affiliate with subscription id specified in web.config does not exist in the ecf database.

Subscription Id is not specified in your web.config file.
Open the web.config file and specify the subscription id given to you by your system administrator. You can also find out subscription id by logging into the commerce manager and going to the affiliates. The Subscription id value is the same as affiliate identifier.

```
<configuration>
  <ClientConfig>
    <Settings SubscriptionId="{YOUR_SUBSCRIPTION_ID}" CartKey="ShoppingCartKey" AffiliateKey="AffiliateKey"
Expires="24"></Settings>
  </ClientConfig>
</configuration>
```

Error Message:
Your request contains an invalid value for SubscriptionId. Please retry your request with a valid SubscriptionId.

#30 I’ve forgotten my admin pw, how do I reset it?

Solution: In your installation directory there is a folder named SQLScripts, delete the user in the database and run the CreateMembershipUser.sql file against your database and this will reset the password for admin to store.

#31 I've created a custom payment gateway but see no input fields!

Solution: The solution to this issue is actually quite simple. When creating a payment gateway on the back-end you are asked to enter a System Name. *This system name must match the folders on both the front-end and the back-end where your controls reside.*

For more information, see: [Paddy O's quick tip](#)

#32 I have an error that states I have reached order, customer, or product limit but I have already purchased a deployment license.

Solution: The likely cause of this error is that you have not copied your .lic files into the proper bin folders. Please check your **ecfwebservices/bin** folder as well as your **ecfCommerceManager/bin** folder. The .lic file should exist in both.

Note: Even though your store may have been working for days *after* you have received your .lic file this does not mean that you have the license file in the correct folders. This simply means no error was generated because the system was not alerted of a limit that was reached.

#33 I have an error that states that my domain isn't licensed, however, I have already purchased and received my license file.

Solution: The most likely cause of this is that when you gave us your domain(s) to generate a license files, it was either misspelled or the incorrect domain(s) were given. The best solution to this issue is to email support@mediachase.com with a screenshot of your error and the domains that you originally wished to be licensed for.

Additional Resources

#34 Where can I get more information?

Solution: At Mediachase we strive to provide top notch support to all of our customers. To this end we have created multiple areas where you can seek to increase your knowledge of the E-Commerce Framework. Below are links and descriptions of each of these areas:

[E-Commerce Framework Product Documentation Page](#)

Visit this page to see all kinds of documentation on the ECF. From a walk-through tutorial to licensing and development, dig in to documentation.

[Mediachase Forums](#)

Here users can share their knowledge on ECF development with other developers, interact with Mediachase engineers, or simply dig into the ever-growing knowledge found here.

[Paddy O's Corner](#)

Paddy O's corner is a company blog that provides tips, tricks, and tools on the ECF.

[E-mail Support](#)

If your questions are still not answered, please feel free to email us at support@mediachase.com