

# ***Sterling Commerce***

*An IBM Company*

## **Sterling Call Center and Sterling Store: Installation Guide**

Release 8.5

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# Preface

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This guide provides instructions about how to install Sterling Call Center™ and Sterling Store™.

## Intended Audience

The information presented in this manual is intended for individuals who are responsible for installing Sterling Call Center and Sterling Store.

## Structure

A list of the chapters and a summary of their content is as follows:

### **Chapter 1, "Getting Started"**

This chapter describes the prerequisites for installing Sterling Call Center and Sterling Store.

### **Chapter 2, "Installing Sterling Call Center and Sterling Store"**

This chapter explains how to install Sterling Call Center and Sterling Store on each of the operating systems supported by the Selling and Fulfillment Foundation.

### **Chapter 3, "Loading the Database Components"**

This chapter describes how to run the necessary scripts to load the database factory defaults and language pack translations.

### **Chapter 4, "Installing Reference Implementation"**

This chapter explains how to install the Sterling Call Center and Sterling Store Reference Implementation.

## **Chapter 5, "Client Applications"**

This chapter explains how to create, install, and launch a Sterling Call Center client application and Sterling Store client application.

## **Chapter 6, "Configuring Properties"**

This chapter describes how to configure Sterling Call Center and Sterling Store after installation.

## **Chapter 7, "Deploying Sterling Call Center and Sterling Store"**

This chapter explains how to deploy Sterling Call Center and Sterling Store.

## **Chapter 8, "Launching Sterling Call Center and Sterling Store"**

This chapter provides instructions for launching Sterling Call Center and Sterling Store.

# **Documentation**

For more information about the Sterling Call Center™ and Sterling Store™ components, see the following manuals:

- *Sterling Call Center and Sterling Store: Release Notes*
- *Sterling Call Center and Sterling Store: Installation Guide*
- *Sterling Call Center and Sterling Store: Concepts*
- *Sterling Call Center and Sterling Store: Implementation Guide*
- *Sterling Call Center and Sterling Store: User Guide*
- *Sterling Call Center and Sterling Store: Upgrade Guide*
- *Sterling Call Center and Sterling Store: Business Intelligence Guide*
- *Sterling Call Center and Sterling Store: Javadocs*

For more information about the Selling and Fulfillment Foundation components, see the following manuals:

- *Selling and Fulfillment Foundation: Release Notes*
- *Selling and Fulfillment Foundation: Installation Guide*
- *Selling and Fulfillment Foundation: Upgrade Guide*

- *Selling and Fulfillment Foundation: Configuration Deployment Tool Guide*
- *Selling and Fulfillment Foundation: Performance Management Guide*
- *Selling and Fulfillment Foundation: High Availability Guide*
- *Selling and Fulfillment Foundation: System Management Guide*
- *Selling and Fulfillment Foundation: Localization Guide*
- *Selling and Fulfillment Foundation: Customization Basics Guide*
- *Selling and Fulfillment Foundation: Customizing APIs Guide*
- *Selling and Fulfillment Foundation: Customizing Console JSP Interface for End User Guide*
- *Selling and Fulfillment Foundation: Customizing the RCP Interface Guide*
- *Selling and Fulfillment Foundation: Customizing User Interfaces for Mobile Devices Guide*
- *Selling and Fulfillment Foundation: Customizing Web UI Framework Guide*
- *Selling and Fulfillment Foundation: Customizing Swing Interface Guide*
- *Selling and Fulfillment Foundation: Extending the Condition Builder Guide*
- *Selling and Fulfillment Foundation: Extending the Database Guide*
- *Selling and Fulfillment Foundation: Extending Transactions Guide*
- *Selling and Fulfillment Foundation: Using Sterling RCP Extensibility Tool Guide*
- *Selling and Fulfillment Foundation: Integration Guide*
- *Selling and Fulfillment Foundation: Product Concepts Guide*
- *Sterling Warehouse Management™ System: Concepts Guide*
- *Selling and Fulfillment Foundation: Application Platform Configuration Guide*
- *Sterling Distributed Order Management™: Configuration Guide*
- *Sterling Supply Collaboration: Configuration Guide*

- *Sterling Global Inventory Visibility™: Configuration Guide*
- *Sterling Catalog Management™: Configuration Guide*
- *Sterling Logistics Management: Configuration Guide*
- *Sterling Reverse Logistics™: Configuration Guide*
- *Sterling Warehouse Management System: Configuration Guide*
- *Selling and Fulfillment Foundation: Application Platform User Guide*
- *Sterling Distributed Order Management: User Guide*
- *Sterling Supply Collaboration: User Guide*
- *Sterling Global Inventory Visibility: User Guide*
- *Sterling Logistics Management: User Guide*
- *Sterling Reverse Logistics: User Guide*
- *Sterling Warehouse Management System: User Guide*
- *Selling and Fulfillment Foundation: Mobile Application User Guide*
- *Selling and Fulfillment Foundation: Business Intelligence Guide*
- *Selling and Fulfillment Foundation: Javadocs*
- *Sterling Selling and Fulfillment Suite: Glossary*
- *Parcel Carrier: Adapter Guide*
- *Selling and Fulfillment Foundation: Multitenant Enterprise Guide*
- *Selling and Fulfillment Foundation: Password Policy Management Guide*
- *Selling and Fulfillment Foundation: Properties Guide*
- *Selling and Fulfillment Foundation: Item Concepts Guide*
- *Selling and Fulfillment Foundation: Pricing Concepts Guide*
- *Business Center: Item Administration Guide*
- *Business Center: Pricing Administration Guide*
- *Business Center: Customization Guide*
- *Business Center: Localization Guide*

For a description of the various documents in the Sterling Call Center and Sterling Store documentation set, see the Sterling Call Center and Sterling Store documentation home page at:

<INSTALL\_DIR>/documentation/YCD\_doc\_home.html

<INSTALL\_DIR> is the directory where Sterling Call Center and Sterling Store and the Selling and Fulfillment Foundation are installed.

## Conventions

The following conventions may be used in this manual:

Convention	Meaning
. . .	Ellipsis represents information that has been omitted.
< >	Angle brackets indicate user-supplied input.
mono-spaced text	Mono-spaced text indicates a file name, directory path, attribute name, or an inline code example or command.
/ or \	Slashes and backslashes are file separators for Windows, UNIX, and Linux operating systems. The file separator for the Windows operating system is "\" and the file separator for UNIX and Linux systems is "/". The UNIX convention is used unless otherwise mentioned.
<INSTALL_DIR>	User-supplied location of the Selling and Fulfillment Foundation installation directory and Sterling Call Center and Sterling Store installation directory. This is only applicable for Release 8.0.
<ANALYTICS_HOME>	User-supplied location of the Sterling Call Center and Sterling Store: Business Intelligence installation directory. <b>Note:</b> This convention is used only in the <i>Sterling Call Center and Sterling Store: Business Intelligence Guide</i> .
<COGNOS_HOME>	User-supplied location of the Cognos installation directory. <b>Note:</b> This convention is used only in the <i>Sterling Call Center and Sterling Store: Business Intelligence Guide</i> .

**Notes:** The Sterling Call Center and Sterling Store documentation set uses the following conventions in the context of the product name:

- Sterling Customer Order Management PCA is used for Release 7.5 and earlier.

- Sterling Call Center and Sterling Store is used for Release 8.0.

The Selling and Fulfillment Foundation documentation set uses the following conventions in the context of the product name:

- Yantra is used for Release 7.7 and earlier.
- Sterling Supply Chain Applications is used for Releases 7.9 and 7.11.
- Sterling Multi-Channel Fulfillment Solution is used for Releases 8.0 and 8.2.
- Selling and Fulfillment Foundation for Release 8.5.

# Getting Started

---

This chapter explains the prerequisites for installing Sterling Call Center and Sterling Store.

## 1.1 Before You Begin

If you are upgrading from a prior release of Sterling Call Center and Sterling Store, the Installer prompts you to upgrade to Sterling Call Center and Sterling Store, Release 8.5. For more information about upgrading to Sterling Call Center and Sterling Store, Release 8.5, see the *Sterling Call Center and Sterling Store: Upgrade Guide*.

Sterling Call Center and Sterling Store supports two resolutions:

- 800 X 600 pixels
- 1024 X 768 pixels

## 1.2 Minimum Selling and Fulfillment Foundation Requirements

The installation of Sterling Call Center and Sterling Store requires the successful installation of Selling and Fulfillment Foundation, Release 8.5. For more information about the system requirements for Selling and Fulfillment Foundation, see the *Selling and Fulfillment Foundation: Installation Guide*.

## 1.3 The Installation and Runtime Directory Structure

When you install Sterling Call Center and Sterling Store, the <INSTALL\_DIR>/rcp/COM/<COM\_Version\_Number>/COM/rcpclient directory is automatically created. The com.zip file is stored in this directory, which contains the Sterling Call Center and Sterling Store-specific plug-ins or features. <COM\_Version\_Number> refers to the version of the Sterling Call Center and Sterling Store application.

For more information about the installation directory structure, see the *Selling and Fulfillment Foundation: Installation Guide*.



# 2

## Installing Sterling Call Center and Sterling Store

---

This chapter explains how to install Sterling Call Center and Sterling Store on each of the operating systems supported by the Selling and Fulfillment Foundation.

Sterling Call Center and Sterling Store enables you to deploy the application in multiple schemas. For more information about the multischema deployment, see the *Selling and Fulfillment Foundation: Installation Guide*.

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**Important:** Ensure that there is at least 50 MB of space available for temporary files.

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### 2.1 UNIX or Linux Operating Systems

You can install Sterling Call Center and Sterling Store locally in an X Windows environment, or remotely, in a text-based console environment.

Installing Sterling Call Center and Sterling Store in a UNIX<sup>®</sup> or Linux<sup>®</sup> environment includes:

- [Running the GUI-Based Installation Program](#)
- [Running the Text-Based Installation Program](#)

#### 2.1.1 Running the GUI-Based Installation Program

Using a graphical user interface (GUI) in an X Windows client, you can install Sterling Call Center and Sterling Store in a UNIX or Linux environment from a command line.

---

---

**Note:** The instructions provided here assume that you have received an installation CD. (However, if you have downloaded Sterling Call Center and Sterling Store from the Electronic Software Distribution (ESD) portal, unzip the downloaded file to an empty directory. The directory containing the unzipped files is an electronic image of an installation CD. Use this directory wherever there is a reference to the installation CD in the instructions provided here. Ignore any instructions to place the installation CD in a drive.)

---

---

To install Sterling Call Center and Sterling Store, follows these steps:

1. Place the Sterling Call Center and Sterling Store installation CD in the appropriate drive.
2. From the installation CD, copy the `SCIIInstallWizard.jar`, `COM.jar` and `COM_Addin.jar` files to your designated path and navigate to that directory.

---

---

**Note:** Your designated path may not be the same as the directory where the Selling and Fulfillment Foundation is installed.

---

---

If you are using FTP to copy the files, verify that your session is set to binary mode.

3. Log in to a Microsoft Windows<sup>®</sup> machine.
  - a. Use a connectivity client to connect to your UNIX or Linux account.
  - b. Use the following command to set the display to use your X server as a client (or the appropriate Display identifier).

```
export DISPLAY=<server>:0.0
```

---



---

**Note:** The value 0.0 can be a different value, for example, 8.0.

---



---

4. Enter the following command from the directory where the `SCIInstallWizard.jar` resides:

```
<JAVA_HOME>/bin/java -Xmx512m -jar SCIInstallWizard.jar
```

---



---

**Note:** On Linux, do not use any soft or symbolic links in the path to the jar file. Make sure that you specify the full path to the jar file.

---



---

The Installation dialog box is displayed in a GUI.

5. Click Next to start the installation program.
6. Review the license agreement and click Accept to accept the terms.
7. Enter the name of the folder where the Selling and Fulfillment Foundation is installed or click Select Folder and navigate to the folder where the Selling and Fulfillment Foundation is installed. This directory refers to the `<INSTALL_DIR>` in subsequent prompts. After selecting the folder name, click Next.
8. In the Confirming Input Information dialog box, confirm that you have chosen the correct folder, and click Next. (If you want to select a new folder, click Back.)
9. On the Installation Progress screen, click Install to proceed with the installation. (If you want to see detailed information about the progress of the installation, click Show Details, and then click Install.)
10. After the installation is completed, click Exit.

For specific information about the installation, verify the `<INSTALL_DIR>/COM_PreInstallSI.log` file.

## 2.1.2 Running the Text-Based Installation Program

Using a text-based (non-GUI) interface, you can install Sterling Call Center and Sterling Store in a UNIX or Linux environment from a command line.

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---

**Note:** The instructions provided here assume that you have received an installation CD. (However, if you have downloaded Sterling Call Center and Sterling Store from the Electronic Software Distribution (ESD) portal, unzip the downloaded file to an empty directory. The directory containing the unzipped files is an electronic image of an installation CD. Use this directory wherever there is a reference to the installation CD in the instructions provided here. Ignore any instructions to place the installation CD in a drive.)

---

---

To install Sterling Call Center and Sterling Store, follow these steps:

1. Place the Sterling Call Center and Sterling Store installation CD in the appropriate drive.
2. From the installation CD, copy the `SCIInstallWizard.jar`, `COM.jar` and `COM_Addin.jar` files to your home directory or base directory and change to that directory.

---

---

**Note:** Ensure that this home directory is not the same as the home directory of the Selling and Fulfillment Foundation.

---

---

If you are using FTP to copy the files, verify that your session is set to binary mode.

3. Enter the following command from the directory where the `SCIInstallWizard.jar` resides:  

```
<JAVA_HOME>/bin/java -Xmx512m -jar SCIInstallWizard.jar
```
4. At the "Welcome to the Sterling Call Center and Sterling Store Installer" prompt, press Enter.
5. At the "Press Enter to view the license agreement" prompt, press Enter to begin. The first page of the license agreement is displayed.
6. Type N for the next page of the agreement, or scroll directly to the end of the agreement by pressing any other key. After the last page of the license agreement is displayed, the prompt "Do you accept the license? Y or N" is displayed. Press Y for yes, N for no.

7. Enter the name of the folder where the Selling and Fulfillment Foundation is installed. This directory is referred to as <INSTALL\_DIR> in subsequent prompts. After entering the folder name, press Enter.
8. In the next screen, confirm that you have selected the correct folder, and press Enter. The installation process starts.
9. After the installation is completed, press Enter to exit.

For specific information about the installation, verify the <INSTALL\_DIR>/COM\_PreInstallSI.log file.

## 2.2 Windows Operating Systems

You can install Sterling Call Center and Sterling Store in a Windows environment.

### 2.2.1 Running the GUI-Based Installation Program

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**Note:** The instructions provided here assume that you have received an installation CD. (However, if you have downloaded Sterling Call Center and Sterling Store from the Electronic Software Distribution (ESD) portal, unzip the downloaded file to an empty directory. The directory containing the unzipped files is an electronic image of an installation CD. Use this directory wherever there is a reference to the installation CD in the instructions provided here. Ignore any instructions to place the installation CD in a drive.)

---

---

To install Sterling Call Center and Sterling Store on Windows, follow these steps:

1. Close all the open Windows programs and any command prompt windows.
2. Place the Sterling Call Center and Sterling Store installation CD in the appropriate drive.

3. From the installation CD, copy the `SCIInstallWizard.jar`, `COM.jar`, and `COM_Addin.jar` files to your designated path and navigate to that directory.

---

---

**Note:** Your designated path may not be the same as the directory where the Selling and Fulfillment Foundation is installed.

---

---

4. Enter the following command from the directory where the `SCIInstallWizard.jar` resides:  

```
<JAVA_HOME>/bin/java -Xmx512m -jar SCIInstallWizard.jar
```

The Installation dialog box is displayed.
5. Click Next to start the installation program.
6. Review the license agreement and click Accept to accept the terms.
7. Enter the name of the folder where the Selling and Fulfillment Foundation is installed, or click Select Folder and navigate to the folder where the Selling and Fulfillment Foundation is installed. This directory is referred to as `<INSTALL_DIR>` in subsequent prompts. After selecting the folder, click Next.
8. In the Confirming Input Information dialog box, confirm that you have chosen the correct folder and click Next. (If you want to select a new folder, click Back.)
9. On the Installation Progress screen, click Install to proceed with the installation. If you want to see detailed information about the progress of the installation, click Show Details, and then click Install.
10. After the installation is completed, click Exit.

For specific information about the installation, verify the `<INSTALL_DIR>/COM_PreInstallSI.log` file.

## 2.3 Post-Installation Activity

Factory setup changes made to document type specific entities must be applied to custom document types. To apply the changes, you must provide a mapping between the custom document types and the

out-of-the-box document types. To provide this mapping, perform the following steps:

1. Rename the `customdoctype.properties.sample` located in the `<INSTALL_DIR>/COM/Migration` directory as `customdoctype.properties`.
2. To modify the `customdoctype.properties` file, follow the instructions provided in the `sample` file.
3. Run the following ant script from `<INSTALL_DIR>/COM/Migration` folder.

```
<ANT_HOME>/bin/ant -f doc_migrator.xml migrate  
-Dtarget=migrate-custom-doc-types -logfile <logfile>
```

This will ensure that the custom document types are updated to reflect the modification types provided for the out-of-the-box document types.

The following tables are updated during the above process:

- YFS\_Status
- YFS\_Transaction
- YFS\_Transaction\_Pickup\_Status
- YFS\_Transaction\_Drop\_Status
- YFS\_Event
- YFS\_Status\_Modification\_Type
- YFS\_Status\_Modification





## Loading the Database Components

---

Sterling Call Center and Sterling Store provides scripts for loading the database factory defaults. This chapter describes how to run the necessary scripts to load the database factory defaults and language pack translations.

- If you wish to load database factory defaults for Sterling Call Center, follow instructions in [Section 3.1, "Loading the Database Factory Defaults for Sterling Call Center"](#).
- If you wish to load database factory defaults for Sterling Store, follow instructions in [Section 3.1, "Loading the Database Factory Defaults for Sterling Call Center"](#) and [Section 3.2, "Loading the Database Factory Defaults for Sterling Store"](#).

**Note:** If you encounter an "Out of Memory" error when executing a command, set the ANT\_OPTS environment variable with appropriate memory arguments, delete the `.restart` file and re-run the corresponding command.

### 3.1 Loading the Database Factory Defaults for Sterling Call Center

You can load the Sterling Call Center factory defaults in the Activated mode. In this mode, the Sterling Call Center factory defaults are activated, which may override the factory defaults that you have already configured in the Selling and Fulfillment Foundation.

To load the Sterling Call Center factory defaults in the Activated mode:

1. Ensure that the path to the Java™ executable is in your system path.

2. Ensure that your <INSTALL\_DIR> environment variable is correctly set up.
3. Navigate to the <INSTALL\_DIR>/bin directory.
4. Load the factory defaults by executing the following ant script:

**For Windows:**

```
.\sci_ant.cmd -f ycd_load_defaults.xml install -logfile  
<logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_defaults.xml install -logfile  
<logfile>
```

This script loads the factory defaults in the following sequence:

- a. Installs the base factory setup.
- b. Activates the event handlers and user exit implementations.

This step also includes the validation of the existing data to ensure that Sterling Call Center does not overwrite any existing configuration. If the validation fails, the script exits without activating the event handlers and user exit implementations. An error message containing information about the existing configuration that might get overwritten is then displayed.

To override this validation, execute the following ant script:

**For Windows:**

```
.\sci_ant.cmd -f ycd_load_defaults.xml overrideinstall  
-logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_defaults.xml overrideinstall  
-logfile <logfile>
```

To install the factory defaults without overriding the validation, execute the following ant script:

**For Windows:**

```
.\sci_ant.cmd -f ycd_load_defaults.xml -logfile  
<logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_defaults.xml -logfile <logfile>
```

To install only the non-conflicting activator data, execute the following ant script:

**For Windows:**

```
.\sci_ant.cmd -f ycd_load_defaults.xml  
nonconflictinginstall -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_defaults.xml  
nonconflictinginstall -logfile <logfile>
```

- c. Provides the permission to invoke the APIs and Services to all the users.
5. If you plan to use the reference implementation provided as a part of Sterling Call Center, see [Chapter 4, "Installing Reference Implementation"](#).

## 3.2 Loading the Database Factory Defaults for Sterling Store

You can load the Sterling Store factory defaults in the Activated mode. In this mode, the Sterling Store factory defaults are activated, which may override the factory defaults that you have already configured in the Selling and Fulfillment Foundation.

To load the Sterling Store factory defaults in the Activated mode:

1. Ensure that the path to the Java executable is in your system path.
2. Ensure that your <INSTALL\_DIR> environment variable is correctly set up.
3. Navigate to the <INSTALL\_DIR>/bin directory.
4. Load the factory defaults by executing the following ant script:

**For Windows:**

```
.\sci_ant.cmd -f ycd_som_load_defaults.xml install -logfile  
<logfile>
```

### For UNIX or Linux:

```
./sci_ant.sh -f ycd_som_load_defaults.xml install -logfile  
<logfile>
```

This script installs the base factory setup.

5. If you plan to use the reference implementation that is provided as part of Sterling Store, see [Chapter 4, "Installing Reference Implementation"](#).

## 3.3 Loading the Language Pack Translations

Prior to loading the Sterling Call Center and Sterling Store Language Pack translations, ensure that you have loaded the database factory defaults.

To load the language pack translations with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL\_DIR>/bin directory as follows:

### Loading Language Pack Translations for Sterling Call Center and Sterling Store Factory Defaults

#### For Windows:

```
.\sci_ant.cmd -f localizedstringreconciler.xml import  
-Dbasename=ycdfclocalizedstrings -Dsrc=<INSTALL_  
DIR>/installed_data/sscap/components/complete_  
installation/factorysetup/XMLS  
-Dvariablefilename=resources/ycd_fc_variable.properties
```

#### For UNIX or Linux:

```
./sci_ant.sh -f localizedstringreconciler.xml import  
-Dbasename=ycdfclocalizedstrings -Dsrc=<INSTALL_  
DIR>/installed_data/sscap/components/complete_  
installation/factorysetup/XMLS  
-Dvariablefilename=resources/ycd_fc_variable.properties
```

## Installing Reference Implementation

---

Sterling Call Center and Sterling Store provides scripts for loading reference implementation. To load the factory setup for the reference implementation, ensure that your environment variable is set up correctly. When loading the reference implementation data, Sterling Call Center and Sterling Store uses the Data Migrator. For more information about the Data Migrator, see the *Selling and Fulfillment Foundation: Installation Guide*.

The reference implementation factory setup comprises the following components:

- Configuration Data—This consists of the basic configuration data required for application, including new organizations, common codes, and rules.
- Activator—In the Activated mode, the newly provided events, user exits, and pipelines in the factory setup are activated. Validation is necessary to ensure that activation does not affect existing configurations. A validator executes on these tables. If any of the records in the tables is found to exist in a state that is different from the standard Selling and Fulfillment Foundation factory setup, the validator fails. In such situations, you can run the reference implementation without the activator and manually create these records, or run the activator factory setup in Override mode.
- Demo Data—This contains Master Data.
  - Master Data—This consists of example data that can be used to demonstrate the application, including sample items. It is expected that this data is not used in a production environment. The master data comprises the following data: Items, UOMs,

Associations for the Product Catalog, Region and Resource pools for Value Added Services, Users, User Groups, and Queues.

Reference implementation can be run multiple times for a single installation. You can run this data with different enterprises to create multiple online business channels, all relating to a single company.

To run the reference implementation, Sterling Call Center and Sterling Store provides an ant script with the targets displayed in [Table 4–1](#).

**Table 4–1 Ant Targets**

Ant Target	Description
install	This is the default target that installs all the components of the reference implementation. This target invokes the validate, activator, configurationdata, and (if the flag is set) masterdata targets.  If the validation of the existing data fails, you can either use the overrideinstall or conflictinginstall targets.
overrideinstall	This target is to be used if the validation of the existing data fails and you still want to replace the activation data with the data provided in the reference implementation, as described in <a href="#">Section 4.2.2.2, "Validating and Activating the Data"</a> .  In addition, basic organizations, common codes, and rules are supplied. If you use the runmasterdata optional property, demonstration data is supplied.
nonconflictinginstall	This target is to be used if the validation of the existing data fails and you want to proceed with the activation but keep your existing configuration.  In addition, basic organizations, common codes, and rules are supplied. If you use the runmasterdata optional property, demonstration data is supplied.
validate	This target validates the existing data, but does not insert data. (See <a href="#">Section 4.2.2.2, "Validating and Activating the Data"</a> )
activator	This target activates the data. If the activator fails, you can run the overrideinstall or nonconflicting targets.

**Table 4–1 Ant Targets**

Ant Target	Description
configurationdata	This target installs the configuration data that supplies new organizations, common codes, and rules.
masterdata	This target installs the master data that supplies Items, UOMs, catalog associations, region and resource pools for work orders, users, user groups, and queues.

Sterling Call Center and Sterling Store provides the -D options described in [Table 4–1](#) for the ant targets, as described in [Table 4–1](#).

**Table 4–2 -D Optional Properties**

-D option	Description
variableproperties	This target needs to be used when another property file is specified instead of the default property file.
runmasterdata	This target installs the master data for the Sterling Call Center and Sterling Store, as long as you are using the install, overrideinstall, or nonconflictinginstall targets explained in <a href="#">Table 4–1</a> , "Ant Targets".

- If you wish to install reference implementation for Sterling Call Center, follow instructions in [Section 4.2, "Sterling Call Center Reference Implementation"](#).
- If you wish to install reference implementation for Sterling Store, follow instructions in [Section 4.2, "Sterling Call Center Reference Implementation"](#) and [Section 4.3, "Sterling Store Reference Implementation"](#).

## 4.1 Customizing Reference Implementation

To use the Reference Implementation, configure the `ycd_ref_variable.properties` file located in the `<INSTALL_DIR>/resources` directory.

You can specify another property file instead of the `ycd_ref_variable.properties` file. To specify another property file:

1. Define a new property file with the variables described in [Table 4–2](#).
2. When installing the reference implementation, specify the property file as described

**For Windows:**

```
.\sci_ant.cmd -f <buildfile.xml>
-Dvariableproperties=<property_file_name> -logfile
<logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f <buildfile.xml> -Dvariableproperties=
<property_file_name> -logfile <logfile>
```

For more information about the organization model provided in the reference implementation, see the *Sterling Call Center and Sterling Store: Implementation Guide*.

The variables described in [Table 4–3](#) are used to create participants and users for the Reference Implementation.

**Table 4–3 Variables for the Sterling Call Center Reference Implementation**

Variable Name	Description
Corporate_Enterprise_Code	Use this variable to define the organization code of the company.
Corporate_Enterprise_Name	Use this variable to define the name of the company.
Corporate_Enterprise_BillTo_Company	Use this variable to define the bill-to address of the company.
Corporate_Enterprise_Company_Name	Use this variable to define the corporate address of the company.
Online_Channel_Enterprise_Code	Use this variable to define the online business channel of the company.
Online_Channel_Enterprise_Name	This is the online business channel used for display purposes.
Online_Channel_Enterprise_BillTo_Company_Name	Use this variable to define the bill-to address of the online channel enterprise.



**Table 4–3 Variables for the Sterling Call Center Reference Implementation**

Variable Name	Description
Online_Channel_Enterprise_Company_Name	This populates the company name field of the business channel’s corporate address.
Non_Integrated_Node	This is the organization code created for a distribution center node of the online business channel organization.
Non_Integrated_Node_Name	This is the name of the distribution center code.
Generic_Service_Level_Carrier_Code	This is the organization code for the carrier organization created for the carrier service drop-down list.
CSR_UserName	This is the unique user name used to create a CSR for the company.
CSR_Password	This populates the password field for the CSR user record.
CSR_Lead_UserName	This is the unique user name used to create a CSR Lead for the company.
CSR_Lead_Password	This populates the password field for the CSR Lead user record.

**Note:** If you change the value of a variable representing a user identifier, the password for that user also changes automatically. The password is set to the value of the new identifier.

The variables described in [Table 4–4](#) are used to create two business customers, two contacts for each business customer, and two consumer customers for the Reference Implementation.

**Table 4–4 Customer Variables for the Sterling Call Center Reference Implementation**

Variable Name	Description
Business_Customer_1	Use this variable to define the customer ID of business customer #1.
Business_Customer_1_Name	Use this variable to define the name of business customer #1.

**Table 4–4 Customer Variables for the Sterling Call Center Reference Implementation**

Variable Name	Description
Business_Customer_1_URL	Use this variable to define the URL of business customer #1.
Business_Customer_1_Email	Use this variable to define the domain of the e-mail address of business customer #1.
Business_Customer_1_Contact_1	Use this variable to define the ID of contact #1 for business customer #1.
Business_Customer_1_Contact_1_First_Name	Use this variable to define the first name of contact #1 for business customer #1.
Business_Customer_1_Contact_1_Last_Name	Use this variable to define the last name of contact #1 for business customer #1.
Business_Customer_1_Contact_2	Use this variable to define the ID of contact #2 for business customer #1.
Business_Customer_1_Contact_2_First_Name	Use this variable to define the first name of contact #2 for business customer #1.
Business_Customer_1_Contact_2_Last_Name	Use this variable to define the last name of contact #2 for business customer #1.
Business_Customer_2	Use this variable to define the customer ID of business customer #2.
Business_Customer_2_Name	Use this variable to define the name of business customer #2.
Business_Customer_2_URL	Use this variable to define the URL of business customer #2.
Business_Customer_2_Email	Use this variable to define the domain of the e-mail address of business customer #2.
Business_Customer_2_Contact_1	Use this variable to define the ID of contact #1 for business customer #2.
Business_Customer_2_Contact_1_First_Name	Use this variable to define the first name of contact #1 for business customer #2.
Business_Customer_2_Contact_1_Last_Name	Use this variable to define the last name of contact #1 for business customer #2.
Business_Customer_2_Contact_2	Use this variable to define the ID of contact #2 for business customer #2.

**Table 4–4 Customer Variables for the Sterling Call Center Reference Implementation**

Variable Name	Description
Business_Customer_2_Contact_2_First_Name	Use this variable to define the first name of contact #2 for business customer #2.
Business_Customer_2_Contact_2_Last_Name	Use this variable to define the last name of contact #2 for business customer #2.
Consumer_Customer_1	Use this variable to define the customer ID of consumer customer #1.
Consumer_Customer_1_First_Name	Use this variable to define the first name of consumer customer #1.
Consumer_Customer_1_Last_Name	Use this variable to define the last name of consumer customer #1.
Consumer_Customer_2	Use this variable to define the customer ID of consumer customer #2.
Consumer_Customer_2_First_Name	Use this variable to define the first name of consumer customer #2.
Consumer_Customer_2_Last_Name	Use this variable to define the last name of consumer customer #2.
Consumer_Email	Use this variable to define the domain of the e-mail addresses of the consumer customers.

## 4.2 Sterling Call Center Reference Implementation

When the reference implementation is installed, the .restart files are created under the <INSTALL\_DIR>/database/FactorySetup/ycd/install directory. The .restart files record the points in the reference implementation that are complete.

If the reference implementation installation fails and if you re-run the installation scripts, the .restart files are read to resume installation from the point where the installation failed.

If you want to start the installation of the reference implementation from the beginning, ensure that you delete the .restart files before re-running the installation.

You can either install all the components of the reference implementation or individual components of the reference implementation.

Ensure that your `<INSTALL_DIR>` environment variable is correctly set up. Navigate to the `<INSTALL_DIR>/bin` directory.

### 4.2.1 Installing all the Components

To install all the components, run the following command from the `<INSTALL_DIR>/bin` directory:

#### For Windows:

```
.\sci_ant.cmd -f ycd_load_reference_implementation.xml  
<target> <-D optional property> -logfile <logfile>
```

Example:

(loads configurationdata, masterdata and activator)

```
.\sci_ant.cmd -f ycd_load_reference_implementation.xml  
-Drunmasterdata=Y -logfile logfile.txt
```

#### For UNIX or Linux:

```
./sci_ant.sh -f ycd_load_reference_implementation.xml <target>  
<-D optional property> -logfile <logfile>
```

Example:

(loads configurationdata, masterdata and activator)

```
./sci_ant.sh -f ycd_load_reference_implementation.xml  
-Drunmasterdata=Y -logfile logfile.txt
```

See [Table 4–1](#) for Ant targets and [Table 4–2](#) for the optional properties that you can specify in this command.

If the validation of data fails, you can choose to override the conflicting data, or install only the non-conflicting data.

#### 4.2.1.1 Overriding the Conflicting Data

To override the conflicting data, run the following command from the `<INSTALL_DIR>/bin` directory.

#### For Windows:

```
.\sci_ant.cmd -f ycd_load_reference_implementation.xml  
overrideinstall -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_reference_implementation.xml  
overrideinstall -logfile <logfile>
```

#### 4.2.1.2 Installing Only the Non-Conflicting Data

To install only the non-conflicting data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_load_reference_implementation.xml  
nonconflictinginstall -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_reference_implementation.xml  
nonconflictinginstall -logfile <logfile>
```

## 4.2.2 Installing the Individual Components of the Reference Implementation

This section describes the installation of the individual components of the reference implementation.

- [Installing Configuration Data](#)
- [Validating and Activating the Data](#)
- [Installing the Master Data](#)

#### 4.2.2.1 Installing Configuration Data

To install the configuration data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_load_reference_implementation.xml  
configurationdata -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_reference_implementation.xml  
configurationdata -logfile <logfile>
```

### 4.2.2.2 Validating and Activating the Data

To validate the existing configuration, run the following command from the <INSTALL\_DIR>/bin directory.

#### For Windows:

```
.\sci_ant.cmd -f ycd_load_reference_implementation.xml  
validate -logfile <logfile>
```

#### For UNIX or Linux:

```
./sci_ant.sh -f ycd_load_reference_implementation.xml validate  
-logfile <logfile>
```

When the validator runs, the following configurations are validated:

- User Exit Implementation—Sterling Call Center provides implementation for some of the user exits. If the user exit implementations are not modified or overridden, the validation process succeeds. Otherwise, it fails.

Sterling Call Center provides an implementation for the following user exits:

- YFSCollectionCreditCardUE
- YFSCollectionOthersUE
- YFSCollectionStoredValueCardUE
- YFSBeforeCreateOrderUE
- YFSBeforeChangeOrderUE
- YFSProcessOrderHoldTypeUE
- OMPGetCarrierServiceOptionsForOrderingUE

- Pipeline Determination—Sterling Call Center provides pipelines and the associated pipeline determination rules. The validation process succeeds if the pipeline determination rules are not modified or overridden. Otherwise, the validation process fails.

The pipeline determination rules for the following process types are validated:

- ORDER\_FULFILLMENT
- RETURN\_FULFILLMENT
- Events—Sterling Call Center provides event handlers for some of the transactions. If the event handlers are modified or overridden, the validation fails. Otherwise, the validation succeeds.  
 Table 4–5 lists the events for which the event handlers are configured.

**Table 4–5 Events**

Event	Transaction ID
On Collection Failure	PAYMENT_EXECUTION
On Backorder	ORDER_RELEASE_CHANGE
On Cancel	ORDER_RELEASE_CHANGE
On Success	DRAFT_ORDER_CONFIRM
On Success	ORDER_CHANGE
On Success	ORDER_CREATE
On Backorder	SCHEDULE.0001
On Cancel	SCHEDULE.0001
On Backorder	RELEASE.0001
On Cancel	RELEASE.0001
On hold type status change	ORDER_CHANGE
On hold type status change	ORDER_CREATE
On hold type status change	DRAFT_ORDER_CONFIRM
On hold type status change	ORDER_RELEASE_CHANGE
On Success	CHAINED_ORDER_CREATE
On Success	YCD_FRAUD_CHECK.0001
On hold type status change	YCD_FRAUD_CHECK.0001

**Table 4–5 Events**

Event	Transaction ID
On Fraudulent Order	YCD_FRAUD_CHECK.0001
On Success	YCD_DUPLICATE_ORDER.0001
On hold type status change	YCD_DUPLICATE_ORDER.0001
On Duplicate Order	YCD_DUPLICATE_ORDER.0001
Address Verification Failed	YCD_VERIFY_ADDRESS.0001
Send Notification	YCD_SHIP_NOTIFICATION.0001

To activate the data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_load_reference_implementation.xml
activator -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_reference_implementation.xml
activator -logfile <logfile>
```

If the validation of data fails, you can choose to override the conflicting data or install only the non conflicting data.

**4.2.2.2.1 Overriding Conflicting Data**

To override the conflicting data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_load_reference_implementation.xml
overrideinstall -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_reference_implementation.xml
overrideinstall -logfile <logfile>
```



#### 4.2.2.2.2 Installing Only the Non-Conflicting Data

To install only the non-conflicting data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_load_reference_implementation.xml
nonconflictinginstall -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_reference_implementation.xml
nonconflictinginstall -logfile <logfile>
```

#### 4.2.2.3 Installing the Master Data

To install the master data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_load_reference_implementation.xml
masterdata -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_load_reference_implementation.xml
masterdata -logfile <logfile>
```

## 4.3 Sterling Store Reference Implementation

The variables described in [Table 4–6](#) are used to create participants and users for the Sterling Store Reference Implementation.

**Table 4–6 Variables for the Sterling Store Reference Implementation**

Variable Name	Description
Retail_Channel_Enterprise_Code	This is the organization code used to define the retail business channel.
Retail_Channel_Enterprise_Name	This is the name of the retail business channel used for display purposes.
No_Loc_StoreId	This is the organization code used to define a store with no location.

**Table 4–6 Variables for the Sterling Store Reference Implementation**

Variable Name	Description
No_Loc_StoreName	This is the name of the no location store used for display purposes.
No_Loc_Store2Id	This is the organization code used to define another store with no location.
No_Loc_Store2Name	This is the name of No_Loc_Store2Id used for display purposes.
No_Loc_Store_Admin_UserID	This is a variable that defines the identifier for the store administrator of a store with no locations.
No_Loc_Store_Admin_UserName	This is a variable that defines the user name for the store administrator of a store with no locations.
No_Loc_Store_CSR_UserId	This is a variable that defines the identifier for a CSR of a store with no locations.
No_Loc_Store_CSR_UserName	This is a variable that defines the user name for a CSR of a store with no locations.
No_Loc_Store2_Admin_UserID	This is a variable that defines the identifier for a store administrator of No_Loc_Store2Id store.
No_Loc_Store2_Admin_UserName	This is a variable that defines the user name for the No_Loc_Store2_Admin_UserID store administrator.
No_Loc_Store2_CSR_UserId	This is a variable that defines the identifier for a CSR of the No_Loc_Store2Id store.
No_Loc_Store2_CSR_UserName	This is a variable that defines the user name for the No_Loc_Store2_CSR_UserId CSR.

**Note:** If you change the value of a variable representing a user identifier, the password for that user also changes automatically. The password is set to the value of the new identifier.

When the reference implementation is installed, .restart files are created under the <INSTALL\_DIR>/database/FactorySetup/ycd/install

directory. The .restart files record the points that are complete, in the reference implementation.

If the installation of the reference implementation fails, and if you re-run the installation scripts, the .restart files are read to resume installation from the point where the installation failed.

If you wish to start the installation of the reference implementation from the beginning, ensure that you delete the .restart files before re-running the installation.

You can either install all the components of the reference implementation or individual components of the reference implementation.

Ensure that your <INSTALL\_DIR> environment variable is correctly set up and navigate to the <INSTALL\_DIR>/bin directory.

### 4.3.1 Installing All the Components

To install all the components, run the following command from the <INSTALL\_DIR>/bin directory.

#### For Windows:

```
.\sci_ant.cmd -f ycd_som_load_reference_implementation.xml
<target> <-D optional property> -logfile <logfile>
```

Example:

(loads configurationdata, masterdata and activator)

```
.\sci_ant.cmd -f ycd_som_load_reference_implementation.xml
-Drunmasterdata=Y -logfile logfile.txt
```

#### For UNIX or Linux:

```
./sci_ant.sh -f ycd_som_load_reference_implementation.xml
<target> <-D optional property> -logfile <logfile>
```

Example:

(loads configurationdata, masterdata and activator)

```
./sci_ant.sh -f ycd_som_load_reference_implementation.xml
-Drunmasterdata=Y -logfile logfile.txt
```

See [Table 4–1](#) for ant targets and [Table 4–2](#) for the optional properties that you can specify in this command.

If the validation of data fails, you can choose to override the conflicting data, or install only the non-conflicting data.

### 4.3.1.1 Overriding the Conflicting Data

To override the conflicting data, run the following command from the <INSTALL\_DIR>/bin directory.

#### For Windows:

```
.\sci_ant.cmd -f ycd_som_load_reference_implementation.xml  
overrideinstall -logfile <logfile>
```

#### For UNIX or Linux:

```
./sci_ant.sh -f ycd_som_load_reference_implementation.xml  
overrideinstall -logfile <logfile>
```

### 4.3.1.2 Installing Only the Non-Conflicting Data

To install only the non conflicting data, run the following command from the <INSTALL\_DIR>/bin directory.

#### For Windows:

```
.\sci_ant.cmd -f ycd_som_load_reference_implementation.xml  
nonconflictinginstall -logfile <logfile>
```

#### For UNIX or Linux:

```
./sci_ant.sh -f ycd_som_load_reference_implementation.xml  
nonconflictinginstall -logfile <logfile>
```

For more information about installing individual components, see [Section 4.3.2.1, "Installing the Configuration Data"](#).

## 4.3.2 Installing the Individual Components of the Reference Implementation

This section describes the installation of the individual components of the reference implementation.

- [Installing the Configuration Data](#)
- [Validating and Activating the Data](#)
- [Installing the Master Data](#)

### 4.3.2.1 Installing the Configuration Data

To install the configuration data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_som_load_reference_implementation.xml  
configurationdata -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_som_load_reference_implementation.xml  
configurationdata -logfile <logfile>
```

### 4.3.2.2 Validating and Activating the Data

To validate the existing configuration, run the following command from the <INSTALL\_DIR>/bin directory:

**For Windows:**

```
.\sci_ant.cmd -f ycd_som_load_reference_implementation.xml  
validate -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_som_load_reference_implementation.xml  
validate -logfile <logfile>
```

When you run this command, the system validates the provided pipelines and the associated pipeline determination rules. The validation process succeeds if the pipeline determination rules are not modified or are overridden. Otherwise, the validation process fails.

The pipeline determination rules for the following process types are validated:

- ORDER\_FULFILLMENT
- RETURN\_FULFILLMENT

To activate the data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_som_load_reference_implementation.xml  
activator -logfile <logfile>
```

### For UNIX or Linux:

```
./sci_ant.sh -f ycd_som_load_reference_implementation.xml  
activator -logfile <logfile>
```

If the validation of data fails, you can choose to override the conflicting data or install only the non conflicting data

#### 4.3.2.2.1 Overriding Conflicting Data

To override the conflicting data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_som_load_reference_implementation.xml  
overrideinstall -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_som_load_reference_implementation.xml  
overrideinstall -logfile <logfile>
```

**4.3.2.2 Installing only the Non-Conflicting Data**

To install only the non-conflicting data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_som_load_reference_implementation.xml  
nonconflictinginstall -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_som_load_reference_implementation.xml  
nonconflictinginstall -logfile <logfile>
```

**4.3.2.3 Installing the Master Data**

To install the master data, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\sci_ant.cmd -f ycd_som_load_reference_implementation.xml  
masterdata -logfile <logfile>
```

**For UNIX or Linux:**

```
./sci_ant.sh -f ycd_som_load_reference_implementation.xml  
masterdata -logfile <logfile>
```

## 4.4 Installing WebSphere Commerce Integration Reference Implementation

To load the factory setup for this reference implementation, you should ensure that your environment variable is set up correctly, and that your DB\_DRIVER file is in your <INSTALL\_DIR>/extn directory.

When loading the database factory defaults, Sterling Call Center and Sterling Store uses the Data Migrator. For more information about the Data Migrator, see the *Selling and Fulfillment Foundation: Installation Guide*. To use the Reference Implementation, first configure the `ref_ycd_variable.properties` file located in the `<INSTALL_DIR>/resources` directory.

The variable described in [Table 4–7, "Variable for Reference Implementation"](#) is used to create charge categories and an inventory monitor rule for the enterprise that is created while running the Sterling Call Center and Sterling Store reference implementation.

**Table 4–7 Variable for Reference Implementation**

Variable Name	Description
Corporate_Enterprise_Code	The organization code used to define the company.

The reference implementation can be run multiple times for a single installation. You can run this data with different Enterprise organizations to create the provided customer data for each organization that is created with the Sterling Call Center and Sterling Store reference implementation.

The `YFS_LOCAL` environment variable can be set to point to the directory containing the `<INSTALL_DIR>/resources/yfs.properties` file. This is picked up and used to set the database connection, if available. Otherwise, `<INSTALL_DIR>` is used to set the database properties in the `<INSTALL_DIR>/resources/yfs.properties` directory.

For subsequent installations of factory defaults, ensure that you delete the `.restart` files located in the `<INSTALL_DIR>/database/FactorySetup/ycd/install` directory. The reference implementation factory setup is broken up into the following components:

- **Configuration Data**—This consists of the basic configuration data required for the WebSphere Commerce integration including new charge categories, inventory monitoring rules, and status modification repricing.
- **Activator**—In the Activated mode, the newly provided events in the factory setup are activated. Validation is necessary to ensure the



activation does not affect existing configurations. A validator executes on these tables. If any of the records in the tables are found to exist in a state that is different from the standard Selling and Fulfillment Foundation factory setup, the validator fails. In such situations, you can run the reference implementation without the activator and manually create these records, or run the activator factory setup in override mode.

- **Master Data**—This consists of updating the existing master data that can be run as part of the Sterling Call Center and Sterling Store reference implementation to update the provided items with a default inventory monitoring rule. This causes the provided items to be picked up by the Real Time Availability Monitor, and adjust the inventory cache within WebSphere Commerce, version 6.1.1.1.

To run the complete reference implementation, run the following command from the <INSTALL\_DIR>/bin directory:

**For Windows:**

```
.\ant.cmd -f ycd_wci_load_reference_implementation.xml all  
-logfile <logfile>
```

**For UNIX and Linux:**

```
./ant.sh -f ycd_wci_load_reference_implementation.xml all  
-logfile <logfile>
```

This command runs the complete reference implementation including the configuration data, activator, and master data installation.

---

---

**Note:** If you modify the tables referenced in the activator factory setup, the activator validation may fail. In such situations, you can run the factory setup components separately. If errors are not found, it indicates that the factory setup has been installed successfully.

---

---

To run individual components of the reference implementation, run the following commands from the <INSTALL\_DIR>/bin directory:

- **Configuration Data Installation**—Run the following command to install configuration data:

**For Windows:**

```
.\ant.cmd -f ycd_wci_load_reference_implementation.xml  
configurationdata -logfile <logfile>
```

### For UNIX and Linux:

```
./ant.sh -f ycd_wci_load_reference_implementation.xml  
configurationdata -logfile <logfile>
```

- Activator Installation—Run the following command to install activator:

### For Windows:

```
.\ant.cmd -f ycd_wci_load_reference_implementation.xml  
activator -logfile <logfile>
```

### For UNIX and Linux:

```
./ant.sh -f ycd_wci_load_reference_implementation.xml  
activator -logfile <logfile>
```

- Activator Installation with Override—Run the following command to overwrite any existing configuration done to certain event or user exit implementations:

### For Windows:

```
.\ant.cmd -f ycd_wci_load_reference_implementation.xml  
overrideactivator -logfile <logfile>
```

### For UNIX and Linux:

```
./ant.sh -f ycd_wci_load_reference_implementation.xml  
overrideactivator -logfile <logfile>
```

## 4.5 Loading the Reference Implementation Language Pack Translations

This section provides the following commands that load the Reference Implementation Language Pack Translations for Sterling Call Center and Sterling Store.

### Loading Language Pack Translations for Sterling Call Center and Sterling Store Reference Implementation

For Windows:

```
.\sci_ant.cmd -f localizedstringreconciler.xml import  
-Dbasename=ycdrilocalizedstrings -Dsrc=<INSTALL_  
DIR>/installed_data/sscap/components/complete_  
installation/factorysetup/XMLS  
-Dvariablefilename=resources/ycd_ref_variable.properties
```

### **For UNIX or Linux:**

```
./sci_ant.sh -f localizedstringreconciler.xml import  
-Dbasename=ycdrilocalizedstrings -Dsrc=<INSTALL_  
DIR>/installed_data/sscap/components/complete_  
installation/factorysetup/XMLS  
-Dvariablefilename=resources/ycd_ref_variable.properties
```

For more information about localizing factory setup data, see the *Selling and Fulfillment Foundation: Localization Guide*.



## Client Applications

---

This chapter explains how to create, install, and update the Sterling Call Center and Sterling Store client applications.

### 5.1 Creating a Client Application

This section explains how to create a client application.

**Note:** The Application Identifier for the Sterling Call Center and Sterling Store client is YFSSYS00011.

To create a client application:

1. Ensure that the following environment variables are set appropriately:

RCP\_EXTN\_FOLDER: If you extend the Sterling Call Center and Sterling Store application, perform the following tasks:

- a. Create a new directory and set the RCP\_EXTN\_FOLDER environment variable to point to the new directory.
- b. In the new directory, create the `commands` subdirectory.
- c. In the `commands` subdirectory, create a new subdirectory for the custom plugins with a suitable name.
- d. Copy the Sterling Call Center and Sterling Store extended client application files to the new subdirectory.

For more information about this variable, see the *Selling and Fulfillment Foundation: Installation Guide*.

If you do not extend the Sterling Call Center and Sterling Store application, perform the following tasks:

- a. Create a new directory and set the RCP\_EXTN\_FOLDER environment variable to point to the new directory.
  - b. In the new directory, create the `resources` and `commands` subdirectories.
2. Navigate to the following directory:
- ```
<INSTALL_DIR>/rcp/COM/<COM_Version_Number>/platform/rcpclient/com.yantra.yfc.rcp_1.0.0
```
- where `<COM_Version_Number>` is the version of the Sterling Call Center and Sterling Store application.
3. Move the `locations.ycfg.sample` file to the `<RCP_EXTN_FOLDER>/resources` directory and rename the `locations.ycfg.sample` file as `locations.ycfg`.
  4. To integrate with the Business Center application and provide access to the Pricing and Item configurations from within the Sterling Call Center and Sterling Store application, you need to edit the `locations.ycfg` file. In the `locations.ycfg` file, include an additional Config entry that points to the location of the Business Center deployment.

The Config entry must include the name "COM.SBC", which is understood by Sterling Call Center and Sterling Store to be Business Center information. The ApplicationID is the ID of Business Center, which is "SBCSYS00001". The protocol is either "http" or "https", depending on how the application is deployed. BaseUrl is the base URL of the Business Center application. PortNumber is the port number that Business Center is deployed on, and WebAppContext is the location of the context route where the application is deployed. NoUILoginURL points to the NoUILoginServlet, which performs the login to Business Center from Sterling Call Center and Sterling Store. The Config entry is as follows:

```
<Config Name = "COM.SBC"  
ApplicationID = "SBCSYS00001"  
Protocol = "http" or "https"  
BaseUrl = "<Base URL>"  
PortNumber = "nnnn"
```

```

WebApplicationContext = "/<directory_path>"
NoUILoginURL = "/NoUILoginServlet">
</Config>

```

For more information about creating and configuring locations, see the *Selling and Fulfillment Foundation: Customization Guide*.

5. To enable users to seamlessly log in to the Application Console from within the Sterling Call Center and Sterling Store application, you need to edit the `locations.ycfg` file. In the `locations.ycfg` file, include an additional Config entry that points to the location of the Application Console.

The Config entry must include the name "COM.Console", which is understood by Sterling Call Center and Sterling Store to be the Application Console. The ApplicationID is the ID of the Application Console, which is "YFSSYS00004". The protocol is "http". BaseUrl is the base URL of the Application Console. PortNumber is the port number that the Application Console is deployed on, and WebApplicationContext is the location of the context route where the application is deployed. NoUILoginURL points to the NoUILoginServlet, which performs the login to the Application Console from Sterling Call Center and Sterling Store. The Config entry is as follows:

```

<Config Name = "COM.Console"
ApplicationID = "YFSSYS00004"
Protocol = "http"
BaseUrl = "<Base URL>"
PortNumber = "nnnn"
WebApplicationContext = "/<directory_path>"
NoUILoginURL = "/NoUILoginServlet">
</Config>

```

For more information about creating and configuring locations, see the *Selling and Fulfillment Foundation: Customization Guide*.

6. Ensure that all the dependent Eclipse plug-ins are included in the `<INSTALL_DIR>/rcpdependencies` directory. For a list of the dependent Eclipse plug-ins that are needed, see the *Selling and Fulfillment Foundation: Installation Guide*.

## 5.1.1 Creating a Call Center Client Application in Windows

To create a call center client application in Windows:

1. Run the following script from the <INSTALL\_DIR>\bin directory.

### For Windows client

```
.\sci_ant.cmd -f buildcomapplication.xml
buildCOMForWindows -DCOMVersion=<COM_Version_Number>
-logfile <logfile>
```

### For UNIX or Linux client:

```
.\sci_ant.cmd -f buildcomapplication.xml
buildCOMForGTKLinux -DCOMVersion=<COM_Version_Number>
-logfile <logfile>
```

where <COM\_Version\_Number> is the version of the Sterling Call Center and Sterling Store application. If you do not specify -DCOMVersion, the default version number (version number of the latest version of the application) is used.

2. After the script completes, a zip file called com.zip is created in the <INSTALL\_DIR>/rcpdrop/[platform]/<COM\_Version\_Number> directory, for example, <INSTALL\_DIR>/rcpdrop/windows/8.5 for Windows and <INSTALL\_DIR>/rcpdrop/gtk.linux.x86/8.5 for Linux.

For more information about this extension process, see the *Selling and Fulfillment Foundation: Customization Guide*.

## 5.1.2 Creating a Call Center Client Application in Linux

To create a call center client application in Linux:

1. Run the following script from the <INSTALL\_DIR>\bin directory:

### For Windows client:

```
./sci_ant.sh -f buildcomapplication.xml buildCOMForWindows
-DCOMVersion=<COM_Version_Number> -logfile <logfile>
```

### For Linux client:

```
./sci_ant.sh -f buildcomapplication.xml buildCOMForGTKLinux
-DCOMVersion=<COM_Version_Number> -logfile <logfile>
```



where `<COM_Version_Number>` is the version of the Sterling Call Center and Sterling Store application. If you do not specify `-DCOMVersion`, the default version number (version number of the latest version of the application) is used.

2. After the script completes, a zip file called `com.zip` is created in the `<INSTALL_DIR>/rcpdrop/[platform]/<COM_Version_Number>` directory, for example, `<INSTALL_DIR>/rcpdrop/windows/8.5` for Windows and `<INSTALL_DIR>/rcpdrop/gtk.linux.x86/8.5` for Linux.

For more information about this extension process, see the *Selling and Fulfillment Foundation: Customization Guide*.

### 5.1.3 Creating a Store Client Application in Windows

To create a store client application in Windows:

1. Run the following script from the `<INSTALL_DIR>/bin` directory.

**For Windows client:**

```
.\sci_ant.cmd -f buildsomapplication.xml buildSOMForWindows
-DSOMVersion=<SOM_Version_Number> -logfile <logfile>
```

**For Linux client:**

```
.\sci_ant.cmd -f buildsomapplication.xml
buildSOMForGTKLinux -DSOMVersion=<SOM_Version_Number>
-logfile <logfile>
```

where `<SOM_Version_Number>` is the version of the Sterling Call Center and Sterling Store application. If you do not specify `-DCOMVersion`, the default version number (version number of the latest version of the application) is used.

2. After the script completes, a zip file called `som.zip` is created under `<INSTALL_DIR>/rcpdrop/[platform]/<SOM_Version_Number>` directory, for example, `<INSTALL_DIR>/rcpdrop/windows/8.5` for Windows and `<INSTALL_DIR>/rcpdrop/gtk.linux.x86/8.5` for Linux.

For more information about this extension process, see the *Selling and Fulfillment Foundation: Customization Guide*.

## 5.1.4 Creating a Store Client Application in Linux

To create a store client application in Linux:

1. Run the following script from the <INSTALL\_DIR>\bin directory:

**For Windows client:**

```
./sci_ant.sh -f buildsomapplication.xml buildSOMForWindows
-DKOMVersion=<SOM_Version_Number> -logfile <logfile>
```

**For Linux client:**

```
./sci_ant.sh -f buildsomapplication.xml
buildSOMForGTKLinux -DKOMVersion=<SOM_Version_Number>
-logfile <logfile>
```

where <SOM\_Version\_Number> is the version of the Sterling Call Center and Sterling Store application. If you do not specify -DKOMVersion, the default version number (version number of the latest version of the application) is used.

2. After the script completes, a zip file called som.zip is created under the <INSTALL\_DIR>/rcpdrop/[platform]/<SOM\_Version\_Number> directory, for example, <INSTALL\_DIR>/rcpdrop/windows/8.5 for Windows and <INSTALL\_DIR>/rcpdrop/gtk.linux.x86/8.5 for Linux.

For more information about this extension process, see the *Selling and Fulfillment Foundation: Customization Guide*.

## 5.1.5 Creating a Call Center Client Application Installer in Windows

To create a call center client application installer in Windows:

1. Ensure that the SterlingCallCenterAppInstaller.properties file is configured. [Table 5–1](#) describes the configurations that can be performed for a call center client application by modifying the SterlingCallCenterAppInstaller.properties file in the <rcpdropDir>/windows/<COM\_Version\_Number>/uiinstaller/com directory.

where <COM\_Version\_Number> is the version of the Sterling Call Center and Sterling Store application.

**Table 5–1 Configurable Properties for a Call Center Client Application Installer**

| Property                    | Default Value                                                                  | Uses                                                                                         |
|-----------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| APP_NAME                    | Sterling Call Center Application                                               | Application name used on the title bar of the Installer                                      |
| VERSION                     | 8.5                                                                            | Application version used while updating the Windows registry                                 |
| SPLASH_PAGE_BITMAP          | \${rcpdropDir}\windows\<COM_Version_Number>\uiinstaller\com\splash.bmp         | Splash image used while launching the Installer                                              |
| APP_INSTALL_DIR             | \$PROGRAMFILES\Sterling Call Center Application                                | Installation Directory                                                                       |
| START_MENU_GROUP            | Sterling Call Center Application                                               | Entry created in the Start menu                                                              |
| NSIS_PATH                   | \$PROGRAMFILES\NSIS                                                            | Path where Nullsoft Scriptable Install System is installed                                   |
| UI_INSTALL_ICON             | \${rcpdropDir}/windows/<COM_Version_Number>/uiinstaller/com/logo_window.ico    | Icon used on the title bar of the Installer                                                  |
| UI_UNINSTALL_ICON           | \${rcpdropDir}/windows/<COM_Version_Number>/uiinstaller/com/logo_window.ico    | Icon used on the title bar of the UnInstaller                                                |
| UI_WELCOMEFINISHPAGE_BITMAP | \${rcpdropDir}\windows\<COM_Version_Number>\uiinstaller\com\ui_welcome_com.bmp | Image used on the left-hand side of the Installer                                            |
| OUTPUT_FILE                 | \${rcpdropDir}/windows/SterlingCallCenterAppSetup.exe                          | Path for the SterlingCallCenterAppSetup executable file                                      |
| SRC_DIR                     | \${rcpdropDir}/windows/com\*                                                   | Path of the source directory from where the SterlingCallCenterAppSetup.exe extracts the data |

Here `${rcpdropDir}` refers to the `<INSTALL_DIR>/rcpdrop` folder.

- Rename the Nullsoft Scriptable Install file, `clientApp.nsi.sample`, which is present in the `<rcpdropDir>/windows/<COM_Version_Number>/uiinstaller/com` directory, as `clientApp.nsi`.

To perform configurations other than the default configurations defined for the `clientApp.nsi` file, modify the `clientApp.nsi` file.

3. If you are creating the Call Center Client application installer on a platform where Nullsoft Scriptable Install System is installed, run the following script from the

```
<rcpdropDir>/windows/<COM_Version_Number>/uiinstaller/com  
directory:
```

```
<ANT_HOME>/bin/ant -f  
buildSterlingCallCenterAppInstaller.xml  
-DrcpdropDir=<directory where the rcpdrop folder is  
available>
```

Here <rcpdropDir> refers to the <INSTALL\_DIR>/rcpdrop folder.

4. If you are creating the Call Center Client application installer on a platform where Nullsoft Scriptable Install System is not installed, copy the <INSTALL\_DIR>/rcpdrop folder from the machine where NSIS is installed to a temporary folder and run the following script from the

```
<rcpdropDir>/windows/<COM_Version_Number>/uiinstaller/com  
directory:
```

```
<ANT_HOME>/bin/ant -f  
buildSterlingCallCenterAppInstaller.xml  
-DrcpdropDir=<directory where the rcpdrop folder is  
available>
```

Here <rcpdropDir> refers to the temporary folder.

5. The script performs the following tasks:
  - Reads the appropriate configuration file, SterlingCallCenterAppInstaller.properties, located in the <rcpdropDir>/windows/<COM\_Version\_Number>/uiinstaller/com directory.
  - The makensis command provided by the Nullsoft Scriptable Install System is used to execute the clientApp.nsi file by passing the arguments provided in the SterlingCallCenterAppInstaller.properties file.
  - Compresses the contents of the SRC\_DIR property in the SterlingCallCenterAppSetup.exe file. (The default value of the SRC\_DIR property is \${rcpdropDir}/windows/com\\*)
  - Creates the SterlingCallCenterAppSetup.exe in the <rcpdropDir>/windows directory. The name and path of the

installer file can be configured using the `OUTPUT_FILE` property described in [Table 5–1](#).

## 5.1.6 Creating a Store Client Application Installer in Windows

To create a store client application installer in Windows:

1. Ensure that the `SterlingStoreAppInstaller.properties` file is configured. [Table 5–2](#) describes the configurations that can be performed for a store client application by modifying the `SterlingStoreAppInstaller.properties` file in the `<rcpdropDir>/windows/<SOM_Version_Number>/uiinstaller/som` directory.

where `<SOM_Version_Number>` is the version of the Sterling Call Center and Sterling Store application.

**Table 5–2 Configurable Properties for a Store Client Application Installer**

| Property                    | Default Value                                                                                     | Uses                                                         |
|-----------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| APP_NAME                    | Sterling Store Application                                                                        | Application name used on the title bar of the Installer      |
| VERSION                     | 8.5                                                                                               | Application version used while updating the Windows registry |
| SPLASH_PAGE_BITMAP          | <code>\${rcpdropDir}\windows\&lt;SOM_Version_Number&gt;\uiinstaller\som\splash.bmp</code>         | Splash image used while launching the Installer              |
| APP_INSTALL_DIR             | <code>\$PROGRAMFILES\Sterling Store Application</code>                                            | Installation Directory                                       |
| START_MENU_GROUP            | Sterling Store Application                                                                        | Entry created in the Start menu                              |
| NSIS_PATH                   | <code>\$PROGRAMFILES\NSIS</code>                                                                  | Path where Nullsoft Scriptable Install System is installed   |
| UI_INSTALL_ICON             | <code>\${rcpdropDir}/windows/&lt;SOM_Version_Number&gt;/uiinstaller/som/logo_window.ico</code>    | Icon used on the title bar of the Installer                  |
| UI_UNINSTALL_ICON           | <code>\${rcpdropDir}/windows/&lt;SOM_Version_Number&gt;/uiinstaller/som/logo_window.ico</code>    | Icon used on the title bar of the UnInstaller                |
| UI_WELCOMEFINISHPAGE_BITMAP | <code>\${rcpdropDir}\windows\&lt;SOM_Version_Number&gt;\uiinstaller\som\ui_welcome_som.bmp</code> | Image used on the left-hand side of the Installer            |

**Table 5–2 Configurable Properties for a Store Client Application Installer**

| Property    | Default Value                                          | Uses                                                                                    |
|-------------|--------------------------------------------------------|-----------------------------------------------------------------------------------------|
| OUTPUT_FILE | \${rcpdropDir}/windows/SterlingStoreAppSet<br>etup.exe | Path for the SterlingStoreAppSetup executable file                                      |
| SRC_DIR     | \${rcpdropDir}/windows/som\*                           | Path of the source directory from where the SterlingStoreAppSetup.exe extracts the data |

Here `${rcpdropDir}` refers to the `<INSTALL_DIR>/rcpdrop` folder.

2. Rename the Nullsoft Scriptable Install file, `storeApp.nsi.sample`, which is present in the `<rcpdropDir>/windows/<SOM_Version_Number>/uiinstaller/som` directory, as `storeApp.nsi`.

To perform configurations other than the default configurations defined for the `storeApp.nsi` file, modify the `storeApp.nsi` file.

3. If you are creating the Store Client application installer on a platform where Nullsoft Scriptable Install System is installed, run the following script from the `<rcpdropDir>/windows/<SOM_Version_Number>/uiinstaller/som` directory:

```
<ANT_HOME>/bin/ant -f buildSterlingStoreAppInstaller.xml
-DrcpdropDir=<directory where the rcpdrop folder is
available>
```

Here `<rcpdropDir>` refers to the `<INSTALL_DIR>/rcpdrop` folder.

4. If you are creating the Store Client application installer on a platform where Nullsoft Scriptable Install System is not installed, copy the `<INSTALL_DIR>/rcpdrop` folder from the machine where NSIS is installed to a temporary folder and run the following script from the `<rcpdropDir>/windows/<SOM_Version_Number>/uiinstaller/som` directory:

```
<ANT_HOME>/bin/ant -f buildSterlingStoreAppInstaller.xml
-DrcpdropDir=<directory where the rcpdrop folder is
available>
```

Here `<rcpdropDir>` refers to the temporary folder.

5. The script performs the following tasks:
  - Reads the appropriate configuration file, `SterlingStoreAppInstaller.properties`, located in the `<rcpdropDir>/windows/<SOM_Version_Number>/uiinstaller/som` directory.
  - The `makensis` command provided by the Nullsoft Scriptable Install System is used to execute the `storeApp.nsi` file by passing the arguments provided in the `SterlingStoreAppInstaller.properties` file.
  - Compresses the contents of the `SRC_DIR` property in the `SterlingCallCenterAppSetup.exe` file. (The default value of the `SRC_DIR` property is `${rcpdropDir}/windows/som\*`)
  - Creates the `SterlingStoreAppSetup.exe` in the `<rcpdropDir>/windows` directory. The name and path of the installer file can be configured using the `OUTPUT_FILE` property described in [Table 5–2](#).

## 5.2 Deploying Client Applications through a Remote Terminal

The Sterling Call Center and Sterling Store client application can be deployed and accessed on a terminal server through a remote login from a client machine. For more information about deploying a client application through a remote terminal, see the *Selling and Fulfillment Foundation: Installation Guide*.

## 5.3 Installing Client Applications

This section describes how to install the Sterling Call Center client application and the Sterling Store client application on Windows and Linux.

### 5.3.1 Installing the Sterling Call Center Client Application

This section describes the process of installing the Sterling Call Center client application.

To install on Windows:

Perform the following steps if you are using the Call Center Client application installer to install the Sterling Call Center Client application:

1. Run the `SterlingCallCenterAppSetup.exe` from the `<INSTALL_DIR>/rcpdrop/windows/<COM_Version_Number>` directory.  
The Sterling Call Center Application Setup installation wizard is displayed.
2. Click Next to start the installation program.
3. Review the End User License Agreement and select the I accept the terms in the License Agreement check box to accept the terms. Click Next.
4. Select an installation directory to install the Sterling Call Center application by clicking Browse and navigating to the corresponding folder.

---

---

**Note:** Ensure that you install the Sterling Call Center application in an empty folder. This is necessary because all the contents of the installation folder will be deleted during the uninstallation process.

---

---

5. Click Install.

Perform the following steps if you are not using the Call Center Client application installer to install the Sterling Call Center Client application:

1. Extract the `com.zip` file into the `<INSTALL_DIR>/rcpdrop/windows/<COM_Version_Number>/com` directory.
2. Create a backup of the `com.ini.sample` file.
3. Rename the `com.ini.sample` file as `com.ini` file.
4. Modify the `com.ini` file located in the `<INSTALL_DIR>/rcpdrop/windows/<COM_Version_Number>/com` directory to provide the appropriate VM arguments for the application.

For more information about VM arguments, see the *Selling and Fulfillment Foundation: Customization Guide*.

To install on Linux:



1. Extract the `com.zip` file into the  
`<INSTALL_DIR>/rcpdrop/gtk.linux.x86/<COM_Version_Number>/com`  
 directory.
2. Create a backup of the `com.ini.sample` file.
3. Rename the `com.ini.sample` file as `com.ini`.
4. Modify the `com.ini` file located in the  
`<INSTALL_DIR>/rcpdrop/gtk.linux.x86/<COM_Version_Number>/com`  
 directory to provide the appropriate VM arguments for the  
 application.

For more information about the supported VM arguments, see the *Selling and Fulfillment Foundation: Installation Guide*.

---



---

**Note:** Ensure that the execution permissions are turned on for the following files:

- `com.sh` stored in the  
`<INSTALL_DIR>/rcpdrop/gtk.linux.x86/<COM_Version_Number>/com`  
 directory.
  - All the files stored in the  
`<INSTALL_DIR>/rcpdrop/gtk.linux.x86/<COM_Version_Number>/com/jre/bin`  
 directory.
- 
- 

---



---

**Note:** Sterling Call Center and Sterling Store uses the X Window System to display reports. To enable this functionality, set the `DISPLAY` environment variable as follows:

```
export DISPLAY=<IP address of XWindows server>:0.0.
```

---



---

### 5.3.2 Installing the Sterling Store Client Application

This section describes the process of installing the Sterling Store client application.

To install on Windows:

Perform the following steps if you are using the Store Client application installer to install the Sterling Store Client application:

1. Run the `SterlingStoreAppSetup.exe` from the `<INSTALL_DIR>/rcpdrop/windows/<COM_Version_Number>` directory. The Sterling Store Application Setup installation wizard is displayed.
2. Click Next to start the installation program.
3. Review the End User License Agreement and select the I accept the terms in the License Agreement check box to accept the terms. Click Next.
4. Select an installation directory to install the Sterling Store application by clicking Browse and navigating to the corresponding folder.

---

---

**Note:** Ensure that you install the Sterling Call Center application in an empty folder. This is necessary because all the contents of the installation folder will be deleted during the uninstallation process.

---

---

5. Click Install.

Perform the following steps if you are not using the Store Client application installer to install the Sterling Store Client application:

1. Extract the `som.zip` file into the `<INSTALL_DIR>/rcpdrop/windows/<SOM_Version_Number>/som` directory.
2. Create a backup of the `som.ini.sample` file.
3. Rename the `som.ini.sample` file as `som.ini`.
4. Modify the `<INSTALL_DIR>/rcpdrop/windows/<SOM_Version_Number>/som/som.ini` file and provide the following:
  - To specify the virtual machine arguments:  
`-vmargs <Virtual Machine Arguments>`
  - To specify the ship node to log in as:  
`-DDefaultNode=<ShipNode>`

- To specify the enterprise to log in as:  
-DDefaultEnterprise=<EnterpriseCode>
- To allow or disallow modification of the default ship node:  
-DallowNodeModification=<false|true>
- To allow or disallow modification of the default enterprise:  
-DallowEnterpriseModification=<false|true>
- To display or hide the Customer Message panel:  
-DhideStoreCustomerMessage=<false|true>

For more information about .ini files, see the *Selling and Fulfillment Foundation: Installation Guide*.

To install on Linux:

1. Extract the som.zip file into the  
<INSTALL\_DIR>/rcpdrop/gtk.linux.x86/<SOM\_Version\_Number>/som directory.
2. Create a backup of the som.ini.sample file.
3. Rename the som.ini.sample file as som.ini.
4. Modify the  
<INSTALL\_DIR>/rcpdrop/windows/<SOM\_Version\_Number>/som/som.ini file and provide the following:
  - To specify the virtual machine arguments:  
-vmargs <Virtual Machine Arguments>
  - To specify the ship node to log in as:  
-DDefaultNode=<ShipNode>
  - To specify the enterprise to log in as:  
-DDefaultEnterprise=<EnterpriseCode>
  - To allow or disallow modification of the default ship node:  
-DallowNodeModification=<false|true>
  - To allow or disallow modification of the default enterprise:  
-DallowEnterpriseModification=<false|true>

- To display or hide the Customer Message panel:

```
-DhideStoreCustomerMessage=<false|true>
```

For more information about .ini files, see the *Selling and Fulfillment Foundation: Installation Guide*.

---

---

**Note:** Ensure that the execution permissions are turned on for the following files:

- som.sh stored in the <INSTALL\_DIR>/rcpdrop/gtk.linux.x86/<SOM\_Version\_Number>/som directory.
  - All the files stored in the <INSTALL\_DIR>/rcpdrop/gtk.linux.x86/<SOM\_Version\_Number>/som/jre/bin directory.
- 
- 

---

---

**Note:** Sterling Call Center and Sterling Store uses the X Window System to display reports. To enable this functionality, set the DISPLAY environment variable as follows:

```
export DISPLAY=<IP address of XWindows server>:0.0.
```

---

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## 5.4 Updating the Rich Client Platform for Client Applications

This section describes how to update the Rich Client Platform for the Sterling Call Center client application and the Sterling Store client application.

### 5.4.1 For the Call Center Application

To update the Rich Client Platform for the Sterling Call Center application, create the following directory structure:

**For Windows:**

```
<UPDATES_DIR>/<APPLICATION_CODE>/<VERSION_NUMBER>/win32.win32.  
x86
```

**For Linux:**

```
<UPDATES_DIR>/<APPLICATION_CODE>/<VERSION_NUMBER>/gtk.linux.x86
```

Here, the APPLICATION\_CODE is YFSSYS00011 for Sterling Call Center. The <UPDATES\_DIR> is the directory that contains an individual update directory for Sterling Call Center and Sterling Store. The <VERSION\_NUMBER> is the appropriate version of Sterling Call Center and Sterling Store that is being installed. The win32.win32.x86 directory is the directory for the Windows operating system configuration, and the gtk.linux.x86 directory is the directory for the Linux operating system configuration.

For more information about applying updates, see the *Selling and Fulfillment Foundation: Installation Guide*.

## 5.4.2 For the Sterling Store Application

To update the Rich Client Platform for the Sterling Store application, create the following directory structure.

**For Windows:**

```
<UPDATES_DIR>/<APPLICATION_CODE>/<VERSION_NUMBER>/win32.win32.x86
```

**For Linux:**

```
<UPDATES_DIR>/<APPLICATION_CODE>/<VERSION_NUMBER>/gtk.linux.x86
```

Here, the APPLICATION\_CODE is YFSSYS00006 for Sterling Call Center and Sterling Store. The <UPDATES\_DIR> is the directory that contains an individual update directory for Sterling Call Center and Sterling Store. The <VERSION\_NUMBER> is the appropriate version of Sterling Call Center and Sterling Store that is being installed. The win32.win32.x86 directory is the directory for the Windows operating system configuration and the gtk.linux.x86 directory is the directory for the Linux operating system configuration.

For more information about applying updates, see the *Selling and Fulfillment Foundation: Installation Guide*.



# 6

## Configuring Properties

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Property files contain properties that control the operation of Sterling Call Center and Sterling Store. By modifying the values of these properties, you can customize Sterling Call Center and Sterling Store to suit your business and technical requirements.

After installing Sterling Call Center and Sterling Store, most property and script files do not require any further configuration for the basic operation of the system. However, if you want to customize any specific operations, for example, setting a different logging level, you need to edit (and in some cases, create) certain property or .xml files.

In general, changes to properties are not made in the specific property files themselves; changes are made to the `customer_overrides.properties` file or `sandbox.cfg`.

For more information about configuring properties, see the *Selling and Fulfillment Foundation: Installation Guide*.





# Deploying Sterling Call Center and Sterling Store

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This chapter provides information about deploying Sterling Call Center and Sterling Store after running the runtime.

## 7.1 Rebuilding the Enterprise Archive Files

To use the JasperReports™ provided by Sterling Call Center and Sterling Store, ensure that the following steps are performed before re-creating the Selling and Fulfillment Foundation Enterprise Archive (EAR) package.

1. Ensure that the RCP\_EXTN\_FOLDER environment variable is set to point to the directory where the Sterling Call Center and Sterling Store extended client application files are located. For more information about this variable, see the *Selling and Fulfillment Foundation: Installation Guide*.
2. Create the jasper folder within the <RCP\_EXTN\_FOLDER>/libs directory.
3. Copy the following jasper libs needed for JasperReports to the <RCP\_EXTN\_FOLDER>/libs/jasper folder:
  - barbecue-1.1.jar
  - commons-beanutils-1.5.jar
  - commons-collections-3.2.jar
  - commons-digester-1.7.jar
  - commons-logging-1.0.2.jar
  - iReport.jar

- itext-1.3.1.jar
  - jasperreports-1.2.0.jar
  - jasperreports-1.2.0
4. To download these jasper libs, see the <INSTALL\_DIR>/xapidocs/code\_examples/jasperreports/readme.html file.

To deploy Sterling Call Center and Sterling Store, re-create the Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the Selling and Fulfillment Foundation EAR, see the *Selling and Fulfillment Foundation: Installation Guide*.

## 7.2 Setting Up the Agent Server and Integration Server

If you have not set up the Agent Server and Agent Trigger when installing the Selling and Fulfillment Foundation, ensure that you do so. For more information about setting up the runtime utilities (Integration Server, Agent Server, and Agent Trigger), see the *Selling and Fulfillment Foundation: Installation Guide*.

## 7.3 Setting Up the Integration Server

If you have not already set up the Integration Server when installing Sterling Call Center and Sterling Store, ensure that you set it up. For more information about setting up the Integration Server, see the *Selling and Fulfillment Foundation: Installation Guide*.

## 7.4 Setting Up the Configuration Deployment Tool

When installing the Selling and Fulfillment Foundation, ensure that you set up the Configuration Deployment Tool (CDT). For more information about setting up the CDT, see the *Selling and Fulfillment Foundation: Configuration Deployment Tool Guide*.

## 7.5 Configuring the Java Messaging Service for E-Mail Notifications

Your Java Messaging Service (JMS) setup should have the following configuration:

- JMS Connection Factory must be named AGENT\_QCF.
- JMS Queue must be named YCD\_EmailQueue.

Ensure that the JMS component for the alert and e-mail services are set up correctly for the Provider URL parameter.

If you are using BEA WebLogic<sup>®</sup>, ensure at this point that your WebLogic JARs are placed before the Selling and Fulfillment Foundation and Sterling Call Center and Sterling Store JARs in your CLASSPATH environment variable. This sequence ensures that the HTML tags do not show as text in the contents of an e-mail notification.

For more information about configuring JMS, see the *Selling and Fulfillment Foundation: Application Platform Configuration Guide* and your application server's configuration guide.

5.



# Launching Sterling Call Center and Sterling Store

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This chapter explains how to launch Sterling Call Center and Sterling Store.

## 8.1 Launching the Sterling Call Center Client Application

You can launch the Sterling Call Center client application on Windows and Linux.

To launch the call center client application:

1. Install the call center client application. For more information about installing the call center client application, [Section 5.3.1, "Installing the Sterling Call Center Client Application"](#).
2. Double-click the `com.exe` file.

## 8.2 Launching the Sterling Store Client Application

This section explains how to launch the Sterling Store client application on Windows and Linux.

To launch the Sterling Store client application:

1. Install the Sterling Store client application. For more information about installing the Sterling Store client application, see [Section 5.3.2, "Installing the Sterling Store Client Application"](#).

2. Double-click the `som.exe` file.

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