# Sterling Selling and Fulfillment Suite™

## Applications Installation Guide

**Release 9.0**

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# Introduction to Application Installer

Application Installer is an installer that can be used to install multiple applications on either Windows, UNIX, or Linux environments. The applications that can be installed are:

✦ Sterling Call Center™ and Sterling Store™

✦ Sterling Web™

✦ Sterling Field Sales

The installer enables you to install one or more applications from a single interface. You can use the installer to perform the following tasks:

✦ Fresh installation of an application

✦ Reinstallation of an application

✦ Upgrade of an application to a later version

Along with the applications, the installer also installs add-ins, known as application add-ins. Application add-ins are common across the applications, and are installed in the background when an application is installed. Because the add-ins are common across the applications, they are installed only once, irrespective of the number of applications selected for installation.

Application add-ins consist of the following components:

✦ Channel Application Manager

✦ API

✦ DB Layer

✦ Factory Setup

During installation, the `Installed_product_info.properties` file, which is located in the `<Install_Dir>`, is used to verify if the applications have already been installed, and determine if the installation is a fresh install, reinstall, or an upgrade from an earlier version.

If you select all the applications for installation, it is verified if the earlier version of any of the selected applications is installed. This information is available in the `Installed_products_info.properties` file, that is created when the installer is run. This file is modified after every successful installation. If the earlier version of an application is found, a message is displayed asking you to confirm whether you want to upgrade to the latest version.

When installing multiple applications, if the installation of one application fails, the installer logs the failure and continues with the installation of the other applications. The installer maintains separate log files for each application. At the end of the installation, the Summary screen displays the list of applications that have been successfully installed, and the applications that have failed to be installed in the GUI-based or text-based installation.

# System Requirements

The minimum system requirements for installing or upgrading the applications is same as the system requirements for the Selling and Fulfillment Foundation. For more information about the system requirements, refer to the *Selling and Fulfillment Foundation: Installation* Guide.

Before installing or upgrading the applications, ensure that you have installed Selling and Fulfillment Foundation, Release 9.0.

# Task Lists for Installing and Upgrading Applications Using the Application Installer

You can use the Application Installer to perform a fresh installation of an application or multiple applications, or upgrade an application to the latest version. When you are performing a fresh installation of multiple applications simultaneously, the system requirements and the procedure to install the applications are the same for all the applications. However, to deploy the individual applications, you must refer to the respective deployment guide.

Although you can perform a fresh installation of multiple applications simultaneously, you cannot perform a fresh installation of an application and an upgrade of another application simultaneously. For example, you cannot install Sterling Web™ or Sterling Field Sales, and upgrade Sterling Call Center™ and Sterling Store™ to Release 9.0 simultaneously. You must perform these tasks independently.

Using the Application Installer, you can perform the following tasks:

✦ Fresh Installation of an Application or Multiple Applications
✦ Upgrading Sterling Call Center and Sterling Store from Release 7.4 or Later, to Release 9.0

## Fresh Installation of an Application or Multiple Applications

In order to install an application, perform the sequential tasks as listed in the following table:

| Task | Description | Refer to |
|---|---|---|
| 1. Read the system requirements. | To know the minimum software and hardware requirements, read the system requirements. | System Requirements |
| 2. Select an operating system and install the application. | Depending on the operating system that you are using, you can install applications in either a graphical user interface (GUI) mode or a text-based mode.<br>**Note:** On Windows, you can install applications in only a GUI mode. | ◆ GUI-Based Installation of Applications on Windows<br>◆ GUI-Based Installation of Applications on UNIX and Linux<br>◆ Text-Based Installation of Applications on UNIX and Linux |
| 3. Load the Activator Factory Setup Data | Depending on the operating system that you are using, you can load the activator factory setup for the applications. | ◆ Load the Activator Factory Setup Data on Windows<br>◆ Load the Activator Factory Setup Data on Unix or Linux |

| Task | Description | Refer to |
|------|-------------|----------|
| 4. Load the Localized Factory Setup Data | After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.<br><br>Depending on the operating system that you are using, run the appropriate ant script to load the localized factory setup data. | ◆ Loading the Localized Factory Setup Data for Sterling Call Center and Sterling Store on Windows<br><br>◆ Loading the Localized Factory Setup Data for Sterling Call Center and Sterling Store on Unix or Linux<br><br>◆ Loading the Localized Factory Setup Data for Sterling Web on Windows<br><br>◆ Loading the Localized Factory Setup Data for Sterling Web on Unix or Linux<br><br>◆ Loading the Localized Factory Setup Data for Sterling Field Sales on Windows<br><br>◆ Loading the Localized Factory Setup Data for Sterling Field Sales on Unix or Linux |
| 5. Install Reference Implementation | Reference Implementation consists of data that can be used to demonstrate the functionality of applications.<br><br>Depending on the operating system that you are using, run the appropriate ant scripts to install reference implementation. | ◆ Refer to the relevant topics in this guide for more information about installing the reference implementation data. |
| 6. Deploy the application. | After installing the application, ensure that you perform certain configurations in order to deploy the application. | ◆ For Sterling Call Center and Sterling Store:<br>*Sterling Call Center and Sterling Store: Deployment Guide*<br><br>◆ For Sterling Web:<br>*Sterling Web: Deployment Guide*<br><br>◆ For Sterling Field Sales:<br>*Sterling Field Sales: Deployment Guide* |

# Upgrading Sterling Call Center and Sterling Store from Release 7.4 or Later, to Release 9.0

In order to upgrade Sterling Call Center and Sterling Store from Release 7.4 or later, to Release 9.0, perform the sequential tasks as listed in the following table:

| Task | Description | Refer to |
|------|-------------|----------|
| 1. Perform a migration assessment. | To assess the changes required to upgrade to Sterling Call Center and Sterling Store, Release 9.0, perform a migration assessment, for example, the important behavior changes in the later version and how these affect you. | *Sterling Call Center and Sterling Store: Upgrade Guide* |
| 2. Perform premigration activities. | Ensure that you perform premigration activities such as modifying certain properties in the `sandbox.cfg` file. | *Sterling Call Center and Sterling Store: Upgrade Guide* |
| 3. From the command prompt, run the following command: `$INSTALL_DIR/bin/install3rdParty.sh COM_Add-in 8.5_8.5 -j $INSTALL_DIR/jar/COM_Add-in/8.5_8.5/*.jar -uninstall` | Before upgrading Sterling Call Center and Sterling Store to Release 9.0, ensure that you perform this task to uninstall the earlier jar files pertaining to the earlier version of the application. | |
| 4. Select an operating system and upgrade the application. | Depending on the operating system that you are using, you can upgrade Sterling Call Center and Sterling Store to Release 9.0 in either a GUI mode or a text-based mode.<br><br>**Note:** On Windows, you can upgrade Sterling Call Center and Sterling Store to Release 9.0 in only a GUI mode. | ◆ GUI-Based Installation of Applications on Windows<br><br>◆ GUI-Based Installation of Applications on UNIX and Linux<br><br>◆ Text-Based Installation of Applications on UNIX and Linux |
| 5. Perform postmigration activities. | After upgrading Sterling Call Center and Sterling Store to Release 9.0, the 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. | *Sterling Call Center and Sterling Store: Upgrade Guide* |

| Task | Description | Refer to |
|------|-------------|----------|
| 6. Deploy the application. | After installing the application, ensure that you perform certain configurations in order to deploy the application. | *Sterling Call Center and Sterling Store: Deployment Guide* |

# GUI-Based Installation of Applications on Windows

You can install the applications through a graphical user interface (GUI) on Windows.

**Note:** The instructions provided here assume that you have received an installation CD. However, if you have downloaded applications from the Electronic Software Distribution (ESD) portal, extract the downloaded files to an empty directory. The directory containing the extracted files functions as an electronic image of the corresponding installation CDs. Use this directory wherever references are made to installation CD in the instructions provided in this section. If you are not using an installation CD, ignore the instructions, if any, to place the installation CD in a drive.

To install the applications through GUI on Windows:

1. Close all the open Windows programs and command prompt windows.

2. Place the corresponding applications' installation CD in the appropriate drive.

3. From the installation CD, copy the `SCIInstallWizard.jar`, `COM.jar`, `SWC.jar`, and `SFS.jar` files to the designated directory, and navigate to that directory.

   **Notes:**

   ◆ The directory in which you copy these files should not be the same as the directory in which the Selling and Fulfillment Foundation is installed.

   ◆ Irrespective of whether you want to install one application or multiple applications, ensure that you copy all the jar files from the installation CD to the designated directory.

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

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

   The Application Installer dialog box is displayed.

5. Click **Next**.

   The License Conditions dialog box is displayed.

6. Review the license agreement and click **Accept** to accept the terms.

   The Existing Selling and Fulfillment Foundation Folder dialog box is displayed.

7. Enter the name of the folder in which the Selling and Fulfillment Foundation is installed, or click **Select Folder** and browse to select the folder in which the Selling and Fulfillment Foundation is installed. This directory is referred to as `<INSTALL_DIR>` in subsequent prompts.

8. Click **Next**.

   The Confirming Input Information dialog box is displayed.

9. Confirm that you have selected the correct folder and click **Next**. To select another folder, click **Back**, and repeat steps 7 and 8.

   **Note:** The Application Installer validates the version of Selling and Fulfillment Foundation that is installed. If the version that is installed is supported by the Installer, the next screen is displayed. The

`Installed_products_info.properties`, which is located in the `<Install_Dir>`, file is used to validate the version of Selling and Fulfillment Foundation.

The Please select the Applications to be installed dialog box is displayed.

10. Perform the following steps:

   ◆ To only install Sterling Call Center and Sterling Store, select the **Sterling Call Center and Sterling Store** check box, and click **Next**. The check box is displayed only if no earlier version of Sterling Call Center and Sterling Store is installed on the system.

   ◆ To only install Sterling Web, select the **Sterling Web** check box, and click **Next**.

   ◆ To only install Sterling Field Sales, select the **Sterling Field Sales** check box, and click **Next**.

   ◆ To upgrade Sterling Call Center and Sterling Store to Release 9.0, select the **Do you want to upgrade to the latest version?** check box, and click **Next**.

   ◆ To install one or more of the listed applications, select the corresponding check boxes, and click **Next**.

   ◆ To install reference implementation, select the **Sterling Reference Implementation v9.0** check box, and click **Next**.

   **Notes:**

   ◆ You must select at least one application to proceed to the next step.

   ◆ Although you can perform a fresh installation of multiple applications simultaneously, you cannot perform a fresh installation of an application and an upgrade of another application simultaneously. For example, you cannot install Sterling Web or Sterling Field Sales, and upgrade Sterling Call Center and Sterling Store to Release 9.0 simultaneously. You must perform these tasks independently.

   ◆ If you have selected the **Sterling Reference Implementation v9.0** check box, the files required to run the reference implementation factory setup are installed. For more information about running the reference implementation factory setup, refer to Introduction to Installing Reference Implementation.

11. In the Installation Summary dialog box that is displayed, view the summary, and click **Next**. To modify application or applications that you have selected for the installation, click **Back** and repeat step 10.

   **Notes:**

   ◆ If you install an application that has already been installed, the "*Selected application is already installed. Do you want to continue?*" message is displayed. Click **Yes** to close the message and continue with the installation of the latest version of the corresponding application. Click **No t**o close the message and return to the Installation Summary dialog box.

   ◆ The Installer adds an entry, `<application>_Version=<installed version number>` in the `Installed_products_info.properties` file, which is located in the `<Install_Dir>`, only after the application installation is successful.

   ◆ During the upgrade of an application to the latest version, the installed application's version from the `Installed_products_info.properties` file is validated, and the "*It is upgrading to the new version*" message is displayed.

◆ The Application_AddIn version is also validated, and upgraded, if required.

The Installation Progress dialog box is displayed.

12. Click **Install** to proceed with the installation. If you want to view detailed information about the progress of the installation, click **Show Details**.

**Note:** The installation of the application fails if the installation of the Application_AddIn fails.

A message containing the status of the installed application is displayed.

13. After the installation is complete, click **Exit**.

For specific information about the installation, view the log files generated during the installation. For Sterling Call Center and Sterling Store, you can view the `<INSTALL_ DIR>/COM_PreInstallSI.log` file. For Sterling Web, you can view the `<INSTALL_ DIR>/SWC_PreInstallSI.log` file. For Sterling Field Sales, you can view the `<INSTALL_ DIR>/SFS_PreInstallSI.log` file. You can also view the `<INSTALL_ DIR>/Application_PreInstallSI.log` file that is common to all the applications.

# GUI-Based Installation of Applications on UNIX and Linux

Using the graphical user interface (GUI) in an X Windows client, you can install applications on 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 applications from the Electronic Software Distribution (ESD) portal, extract the downloaded files to an empty directory. The directory containing the extracted files functions as an electronic image of the corresponding installation CDs. Use this directory wherever references are made to installation CD in the instructions provided in this section. If you are not using an installation CD, ignore the instructions, if any, to place the installation CD in a drive.

To install applications on UNIX or Linux through GUI:

1.  Place the corresponding applications' installation CD in the appropriate drive.

2.  From the installation CD, copy the `SCIInstallWizard.jar`, `COM.jar`, `SWC.jar`, and `SFS.jar` files to the designated directory, and navigate to that directory.

    **Notes:**

    ◆ The directory in which you copy these files should not be the same as the directory in which the Selling and Fulfillment Foundation is installed.

    ◆ Irrespective of whether you want to install one application or multiple applications, ensure that you copy all the jar files from the installation CD to the designated directory.

    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® 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`

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. Ensure that you specify the complete path to the `JAR` file.

    The Application Installer dialog box is displayed.

5.  Click **Next**.

    The License Conditions dialog box is displayed.

6.  Review the license agreement and click **Accept** to accept the terms.

    The Existing Selling and Fulfillment Foundation Folder dialog box is displayed.

7.  Enter the name of the folder in which the Selling and Fulfillment Foundation is installed, or click **Select Folder** and browse to the folder in which the Selling and Fulfillment Foundation is installed. This directory is referred to as `<INSTALL_DIR>` in subsequent prompts.

8. Click **Next**.

   The Confirming Input Information dialog box is displayed.

9. Confirm that you have selected the correct folder and click **Next**. To select another folder, click **Back**, and repeat steps 7 and 8.

   **Note:** The Application Installer validates the version of Selling and Fulfillment Foundation that is installed. If the version that is installed is supported by the Installer, the next screen is displayed. The `Installed_products_info.properties` file, which is located in the `<Install_Dir>`, is used to validate the version of Selling and Fulfillment Foundation.

   The Please select the Applications to be installed dialog box is displayed.

10. Perform the following steps:

    ◆ To only install Sterling Call Center and Sterling Store, select the **Sterling Call Center and Sterling Store** check box, and click **Next**. The check box is displayed only if no earlier version of Sterling Call Center and Sterling Store is installed on the system.

    ◆ To only install Sterling Web, select the **Sterling Web** check box, and click **Next**.

    ◆ To only install Sterling Field Sales, select the **Sterling Field Sales** check box, and click **Next**.

    ◆ To upgrade Sterling Call Center and Sterling Store to Release 9.0, select the **Do you want to upgrade to the latest version?** check box, and click **Next**.

    ◆ To install one or more of the listed applications, select the corresponding check boxes, and click **Next**.

    ◆ To install reference implementation, select the **Sterling Reference Implementation v9.0** check box, and click **Next**.

    **Notes:**

    ◆ You must select at least one application to proceed to the next step.

    ◆ Although you can perform a fresh installation of multiple applications simultaneously, you cannot perform a fresh installation of an application and an upgrade of another application simultaneously. For example, you cannot install Sterling Web or Sterling Field Sales, and upgrade Sterling Call Center and Sterling Store to Release 9.0 simultaneously. You must perform these tasks independently.

    ◆ If you have selected the **Sterling Reference Implementation v9.0** check box, the files required to run the reference implementation factory setup are installed. For more information about running the reference implementation factory setup, refer to Introduction to Installing Reference Implementation.

11. In the Installation Summary dialog box that is displayed, view the summary, and click **Next**. To modify application or applications that you have selected for installation, click **Back** and repeat step 10.

    **Notes:**

    ◆ If you install an application that has already been installed, the "*Selected application is already installed. Do you want to continue?*" message is displayed. Click **Yes** to close the message and continue with the installation of the latest version of the corresponding application. Click **No t**o close the message and return to the Installation Summary dialog box.

- The Installer adds an entry, `<application>_Version=<installed version number>` in the `Installed_products_info.properties` file, which is located in the `<Install_Dir>`, only after the application installation is successful.

- During the upgrade of an application to the latest version, the installed application's version from the `Installed_products_info.properties` file is validated, and the "*It is upgrading to the new version*" message is displayed.

- The Application_AddIn version is also validated, and upgraded, if required.

The Installation Progress dialog box is displayed.

12. Click **Install** to proceed with the installation. If you want to view detailed information about the progress of the installation, click **Show Details**.

    **Note:** The installation of the application fails if the installation of the Application_AddIn fails.

    A message containing the status of the installed application is displayed.

13. After the installation is complete, click **Exit**.

    For specific information about the installation, view the log files generated during the installation. For Sterling Call Center and Sterling Store, you can view the `<INSTALL_DIR>/COM_PreInstallSI.log` file. For Sterling Web, you can view the `<INSTALL_DIR>/SWC_PreInstallSI.log` file. For Sterling Field Sales, you can view the `<INSTALL_DIR>/SFS_PreInstallSI.log` file. You can also view the `<INSTALL_DIR>/Application_PreInstallSI.log` file that is common to all the applications.

# Text-Based Installation of Applications on UNIX and Linux

Using a text-based interface, you can install applications on 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 applications from the Electronic Software Distribution (ESD) portal, extract the downloaded files to an empty directory. The directory containing the extracted files functions as an electronic image of the corresponding installation CDs. Use this directory wherever references are made to installation CD in the instructions provided in this section. If you are not using an installation CD, ignore the instructions, if any, to place the installation CD in a drive.

To install the applications on UNIX or Linux using a text-based interface:

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`, `SWC.jar`, and `SFS.jar` files to the designated directory, and navigate to that directory.

   **Notes:**

   ◆ The directory in which you copy these files should not be the same as the directory in which the Selling and Fulfillment Foundation is installed.

   ◆ Irrespective of whether you want to install one application or multiple applications, ensure that you copy all the jar files from the installation CD to the designated directory.

   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 in which the `SCIInstallWizard.jar` resides:

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

4. When the "*Welcome to the Sterling Application Installer v9.0 Installer*" message is displayed, press **Enter**.

5. At the "*Press Enter to view the license agreement*" prompt, press **Enter**.

   The first page of the license agreement is displayed.

6. Type **N** to view the next page of the agreement, or go 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 in which 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. The installation path is displayed. Press **Enter** to confirm the selected folder.

   The installation process starts.

   **Note:** The Application Installer validates the version of Selling and Fulfillment Foundation that is installed. If the version that is installed is supported by the Installer, the next screen is displayed. The `Installed_products_info.properties` file, which is located in the `<Install_Dir>`, is used to validate the version of Selling and Fulfillment Foundation.

9. The list of installation and upgrade options are displayed sequentially. Enter **Y** to install and/or upgrade the required application.

10. Press **Enter**.

11. Repeat steps 9 and 10 if you are installing and/or upgrading multiple applications. You can also install reference implementation by repeating steps 9 and 10.

    **Notes:**

    ◆ You must select at least one application to proceed to the next step.

    ◆ Although you can perform a fresh installation of multiple applications simultaneously, you cannot perform a fresh installation of an application and an upgrade of another application simultaneously. For example, you cannot install Sterling Web or Sterling Field Sales, and upgrade Sterling Call Center and Sterling Store to Release 9.0 simultaneously. You must perform these tasks independently.

    ◆ If you have installed reference implementation, the files required to run the reference implementation factory setup are installed. For more information about running the reference implementation factory setup, refer to Introduction to Installing Reference Implementation.

12. The install and/or upgrade summary is displayed. Press **Enter** to continue**.**

    **Notes:**

    ◆ If you install an application that has already been installed, the "*Selected application is already installed. Do you want to continue?*" message is displayed. Enter **true** to continue with the installation of the latest version of the corresponding application. Enter **false** to return to the installation summary.

    ◆ The Installer adds an entry, `<application>_Version=<installed version number>` in the `Installed_products_info.properties` file, which is located in the `<Install_Dir>`, only after the application installation is successful.

    ◆ During the upgrade of an application to the latest version, the installed application's version from the `Installed_products_info.properties` file is validated, and the "*It is upgrading to the new version*" message is displayed.

    ◆ The Application_AddIn version is also validated, and upgraded, if required.

13. After the install and/or upgrade is completed, press **Enter** to exit.

    For specific information about the installation, view the log files generated during the installation. For Sterling Call Center and Sterling Store, you can view the `<INSTALL_DIR>/COM_PreInstallSI.log` file. For Sterling Web, you can view the `<INSTALL_DIR>/SWC_PreInstallSI.log` file. For Sterling Field Sales, you can view the `<INSTALL_DIR>/SFS_PreInstallSI.log` file. You can also view the `<INSTALL_DIR>/Application_PreInstallSI.log` file that is common to all the applications.

# Load the Activator Factory Setup Data on Windows

You can load the factory setup data in the Activated mode. In this mode, the factory setup is activated, which may override the factory setup that you have already configured in Selling and Fulfillment Foundation. This topic describes the steps to load the activator factory setup data for Sterling Call Center, Sterling Store, Sterling Web, and Sterling Field Sales.

## Loading the Activator Factory Setup Data for Sterling Call Center, Sterling Web, and Sterling Field Sales

To load the 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 setup correctly.

3. Load the factory defaults in the Activated mode by executing the following ant script from the <INSTALL_DIR>/bin directory.

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

   The script activates the event handlers and user exit implementations.

   This step also includes the validation of the existing data to ensure that the applications do 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, run the following ant script:

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

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

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

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

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

## Loading the Activator Factory Setup Data for Sterling Store

To load the 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 setup correctly.

3. Load the factory defaults in the Activated mode by executing the following ant script from the <INSTALL_DIR>/bin directory.

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

The script activates the event handlers and user exit implementations.

This step also includes the validation of the existing data to ensure that the applications do 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, run the following ant script:

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

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

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

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

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

# Load the Activator Factory Setup Data on Unix or Linux

You can load the factory setup data in the Activated mode. In this mode, the factory setup is activated, which may override the factory setup that you have already configured in Selling and Fulfillment Foundation. This topic describes the steps to load the activator factory setup data for Sterling Call Center, Sterling Store, Sterling Web, and Sterling Field Sales.

## Loading the Activator Factory Setup Data for Sterling Call Center, Sterling Web, and Sterling Field Sales

To load the 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 setup correctly.

3. Load the factory defaults in the Activated mode by executing the following ant script from the <INSTALL_DIR>/bin directory.

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

   The script activates the event handlers and user exit implementations.

   This step also includes the validation of the existing data to ensure that the applications do 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, run the following ant script:

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

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

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

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

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

## Loading the Activator Factory Setup Data for Sterling Store

To load the 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 setup correctly.

3. Load the factory defaults in the Activated mode by executing the following ant script from the <INSTALL_DIR>/bin directory.

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

The script activates the event handlers and user exit implementations.

This step also includes the validation of the existing data to ensure that the applications do 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, run the following ant script:

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

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

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

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

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

# Loading the Localized Factory Setup Data for Sterling Call Center and Sterling Store on Windows

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

**Note:** Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Call Center and Sterling Store: Implementation Guide*.

## Loading the Localized Application Add-in Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
.\sci_ant.cmd -f localizedstringreconciler.xml import
-Dbasefilename=ycdfcaddinliterals2translate
-Dsrc=<INSTALL_DIR>/installed_data/sscap/components/complete_
installation/factorysetup/XMLS
-Dvariablefilename=resources/ycd_fc_variable.properties
```

## Loading the Localized Sterling Call Center and Sterling Store Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
.\sci_ant.cmd -f localizedstringreconciler.xml import -Dbasefilename=
ycdfcpcaliterals2translate
-Dsrc=<INSTALL_DIR>/installed_data/sscap/components/complete_installation/fact
orysetup/XMLS -Dvariablefilename=resources/ycd_fc_variable.properties
```

# Loading the Localized Factory Setup Data for Sterling Call Center and Sterling Store on Unix or Linux

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

**Note:** Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Call Center and Sterling Store: Implementation Guide*.

## Loading the Localized Application Add-in Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
./sci_ant.sh -f localizedstringreconciler.xml import
-Dbasefilename=ycdfcaddinliterals2translate
-Dsrc=<INSTALL_DIR>/installed_data/sscap/components/complete_
installation/factorysetup/XMLS
-Dvariablefilename=resources/ycd_fc_variable.properties
```

## Loading the Localized Sterling Call Center and Sterling Store Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
./sci_ant.sh -f localizedstringreconciler.xml import -Dbasefilename=
ycdfcpcaliterals2translate
-Dsrc=<INSTALL_DIR>/installed_data/sscap/components/complete_installation/fact
orysetup/XMLS -Dvariablefilename=resources/ycd_fc_variable.properties
```

# Loading the Localized Factory Setup Data for Sterling Web on Windows

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

**Note:** Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Web: Localization Guide*.

## Loading the Localized Application Add-in Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
.\sci_ant.cmd -f localizedstringreconciler.xml import
-Dbasefilename=ycdfcaddinliterals2translate
-Dsrc=<INSTALL_DIR>/installed_data/sscap/components/complete_
installation/factorysetup/XMLS
-Dvariablefilename=resources/ycd_fc_variable.properties
```

## Loading the Localized Sterling Web Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
sci_ant.cmd -f localizedstringreconciler.xml import
-Dsrc=<INSTALL_DIR>/installed_data/swc/components/complete_installation/factor
ysetup/XMLS/<language>_<country> -Dbasefilename=swcfclocalizedstrings
```

# Loading the Localized Factory Setup Data for Sterling Web on Unix or Linux

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

**Note:** Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Web: Localization Guide*.

## Loading the Localized Application Add-in Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
./sci_ant.sh -f localizedstringreconciler.xml import
-Dbasefilename=ycdfcaddinliterals2translate
-Dsrc=<INSTALL_DIR>/installed_data/sscap/components/complete_
installation/factorysetup/XMLS
-Dvariablefilename=resources/ycd_fc_variable.properties
```

## Loading the Localized Sterling Web Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
sci_ant.sh -f localizedstringreconciler.xml import
-Dsrc=<INSTALL_DIR>/installed_data/swc/components/complete_installation/factor
ysetup/XMLS/<language>_<country> -Dbasefilename=swcfclocalizedstrings
```

# Loading the Localized Factory Setup Data for Sterling Field Sales on Windows

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

**Note:** Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Field Sales: Localization Guide*.

## Loading the Localized Application Add-in Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
.\sci_ant.cmd -f localizedstringreconciler.xml import
-Dbasefilename=ycdfcaddinliterals2translate
-Dsrc=<INSTALL_DIR>/installed_data/sscap/components/complete_
installation/factorysetup/XMLS
-Dvariablefilename=resources/ycd_fc_variable.properties
```

## Loading the Localized Sterling Field Sales Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
.\sci_ant.cmd -f localizedstringreconciler.xml import -Dbasefilename=
literals2translate -Dsrc=<INSTALL_DIR>/repository/factorysetup/sfs/XMLS
```

# Loading the Localized Factory Setup Data for Sterling Field Sales on Unix or Linux

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

**Note:** Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Field Sales: Localization Guide*.

## Loading the Localized Application Add-in Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
./sci_ant.sh -f localizedstringreconciler.xml import
-Dbasefilename=ycdfcaddinliterals2translate
-Dsrc=<INSTALL_DIR>/installed_data/sscap/components/complete_
installation/factorysetup/XMLS
-Dvariablefilename=resources/ycd_fc_variable.properties
```

## Loading the Localized Sterling Field Sales Factory Setup Data

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the `<INSTALL_DIR>/bin` directory as follows:

```
./sci_ant.sh -f localizedstringreconciler.xml import -Dbasefilename=
literals2translate -Dsrc=<INSTALL_DIR>/repository/factorysetup/sfs/XMLS
```

# Introduction to Installing Reference Implementation

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.

✦ Demo Data — This comprises Master Data which 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.

The following table provides a list of targets that can be used with the ant scripts provided to run the reference implementation data.

| Ant Target | Description |
| --- | --- |
| install | This is the default target that installs all the components of reference implementation. This target invokes the validate, activator, and noactivator targets. |
| validate | This target validates the existing data, but does not insert data. |
| activator | This target activates the data. |
| noactivator | This target installs only the configuration data and demo data (if -Drunmasterdata is set to Y). |

The following table provides the -D option for the ant targets described earlier in this topic.

| -D option | Description |
| --- | --- |
| runmasterdata | This target can be used to install the demo data as long as it is used with the install and noactivator ant targets. |

# Customize the Reference Implementation Data on Windows

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

For more information about the organization model provided in the reference implementation, see the *Sterling Selling and Fulfillment Suite: Applications Reference Implementation Guide*.

For the list of variables that are used to create participants, users, dealers, and so on, as part of reference implementation, see the topic "Appendix for Reference Implementation Data Variables".

# Customize the Reference Implementation Data on Unix or Linux

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

For more information about the organization model provided in the reference implementation, see the *Sterling Selling and Fulfillment Suite: Applications Reference Implementation Guide*.

For the list of variables that are used to create participants, users, dealers, and so on, as part of reference implementation, see the topic "Appendix for Reference Implementation Data Variables"

# Reference Implementation Installation Overview

When the reference implementation is installed, the `.restart` files are created under the `<INSTALL_DIR>/database/FactorySetup/oms/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. The installation of individual components of the reference implementation consists of the following tasks:

✦ Installing Demo Data and Configuration Data

✦ Validating and Activating the Reference Implementation Data

Ensure that the `<INSTALL_DIR>` environment variable is set correctly.

# Install all the Reference Implementation Components on Windows

To install all the components of reference implementation, run the following command from the `<INSTALL_DIR>/bin` directory.

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

For example:

(loads configurationdata, demodata, and activator)

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

For more information about the Ant targets and the -D options that can be specified in this command, see the topic, "Introduction to Installing Reference Implementation".

# Install the Reference Implementation Configuration Data and Demo Data on Windows

You can install individual components (configurationdata and demodata) of reference implementation. To install configuration data and demo data, run the following command from the `<INSTALL_DIR>/bin` directory.

```
.\sci_ant.cmd -f ycd_load_oms_ref_impl.xml noactivator -Drunmasterdata=Y
-logfile <logfile>
```

# Validate and Activate the Reference Implementation Data on Windows

You can validate and activate the reference implementation data. To validate the existing configuration, run the following command from the `<INSTALL_DIR>/bin` directory.

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

When the validator runs, the following configurations are validated:

✦ User Exit Implementation—Sterling Call Center, Sterling Store, and Sterling Web applications provide implementation for some of the user exits. If the user exit implementations are not modified or overridden, the validation process succeeds. Otherwise, it fails.

An implementation is provided for the following user exits:

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

✦ Pipeline Determination—Sterling Call Center, Sterling Store, and Sterling Web applications provide 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, Sterling Store, and Sterling Web applications provide event handlers for some of the transactions. If the event handlers are modified or overridden, the validation fails. Otherwise, the validation succeeds.

The following table lists the events for which the event handlers are configured.

| 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 |

| Event | Transaction ID |
|---|---|
| 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 |
| 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.

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

## Install all the Reference Implementation Components on Unix or Linux

To install all the components of reference implementation, run the following command from the `<INSTALL_DIR>/bin` directory.

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

For example:

(loads configurationdata, demodata, and activator)

```
.\sci_ant.sh -f ycd_load_oms_ref_impl.xml -Drunmasterdata=Y -logfile
logfile.txt
```

For more information about the Ant targets and the -D options that can be specified in this command, see the topic, "Introduction to Installing Reference Implementation".

# Install the Reference Implementation Configuration Data and Demo Data on Unix or Linux

You can install individual components (configurationdata and demodata) of reference implementation. To install configuration data and demo data, run the following command from the `<INSTALL_DIR>/bin` directory.

```
./sci_ant.sh -f ycd_load_oms_ref_impl.xml noactivator -Drunmasterdata=Y
-logfile <logfile>
```

# Validate and Activate the Reference Implementation Data on Unix or Linux

You can validate and activate the reference implementation data. To validate the existing configuration, run the following command from the `<INSTALL_DIR>/bin` directory.

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

When the validator runs, the following configurations are validated:

✦ User Exit Implementation—Sterling Call Center, Sterling Store, and Sterling Web applications provide implementation for some of the user exits. If the user exit implementations are not modified or overridden, the validation process succeeds. Otherwise, it fails.

   An implementation is provided for the following user exits:

   ◆ YFSCollectionCreditCardUE

   ◆ YFSCollectionOthersUE

   ◆ YFSCollectionStoredValueCardUE

   ◆ YFSBeforeCreateOrderUE

   ◆ YFSBeforeChangeOrderUE

   ◆ YFSProcessOrderHoldTypeUE

   ◆ OMPGetCarrierServiceOptionsForOrderingUE

✦ Pipeline Determination—Sterling Call Center, Sterling Store, and Sterling Web applications provide 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_FULLFILLMENT

   ◆ RETURN_FULLFILLMENT

✦ Events—Sterling Call Center, Sterling Store, and Sterling Web applications provide event handlers for some of the transactions. If the event handlers are modified or overridden, the validation fails. Otherwise, the validation succeeds.

   The following table lists the events for which the event handlers are configured.

| 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 |

| Event | Transaction ID |
|---|---|
| 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 |
| 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.

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

# Appendix for Reference Implementation Data Variables

The variables described in the following table are used to create participants, users, dealers, and so on, as part of reference implementation.

| Variable Name | Description |
|---|---|
| Image_Server | Use this variable to specify the path where the images are stored. |
| Effective_Start_Date | Use this variable to define the availability start date for an item. |
| Effective_End_Date | Use this variable to define the availability end date for an item. |
| 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_Suffix | Use this variable to define a suffix for the company. |
| Corporate_Enterprise_BillTo_Company_Name | Use this variable to define the bill-to address of the company. |
| Corporate_Enterprise_OS_skin | Use this variable to define the company theme. |
| Corporate_Enterprise_Company_Name | Use this variable to define the corporate address of the company. |
| Corporate_CSR_Username | This is the unique user name used to create a CSR for the company. |
| Corporate_CSR_Lead_Username | This is the unique user name used to create a CSR Lead for the company. |
| Corporate_Admin_UserName | This is the unique user name used to create an item and pricing administrator for the company. |
| Corporate_SalesRep_UserName | This is the unique user name used to create a sales representative for the company. |
| Corporate_SalesMgr_UserName | This is the unique user name used to create a sales manager for the company. |
| Corporate_SalesVp_UserName | This is the unique user name used to create a sales vice president for the company. |
| Corporate_CSR_Name | Use this variable to define a name for the CSR. |
| Corporate_CSR_Lead | Use this variable to define a name for the CSR Lead |
| Corporate_Admin_Name | Use this variable to define a name for the item and pricing administrator. |
| Corporate_SalesRep_Name | Use this variable to define a name for the sales representative. |
| Corporate_SalesMgr_Name | Use this variable to define a name for the sales manager. |
| Corporate_SalesVp_Name | Use this variable to define a name for the sales vice president. |
| Retail_Channel_Enterprise_Code | Use this variable to define the organization code of the retail company. |
| Retail_Channel_Enterprise_Name | Use this variable to define the name of the retail company. |

| Variable Name | Description |
| --- | --- |
| Retail_Channel_Enterprise_Suffix | Use this variable to define a suffix for the retail company. |
| Retail_Channel_Enterprise_BillTo_Company_Name | Use this variable to define the bill-to address of the retail company. |
| Retail_Channel_CSR_Username | This is the unique user name used to create a CSR for the retail company. |
| Retail_Channel_CSR_Lead_Username | This is the unique user name used to create a CSR Lead for the retail company. |
| Retail_Channel_Admin_UserName | This is the unique user name used to create an item and pricing administrator for the retail company. |
| Retail_Channel_SalesRep_UserName | This is the unique user name used to create a sales representative for the retail company. |
| Retail_Channel_SalesMgr_UserName | This is the unique user name used to create a sales manager for the retail company. |
| Retail_Channel_SalesVp_UserName | This is the unique user name used to create a sales vice president for the retail company. |
| Retail_Channel_CSR_Name | Use this variable to define a name for the CSR. |
| Retail_Channel_CSR_Lead | Use this variable to define a name for the CSR Lead |
| Retail_Channel_Admin_Name | Use this variable to define a name for the item and pricing administrator. |
| Retail_Channel_SalesRep_Name | Use this variable to define a name for the sales representative. |
| Retail_Channel_SalesMgr_Name | Use this variable to define a name for the sales manager. |
| Retail_Channel_SalesVp_Name | Use this variable to define a name for the sales vice president. |
| Business_Channel_Enterprise_Code | Use this variable to define the organization code of the business channel. |
| Business_Channel_Enterprise_Name | Use this variable to define the name of the business channel. |
| Business_Channel_Enterprise_Suffix | Use this variable to define a suffix for the business channel. |
| Business_Channel_CSR_Username | This is the unique user name used to create a CSR for the business channel. |
| Business_Channel_CSR_Lead_Username | This is the unique user name used to create a CSR Lead for the business channel. |
| Business_Channel_Admin_UserName | This is the unique user name used to create an item and pricing administrator for the business channel. |
| Business_Channel_SalesRep_UserName | This is the unique user name used to create a sales representative for the business channel. |
| Business_Channel_SalesMgr_UserName | This is the unique user name used to create a sales manager for the business channel. |
| Business_Channel_SalesVp_UserName | This is the unique user name used to create a sales vice president for the business channel. |

| Variable Name | Description |
| --- | --- |
| Business_Channel_CSR_Name | Use this variable to define a name for the CSR. |
| Business_Channel_CSR_Lead | Use this variable to define a name for the CSR Lead |
| Business_Channel_Admin_Name | Use this variable to define a name for the item and pricing administrator. |
| Business_Channel_SalesRep_Name | Use this variable to define a name for the sales representative. |
| Business_Channel_SalesMgr_Name | Use this variable to define a name for the sales manager. |
| Business_Channel_SalesVp_Name | Use this variable to define a name for the sales vice president. |
| Manufacturing_Enterprise_Code | Use this variable to define the organization code of the manufacturing company. |
| Manufacturing_Enterprise_BillTo_Company_Name | Use this variable to define the bill-to address of the manufacturing company. |
| Manufacturing_Enterprise_Name | Use this variable to define the name of the manufacturing company. |
| Manufacturing_Enterprise_Suffix | Use this variable to define a suffix for the manufacturing company. |
| Manufacturing_Enterprise_OS_Skin | Use this variable to define the manufacturing enterprise theme. |
| Manufacturing_CSR_UserName | This is the unique user name used to create a CSR for the manufacturing company. |
| Manufacturing_CSR_Lead_UserName | This is the unique user name used to create a CSR Lead for the manufacturing company. |
| Manufacturing_Admin_UserName | This is the unique user name used to create an item and pricing administrator for the manufacturing company. |
| Manufacturing_SalesRep_UserName | This is the unique user name used to create a sales representative for the manufacturing company. |
| Manufacturing_SalesMgr_UserName | This is the unique user name used to create a sales manager for the manufacturing company. |
| Manufacturing_SalesVp_UserName | This is the unique user name used to create a sales vice president for the manufacturing company. |
| Manufacturing_CSR_Name | Use this variable to define a name for the CSR. |
| Manufacturing_CSR_Lead_Name | Use this variable to define a name for the CSR Lead |
| Manufacturing_Admin_Name | Use this variable to define a name for the item and pricing administrator. |
| Manufacturing_SalesRep_Name | Use this variable to define a name for the sales representative. |
| Manufacturing_SalesMgr_Name | Use this variable to define a name for the sales manager. |
| Manufacturing_SalesVp_Name | Use this variable to define a name for the sales vice president. |
| Dealer_1_Enterprise_Code | Use this variable to define the organization code of dealer #1. |
| Dealer_1_Enterprise_BillTo_Company_Name | Use this variable to define the bill-to address of the dealer #1. |
| Dealer_1_Enterprise_Name | Use this variable to define the name of the dealer #1. |

| Variable Name | Description |
|---|---|
| Dealer_1_Enterprise_Suffix | Use this variable to define a suffix for the dealer #1. |
| Dealer_1_Enterprise_OS_Skin | Use this variable to define the dealer enterprise theme. |
| Dealer_1_CSR_UserName | This is the unique user name used to create a CSR for the dealer #1. |
| Dealer_1_CSR_Lead_UserName | This is the unique user name used to create a CSR Lead for the dealer #1. |
| Dealer_1_Admin_UserName | This is the unique user name used to create an item and pricing administrator for the dealer #1. |
| Dealer_1_SalesRep_UserName | This is the unique user name used to create a sales representative for the dealer #1. |
| Dealer_1_SalesMgr_UserName | This is the unique user name used to create a sales manager for the dealer #1. |
| Dealer_1_SalesVp_UserName | This is the unique user name used to create a sales vice president for the dealer #1. |
| Dealer_1_CSR_Name | Use this variable to define a name for the CSR. |
| Dealer_1_CSR_Lead_Name | Use this variable to define a name for the CSR Lead |
| Dealer_1_Admin_Name | Use this variable to define a name for the item and pricing administrator. |
| Dealer_1_SalesRep_Name | Use this variable to define a name for the sales representative. |
| Dealer_1_SalesMgr_Name | Use this variable to define a name for the sales manager. |
| Dealer_1_SalesVp_Name | Use this variable to define a name for the sales vice president. |
| Dealer_2_Enterprise_Code | Use this variable to define the organization code of dealer #2. |
| Dealer_2_Enterprise_BillTo_Company_Name | Use this variable to define the bill-to address of the dealer #2. |
| Dealer_2_Enterprise_Name | Use this variable to define the name of the dealer #2. |
| Dealer_2_Enterprise_Suffix | Use this variable to define a suffix for the dealer #2. |
| Dealer_2_Enterprise_OS_Skin | Use this variable to define the dealer enterprise theme. |
| Dealer_2_CSR_UserName | This is the unique user name used to create a CSR for the dealer #2. |
| Dealer_2_CSR_Lead_UserName | This is the unique user name used to create a CSR Lead for the dealer #2. |
| Dealer_2_Admin_UserName | This is the unique user name used to create an item and pricing administrator for the dealer #2. |
| Dealer_2_SalesRep_UserName | This is the unique user name used to create a sales representative for the dealer #2. |
| Dealer_2_SalesMgr_UserName | This is the unique user name used to create a sales manager for the dealer #2. |
| Dealer_2_SalesVp_UserName | This is the unique user name used to create a sales vice president for the dealer #2. |

| Variable Name | Description |
|---|---|
| Dealer_2_CSR_Name | Use this variable to define a name for the CSR. |
| Dealer_2_CSR_Lead_Name | Use this variable to define a name for the CSR Lead |
| Dealer_2_Admin_Name | Use this variable to define a name for the item and pricing administrator. |
| Dealer_2_SalesRep_Name | Use this variable to define a name for the sales representative. |
| Dealer_2_SalesMgr_Name | Use this variable to define a name for the sales manager. |
| Dealer_2_SalesVp_Name | Use this variable to define a name for the sales vice president. |

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