

# **Sterling Call Center and Store**

## **Installation Guide**

Release 8.0

May 2008



# Copyright Notice

Copyright © 2005 - 2008

Sterling Commerce, Inc.

ALL RIGHTS RESERVED

RESTRICTED RIGHTS

## **STERLING COMMERCE SOFTWARE**

\*\*\*TRADE SECRET NOTICE\*\*\*

THE STERLING COMMERCE SOFTWARE DESCRIBED BY THIS DOCUMENTATION ("STERLING COMMERCE SOFTWARE") IS THE CONFIDENTIAL AND TRADE SECRET PROPERTY OF STERLING COMMERCE, INC., ITS AFFILIATED COMPANIES OR ITS OR THEIR LICENSORS, AND IS PROVIDED UNDER THE TERMS OF A LICENSE AGREEMENT. NO DUPLICATION OR DISCLOSURE WITHOUT PRIOR WRITTEN PERMISSION. RESTRICTED RIGHTS.

This documentation, the Sterling Commerce Software it describes, and the information and know-how they contain constitute the proprietary, confidential and valuable trade secret information of Sterling Commerce, Inc., its affiliated companies or its or their licensors, and may not be used for any unauthorized purpose, or disclosed to others without the prior written permission of the applicable Sterling Commerce entity. This documentation and the Sterling Commerce Software that it describes have been provided pursuant to a license agreement that contains prohibitions against and/or restrictions on their copying, modification, and use. Duplication, in whole or in part, if and when permitted, shall bear this notice and the Sterling Commerce, Inc. copyright notice.

U.S. GOVERNMENT RESTRICTED RIGHTS. This documentation and the Sterling Commerce Software it describes are "commercial items" as defined in 48 C.F.R. 2.101. As and when provided to any agency or instrumentality of the U.S. Government or to a U.S. Government prime contractor or a subcontractor at any tier ("Government Licensee"), the terms and conditions of the customary Sterling Commerce commercial license agreement are imposed on Government Licensees per 48 C.F.R. 12.212 or 227.7202 through 227.7202-4, as applicable, or through 48 C.F.R. 52.244-6.

These terms of use shall be governed by the laws of the State of Ohio, USA, without regard to its conflict of laws provisions. If you are accessing the Sterling Commerce Software under an executed agreement, then nothing in these terms and conditions supersedes or modifies the executed agreement.

---

Sterling Commerce, Inc.  
4600 Lakehurst Court  
Dublin, Ohio 43016-2000

Copyright © 2005 - 2008

## **WARRANTY DISCLAIMER**

This documentation and the Sterling Commerce Software which it describes are licensed either "AS IS" or with a limited warranty, as set forth in the Sterling Commerce license agreement. Other than any limited warranties provided, NO OTHER WARRANTY IS EXPRESSED AND NONE SHALL BE IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE OR FOR A PARTICULAR PURPOSE. Without limitation to the foregoing, Sterling Commerce does not warrant or represent that use of this software will ensure compliance with the Federal Trade Commission's (FTC) Mail or Telephone Order Merchandise Trade Regulation Rule (the "Rule"), with the U.S. Department of Transportation's (DOT) Hazardous Materials Regulations (HMR) found in Title 49 of the Code of Federal Regulations (49 CFR), or any other legal requirements, and users of this software should consult independent legal counsel and technical support to ensure compliance with the Rule, with the HRM, and other legal requirements. The applicable Sterling Commerce entity reserves the right to revise this publication from time to time and to make changes in the content hereof without the obligation to notify any person or entity of such revisions or changes.

## **Third-Party Materials**

### **Third-Party Links**

The Sterling Commerce Software may include links or references to internet web sites and resources operated or offered by third parties. Such links are provided to facilitate your acquisition of third party software products or services which may enable or otherwise enhance your use of the Sterling Commerce Software. Sterling Commerce makes no representations, warranties, or other commitments whatsoever about any such web sites or third party resources. You are solely responsible for any transaction, download, installation and use of any software product or services made available via such third party web sites or resources, and for compliance with any and all terms applicable to such third party software products or services. Accordingly, Sterling Commerce is not responsible for the availability of such third party web sites or resources, and is not responsible for any use of, or reliance on, any such content, products, services, or other materials on, or available through, such web sites or resources.

### **Third-Party Software**

The Sterling Commerce Software may be distributed with or otherwise rely upon other Sterling Commerce software which may be distributed on the same storage media with products, ("Third Party Software") offered by third parties ("Third Party Licensors"). Third Party Software information for such additional components of the Sterling Commerce Software is located at: <INSTALL\_DIR>/ReadMe.htm.



# Contents

---

## Preface

Intended Audience .....	ix
Structure .....	ix
Documentation .....	x
Conventions .....	xii

## 1 Getting Started

1.1 Before You Begin .....	1
1.2 Minimum Sterling Multi-Channel Fulfillment Solution Requirements .....	1
1.3 The Installation and Runtime Directory Structure.....	2

## 2 Installing Sterling Call Center and Store

2.1 UNIX or Linux Operating Systems.....	3
2.1.1 Running the GUI-Based Installation Program.....	3
2.1.2 Running the Text-Based Installation Program.....	5
2.2 Windows Operating Systems.....	7
2.2.1 Running the GUI-Based Installation Program.....	7
2.3 Integrating with the Sterling Multi-Channel Selling Solution .....	8
2.3.1 Installing the Required .jar Files.....	9
2.3.2 Configuring the Sterling Multi-Channel Selling Solution.....	9

## 3 Loading the Database Components

3.1 Loading the Database Factory Defaults for Sterling Call Center .....	11
3.2 Loading the Database Factory Defaults for Sterling Store.....	14

3.3	Installing Factory Defaults for Sterling Multi-Channel Selling Solution .....	16
3.4	Loading the Language Pack Translations.....	17

## 4 Installing Reference Implementation

4.1	Customizing Reference Implementation.....	22
4.2	Sterling Call Center Reference Implementation.....	24
4.2.1	Installing all the Components.....	25
4.2.1.1	Overriding the Conflicting Data.....	25
4.2.1.2	Installing Only the Non-Conflicting Data .....	26
4.2.2	Installing the Individual Components of the Reference Implementation	26
4.2.2.1	Installing Configuration Data.....	26
4.2.2.2	Validating and Activating the Data .....	26
4.2.2.2.1	Overriding Conflicting Data .....	29
4.2.2.2.2	Installing Only the Non-Conflicting Data .....	29
4.2.2.3	Installing the Master Data .....	30
4.2.2.4	Installing the Transaction Data.....	30
4.2.2.5	Inventory .....	31
4.2.2.6	Order.....	31
4.2.2.6.1	Demonstration<number> .....	32
4.3	Sterling Store Reference Implementation .....	32
4.3.1	Installing All the Components.....	34
4.3.1.1	Overriding the Conflicting Data.....	34
4.3.1.2	Installing Only the Non-Conflicting Data .....	35
4.3.2	Installing the Individual Components of the Reference Implementation	35
4.3.2.1	Installing the Configuration Data .....	35
4.3.2.2	Validating and Activating the Data .....	36
4.3.2.2.1	Overriding Conflicting Data .....	36
4.3.2.2.2	Installing only the Non-Conflicting Data.....	37
4.3.2.3	Installing the Master Data .....	37
4.3.2.4	Installing the Transaction Data.....	38
4.3.2.5	Inventory .....	38
4.3.2.6	Order.....	39
4.3.2.6.1	Demonstration<number> .....	39
4.4	Sterling Multi-Channel Selling Solution Integration Reference Implementation .....	39

4.4.1	Installing a Fresh Sterling Multi-Channel Selling Solution Reference Implementation .....	40
4.4.2	Installing Over an Existing Sterling Multi-Channel Selling Solution Reference Implementation.....	42

## 5 Client Applications

5.1	Creating a Client Application .....	45
5.1.1	Creating a Call Center Client Application in Windows .....	46
5.1.2	Creating a Call Center Client Application in Linux .....	47
5.1.3	Creating a Store Application in Windows .....	47
5.1.4	Creating a Store Application in Linux.....	48
5.2	Installing Client Applications .....	48
5.2.1	Installing a Sterling Call Center Client Application .....	48
5.2.2	Installing a Sterling Store Client Application .....	49
5.3	Updating the Sterling Rich Client Platform for Client Applications .....	51
5.3.1	For the Call Center Application .....	51
5.3.2	For the Sterling Store Application .....	52

## 6 Configuring Properties

## 7 Deploying Sterling Call Center and Store

7.1	Rebuilding the Enterprise Archive Files .....	55
7.2	Setting Up the Agent Server and Integration Server.....	56
7.3	Setting Up the Integration Server .....	56
7.4	Setting Up the Configuration Deployment Tool .....	56
7.5	Configuring the Java Messaging Service for E-Mail Notifications .....	57
7.6	Integrating with the Sterling Multi-Channel Selling Solution .....	57
7.6.1	Integrating Item Search with the Sterling Multi-Channel Selling Solution . 57	
7.6.2	Integrating Order Repricing with the Sterling Multi-Channel Selling Solution .....	58

## 8 Launching Sterling Call Center and Store

8.1	Launching the Sterling Call Center Client Application.....	59
-----	--	----

8.2 Launching the Sterling Store Client Application..... 59

**Index**

# Preface

---

This guide provides instructions about how to install Sterling Call Center and Store<sup>®</sup>.

## Intended Audience

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

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

This chapter explains how to install Sterling Call Center and Store on each of the operating systems supported by the Sterling Multi-Channel Fulfillment Solution.

### **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 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 Store after installation.

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

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

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

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

## **Documentation**

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

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

For more information about the Sterling Multi-Channel Fulfillment Solution<sup>®</sup> components, see the following manuals:

- *Sterling Multi-Channel Fulfillment Solution<sup>™</sup> Release Notes*
- *Sterling Selling and Fulfillment Suite<sup>™</sup> Release Notes*
- *Sterling Multi-Channel Fulfillment Solution Installation Guide*
- *Sterling Multi-Channel Fulfillment Solution Upgrade Guide*

- *Sterling Multi-Channel Fulfillment Solution Configuration Deployment Tool Guide*
- *Sterling Multi-Channel Fulfillment Solution Performance Management Guide*
- *Sterling Multi-Channel Fulfillment Solution High Availability Guide*
- *Sterling Multi-Channel Fulfillment Solution System Management Guide*
- *Sterling Multi-Channel Fulfillment Solution Localization Guide*
- *Sterling Multi-Channel Fulfillment Solution Customization Guide*
- *Sterling Multi-Channel Fulfillment Solution Integration Guide*
- *Sterling Selling and Fulfillment Suite Integration Guide*
- *Sterling Multi-Channel Fulfillment Solution Product Concepts*
- *Sterling Warehouse Management™ System Concepts Guide*
- *Sterling Multi-Channel Fulfillment Solution Platform Configuration Guide*
- *Sterling Distributed Order Management™ Configuration Guide*
- *Sterling Supply Collaboration Configuration Guide*
- *Sterling Global Inventory Visibility™ Configuration Guide*
- *Sterling Product Management™ Configuration Guide*
- *Sterling Logistics Management Configuration Guide*
- *Sterling Reverse Logistics™ Configuration Guide*
- *Sterling Warehouse Management System Configuration Guide*
- *Sterling Multi-Channel Fulfillment Solution 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*

- *Sterling Multi-Channel Fulfillment Mobile Application User Guide*
- *Sterling Multi-Channel Fulfillment Solution Analytics™ Guide*
- *Sterling Multi-Channel Fulfillment Solution Javadocs*
- *Sterling Multi-Channel Fulfillment Solution Glossary*
- *Sterling Parcel Carrier Adapter Guide*

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

`<INSTALL_DIR>/documentation/YCD_doc_home.html`

`<INSTALL_DIR>` is the directory where Sterling Call Center and Store and the Sterling Multi-Channel Fulfillment Solution 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 Sterling Multi-Channel Fulfillment Solution installation directory and Sterling Call Center and Store installation directory. This is only applicable for Release 8.0.
<ANALYTICS_HOME>	User-supplied location of the Sterling Call Center and Store Analytics installation directory. <b>Note:</b> This convention is used only in the <i>Sterling Call Center and Store Analytics Guide</i> .

Convention	Meaning
<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 Store Analytics Guide</i> .

**Notes:** The Sterling Call Center and 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 Store is used for Release 8.0

The Sterling Multi-Channel Fulfillment Solution documentation set uses the following conventions in the context of the product name:

- is used for Releases 7.9 and 7.11
- Sterling Multi-Channel Fulfillment Solution is used for Release 8.0



# Getting Started

---

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

## 1.1 Before You Begin

If you are upgrading from a prior release of Sterling Call Center and Store, the Installer prompts you to upgrade to Sterling Call Center and Store, Release 8.0. For more information about upgrading to Sterling Call Center and Store, Release 8.0, see the *Sterling Call Center and Store Upgrade Guide*.

Sterling Call Center and Store supports two resolutions:

- 800 X 600 pixels
- 1024 X 768 pixels

## 1.2 Minimum Sterling Multi-Channel Fulfillment Solution Requirements

The installation of Sterling Call Center and Store requires the successful installation of Sterling Multi-Channel Fulfillment Solution, Release 8.0 HF7 or higher. For more information about the system requirements for Sterling Multi-Channel Fulfillment Solution, see the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

## 1.3 The Installation and Runtime Directory Structure

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

For more information about the installation directory structure, see the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

# Installing Sterling Call Center and Store

---

This chapter explains how to install Sterling Call Center and Store on each of the operating systems supported by the Sterling Multi-Channel Fulfillment Solution.

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

## 2.1 UNIX or Linux Operating Systems

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

Installing Sterling Call Center and 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 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 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 Store, follows these steps:

1. Place the Sterling Call Center and 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 Sterling Multi-Channel Fulfillment Solution 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 Sterling Multi-Channel Fulfillment Solution is installed or click Select Folder and navigate to the folder where the Sterling Multi-Channel Fulfillment Solution 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 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 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 Store, follow these steps:

1. Place the Sterling Call Center and 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 Sterling Multi-Channel Fulfillment Solution.

---

---

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 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 Sterling Multi-Channel Fulfillment Solution 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 Store in a Windows environment.

### 2.2.1 Running the GUI-Based Installation Program

---

---

**Note:** The instructions provided here assume that you have received an installation CD. (However, if you have downloaded Sterling Call Center and 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 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 Store installation CD in the appropriate drive.
3. 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 Sterling Multi-Channel Fulfillment Solution 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 Sterling Multi-Channel Fulfillment Solution is installed, or click Select Folder and navigate to the folder where the Sterling Multi-Channel Fulfillment Solution 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 Integrating with the Sterling Multi-Channel Selling Solution

This section describes the additional installation and configuration steps required for the features added when you install the Sterling Multi-Channel Selling Solution.

## 2.3.1 Installing the Required .jar Files

For more information about installing the required jar files, see the *Sterling Selling and Fulfillment Suite Integration Guide*.

---



---

**Note:** Before building the Web Archive or Enterprise Archive (WAR/EAR) file, a few changes have to be performed for integrating Sterling Call Center and Store with the Sterling Multi-Channel Selling Solution. For more information about configuring the Sterling Multi-Channel Selling Solution, see [Section 2.3.2, "Configuring the Sterling Multi-Channel Selling Solution"](#).

---



---

## 2.3.2 Configuring the Sterling Multi-Channel Selling Solution

To configure the Sterling Multi-Channel Selling Solution:

1. Rename the `getExternalPricesForItemList.xml.sample` and `orderRepricing.xml.sample` files located in `<INSTALL_DIR>/repository/xapi/template/merged/userexit/extn` to remove the `.sample`.
2. Configure the `<INSTALL_DIR>/properties/customer_overrides.properties` file by setting the following properties:
  - `yfs.yc3.admin.location`: This property is the location of your Sterling Multi-Channel Selling Solution application server and deployment name without the locale, for example, `yfs.yc3.admin.location=http://localhost:7001/Sterling/`.

For security purposes, define the URL to use Secure Socket Layer (SSL) security.

- `yfs.yc3.locale.<Order Fulfillment Locale>`: This is a mapping between the locales in the Sterling Multi-Channel Selling Solution and the locales in Sterling Call Center and Store. When a Customer Service Representative (CSR) logs into Sterling Call Center and Store and tries to punch out to the Sterling Multi-Channel Selling Solution, the CSR's locale determines which OS URL needs to be used based on this property, for example, `yfs.yc3.locale.en_US_EST=en/US`.

- `yfs.yc3.timeout.length`: This property allows you to configure the amount of waiting time between the Sterling Multi-Channel Selling Solution requests before triggering a call to the Sterling Call Center and Store application server in order to prevent Sterling Call Center and Store from timing out when working solely in the Sterling Multi-Channel Selling Solution. By default, the waiting time is 300000 milliseconds.

For more information about configuring properties, see [Chapter 6, "Configuring Properties"](#).

### Enabling the Sterling Multi-Channel Selling Solution to use Sterling Call Center and Store Authentication

When configuring the Sterling Multi-Channel Selling Solution, define the location of the Sterling Call Center and Store installation in the `AuthenticationPreferences.xml` file as follows:

1. Copy the release file into your project:  

```
<COMERGENT_SDK_HOME>\sdk customize  
AuthenticationPreferences.xml
```
2. Modify the `<COMERGENT_SDK_HOME>\projects\<STOREFRONT_NAME>\WEB-INF\properties\AuthenticationPreferences.xml` file to add the URL of the Sterling Call Center and Store application server to the URL element, for example,  

```
<url>http://localhost:7001/yantra/auth/auth.auth</url>
```
3. Rebuild the project by running the `sdk merge` command.

## Loading the Database Components

---

Sterling Call Center and 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"](#).
- If you wish to load database factory defaults for Sterling Call Center integrated with Sterling Multi-Channel Selling Solution, see [Section 3.3, "Installing Factory Defaults for Sterling Multi-Channel Selling Solution"](#).
- If you wish to load database factory defaults for Sterling Store integrated with Sterling Multi-Channel Selling Solution, see [Section 3.3, "Installing Factory Defaults for Sterling Multi-Channel Selling Solution"](#).

### 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 Sterling Multi-Channel Fulfillment Solution.

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:**

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

**For UNIX or Linux:**

```
./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:**

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

**For UNIX or Linux:**

```
./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:**

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

**For UNIX or Linux:**

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

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

**For Windows:**

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

**For UNIX or Linux:**

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

To install the factory defaults for Sterling Multi-Channel Selling Solution along with the factory defaults for Sterling Call Center, run the following command:

**For Windows:**

```
.\ant.cmd -f ycd_load_defaults.xml installos -logfile  
<logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_load_defaults.xml installos -logfile  
<logfile>
```

To install the factory defaults for Sterling Multi-Channel Selling Solution when factory defaults for Sterling Call Center are already installed, run the following command:

**For Windows:**

```
.\ant.cmd -f ycd_load_defaults.xml osintegration  
-logfile <logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_load_defaults.xml osintegration -logfile  
<logfile>
```

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 Sterling Multi-Channel Fulfillment Solution.

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:**

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

**For UNIX or Linux:**

```
./ant.sh -f ycd_som_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 a validation of the existing data to ensure that Sterling Store 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:**

```
.\ant.cmd -f ycd_som_load_defaults.xml overrideinstall  
-logfile <logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_som_load_defaults.xml overrideinstall
-logfile <logfile>
```

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

**For Windows:**

```
.\ant.cmd -f ycd_som_load_defaults.xml -logfile
<logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_som_load_defaults.xml -logfile <logfile>
```

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

**For Windows:**

```
.\ant.cmd -f ycd_som_load_defaults.xml
nonconflictinginstall -logfile <logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_som_load_defaults.xml
nonconflictinginstall -logfile <logfile>
```

To install the factory defaults for Sterling Multi-Channel Selling Solution along with the factory defaults for Sterling Store, run the following command:

**For Windows:**

```
.\ant.cmd -f ycd_som_load_defaults.xml installos
-logfile<logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_som_load_defaults.xml installos -logfile
<logfile>
```

To install the factory defaults for Sterling Multi-Channel Selling Solution when factory defaults for Sterling Store are already installed, run the following command:

**For Windows:**

```
.\ant.cmd -f ycd_som_load_defaults.xml osintegration  
-logfile <logfile>
```

### For UNIX or Linux:

```
./ant.sh -f ycd_som_load_defaults.xml osintegration  
-logfile <logfile>
```

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

## 3.3 Installing Factory Defaults for Sterling Multi-Channel Selling Solution

Before installing the factory defaults for Sterling Multi-Channel Selling Solution, ensure that you have:

- Included the path to the Java executable in your system path.
- Set the <INSTALL\_DIR> environment variable correctly.

To install the factory defaults for the Sterling Multi-Channel Selling Solution:

1. Navigate to the <INSTALL\_DIR>/bin directory.
  - a. If the database factory defaults for Sterling Call Center are not installed, run the following command:

### For Windows:

```
.\ant.cmd -f ycd_load_defaults.xml installos -logfile  
<logfile>
```

### For UNIX or Linux:

```
./ant.sh -f ycd_load_defaults.xml installos -logfile  
<logfile>
```

This ensures that the required factory defaults for Sterling Call Center are installed along with the factory defaults for Sterling Multi-Channel Selling Solution.

- b. If the database factory defaults for Sterling Store are not installed, run the following command:

### For Windows:

```
.\ant.cmd -f ycd_som_load_defaults.xml installos
-logfile <logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_som_load_defaults.xml installos -logfile
<logfile>
```

This ensures that the required factory defaults for Sterling Store are installed along with the factory defaults for Sterling Multi-Channel Selling Solution.

- c. If the database factory defaults for Sterling Call Center are already installed, run the following command:

**For Windows:**

```
.\ant.cmd -f ycd_load_defaults.xml osintegration
-logfile <logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_load_defaults.xml osintegration -logfile
<logfile>
```

- d. If the database factory defaults for Sterling Store are already installed, run the following command:

**For Windows:**

```
.\ant.cmd -f ycd_som_load_defaults.xml osintegration
-logfile <logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_som_load_defaults.xml osintegration
-logfile <logfile>
```

2. Synchronize the item and customer data between Sterling Multi-Channel Selling Solution and Sterling Multi-Channel Fulfillment Solution. For more information about synchronization, see the *Sterling Selling and Fulfillment Suite Integration Guide*.

## 3.4 Loading the Language Pack Translations

Prior to loading the Sterling Call Center and 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:

### For Windows:

```
.\ant.cmd -f localizedstringreconciler.xml import  
-Dsrc=<INSTALL_DIR>\installed_data\sscap\components\complete_  
installation\factorysetup\XMLS
```

### For UNIX or Linux:

```
./ant.sh -f localizedstringreconciler.xml import  
-Dsrc=<INSTALL_DIR>/installed_data/sscap/components/complete_  
installation/factorysetup/XMLS
```

This LocalizedStringReconciler tool first inserts the values specified in the <from\_language>\_<from\_country>\_comlocalizedstrings\_<to\_language>\_<to\_country>.properties file present in the <INSTALL\_DIR>/database/FactorySetup/ycd/<language>\_<country> directory into the database.

## Installing Reference Implementation

---

Sterling Call Center and 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 Store uses the Data Migrator. For more information about the Data Migrator, see the *Sterling Multi-Channel Fulfillment Solution 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 Sterling Multi-Channel Fulfillment Solution 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 and Transaction 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.

- Transaction Data—This is not run by default; you need to call a separate target to run it. The transaction data comprises the following data: demonstration orders, inventory, and capacity data.

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 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> )

**Table 4–1 Ant Targets**

Ant Target	Description
activator	This target activates the data. If the activator fails, you can run the <code>overrideinstall</code> or <code>nonconflicting</code> targets.
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.
transactiondata	This target installs the transaction data that supplies demonstration orders, inventory, and capacity data.

Sterling Call Center and 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.
osintegration	This target installs the configuration data for the Sterling Multi-Channel Selling Solution.
runmasterdata	This target installs the master data for the Sterling Multi-Channel Selling Solution, as long as you are using the <code>install</code> , <code>overrideinstall</code> , or <code>nonconflictinginstall</code> targets explained in <a href="#">Table 4–1</a> , " <a href="#">Ant Targets</a> ".

- 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"](#).

- If you wish to install reference implementation for Sterling Call Center integrated with Sterling Multi-Channel Selling Solution, see [Section 4.4, "Sterling Multi-Channel Selling Solution Integration Reference Implementation"](#).
- If you wish to install reference implementation for Sterling Store integrated with Sterling Multi-Channel Selling Solution, see [Section 4.4, "Sterling Multi-Channel Selling Solution Integration 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:

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

#### For UNIX or Linux:

```
./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 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.
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.

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

Variable Name	Description
CSR_Lead_Password	This populates the password field for the CSR Lead user record.
Corporate_Enterprise_OS_Skin	This populates the Sterling Multi-Channel Selling Solution's Storefront skin on the Corporate_Enterprise_Code, Online_Channel_Enterprise_Code, and Retail_Channel_Enterprise_Code organizations in the AccountWithHub field.

**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.

## 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:

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

Example:

(loads configurationdata, masterdata, activator, but not transaction data)

```
.\ant.cmd -f ycd_load_reference_implementation.xml
-DDrummasterdata=Y -logfile logfile.txt
```

### For UNIX or Linux:

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

Example:

(loads configurationdata, masterdata, activator, but not transaction data)

```
./ant.sh -f ycd_load_reference_implementation.xml
-DDrummasterdata=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:

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

#### For UNIX or Linux:

```
./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:**

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

**For UNIX or Linux:**

```
./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](#)
- [Installing the Transaction 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:**

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

**For UNIX or Linux:**

```
./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:**

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

**For UNIX or Linux:**

```
./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 4–4 lists the events for which the event handlers are configured.

**Table 4–4 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
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

**Table 4–4 Events**

Event	Transaction ID
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:**

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

**For UNIX or Linux:**

```
./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:**

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

**For UNIX or Linux:**

```
./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:**

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

### For UNIX or Linux:

```
./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:

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

### For UNIX or Linux:

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

### 4.2.2.4 Installing the Transaction Data

**Note:** Before installing the transaction data:

- Ensure that the environment variable ANT\_OPTS is set to -Xms512m -Xmx512m -XX:MaxPermSize=512m.
- Ensure that you have configured the Java Messaging Service. For more information about this, see [Section 7.5, "Configuring the Java Messaging Service for E-Mail Notifications"](#).
- Ensure that the `yifclient.properties` file is set up correctly. For more information about this, see the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.
- Ensure that the Application server and JMS server are running.

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

**For Windows:**

```
.\ant.cmd -f ycd_load_reference_implementation.xml  
transactiondata -logfile <logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_load_reference_implementation.xml  
transactiondata -logfile <logfile>
```

Transaction data is classified into one of the following categories:

- [Inventory](#)
- [Order](#)

**4.2.2.5 Inventory**

This transaction data contains the inventory adjustment data required to demonstrate the Sterling Call Center features.

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

**For Windows:**

```
.\ant.cmd -f ycd_load_reference_implementation.xml  
inventorydata -logfile <logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_load_reference_implementation.xml  
inventorydata -logfile <logfile>
```

**4.2.2.6 Order**

To demonstrate the various features of Sterling Call Center, orders and transaction data are provided in five demonstration groups. This section contains one example.

For more information about all the five types of demonstration orders created as part of the reference implementation, see the Reference Implementation chapter in the *Sterling Call Center and Store Implementation Guide*.

#### 4.2.2.6.1 Demonstration<number>

To create an order of the demonstration<number> type, run the following command from the <INSTALL\_DIR>/bin directory.

##### For Windows:

```
.\ant.cmd -f ycd_load_reference_implementation.xml
createDemo<number>Order -logfile <logfile>
```

##### For UNIX or Linux:

```
./ant.sh -f ycd_load_reference_implementation.xml
createDemo<number>Order -logfile <logfile>
```

## 4.3 Sterling Store Reference Implementation

The variables described in [Table 4–5](#) are used to create participants and users for the Sterling Store Reference Implementation.

**Table 4–5 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.
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.

**Table 4–5 Variables for the Sterling Store Reference Implementation**

Variable Name	Description
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:**

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

Example:

(loads configurationdata, masterdata, activator, but not transaction data)

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

**For UNIX or Linux:**

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

Example:

(loads configurationdata, masterdata, activator, but not transaction data)

```
./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:**

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

**For UNIX or Linux:**

```
./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:

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

#### For UNIX or Linux:

```
./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](#)
- [Installing the Transaction 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:

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

#### For UNIX or Linux:

```
./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:

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

#### For UNIX or Linux:

```
./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:

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

#### For UNIX or Linux:

```
./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:**

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

**For UNIX or Linux:**

```
./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:**

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

**For UNIX or Linux:**

```
./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:**

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

**For UNIX or Linux:**

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

### 4.3.2.4 Installing the Transaction Data

**Note:** Before running the transaction data:

- Ensure that the environment variable ANT\_OPTS is set to -Xms512m -Xmx512m -XX:MaxPermSize=512m.
- Ensure that you have configured the Java Messaging Service. For more information about this, see [Section 7.5, "Configuring the Java Messaging Service for E-Mail Notifications"](#).
- Ensure that the `yifclient.properties` file is set up correctly. For more information about this, see the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.
- Ensure that the Application server and JMS server are running.

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

#### For Windows:

```
.\ant.cmd -f ycd_som_load_reference_implementation.xml  
transactiondata -logfile <logfile>
```

#### For UNIX or Linux:

```
./ant.sh -f ycd_som_load_reference_implementation.xml  
transactiondata -logfile <logfile>
```

You can run the transaction data independently for the following categories:

- [Inventory](#)
- [Order](#)

### 4.3.2.5 Inventory

This contains the inventory adjustment data required to demonstrate the Sterling Store features.

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

**For Windows:**

```
.\ant.cmd -f ycd_som_load_reference_implementation.xml
inventorydata -logfile <logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_som_load_reference_implementation.xml
inventorydata -logfile <logfile>
```

### 4.3.2.6 Order

To demonstrate the various features of Sterling Store, orders and transaction data are provided in five demonstration groups. This section contains one example.

For more information about all the five types of demonstration orders created as part of the reference implementation, see the Reference Implementation chapter in the *Sterling Call Center and Store Implementation Guide*.

#### 4.3.2.6.1 Demonstration<number>

To create an order of the demonstration<number> type, run the following command from the <INSTALL\_DIR>/bin directory.

**For Windows:**

```
.\ant.cmd -f ycd_som_load_reference_implementation.xml
createDemo<number>Order -logfile <logfile>
```

**For UNIX or Linux:**

```
./ant.sh -f ycd_som_load_reference_implementation.xml
createDemo<number>Order -logfile <logfile>som_load
```

## 4.4 Sterling Multi-Channel Selling Solution Integration Reference Implementation

This section describes two ways in which to install the integration reference implementation:

- [Installing a Fresh Sterling Multi-Channel Selling Solution Reference Implementation](#)
- [Installing Over an Existing Sterling Multi-Channel Selling Solution Reference Implementation](#)

### 4.4.1 Installing a Fresh Sterling Multi-Channel Selling Solution Reference Implementation

To install the Sterling Multi-Channel Selling Solution reference implementation for the first time, configure the `ycd_os_ref_variable.properties` file located in the `<INSTALL_DIR>/resources` directory. The `ycd_os_ref_variable.properties` file is configured to synchronize with the reference data provided by the Sterling Multi-Channel Selling Solution. However, you can specify another property file instead of the `ycd_os_ref_variable.properties` file. To specify another property file:

1. Define a new property file with the variables described in [Table 4–2](#).
2. Specify the property file as shown in the commands provided here. These commands also install all the components of the reference implementation. Run these commands from the `<INSTALL_DIR>/bin` directory.

Following are the commands that load the reference implementation for Sterling Call Center and Sterling Store. You can add optional targets, as shown in these command examples and described in [Table 4–1](#):

#### For Sterling Call Center

##### For Windows:

```
.\ant.cmd -f ycd_load_reference_implementation.xml
nonconflictinginstall -Dvariableproperties = <property_file_name> -Ddrummasterdata=Y -Dosintegration=Y -logfile <logfile>
```

##### For UNIX or Linux:

```
./ant.sh -f ycd_load_reference_implementation.xml
nonconflictinginstall -Dvariableproperties = <property_file_name> -Ddrummasterdata=Y -Dosintegration=Y -logfile <logfile>
```

## For Sterling Store

### For Windows:

```
.\ant.cmd -f ycd_som_load_reference_implementation.xml  
nonconflictinginstall -Dvariableproperties= <property_file_  
name> -Drunmasterdata=Y -Ddosintegration=Y -logfile <logfile>
```

### For UNIX or Linux:

```
./ant.sh -f ycd_som_load_reference_implementation.xml  
nonconflictinginstall -Dvariableproperties = <property_file_  
name> -Drunmasterdata=Y -Ddosintegration=Y -logfile <logfile>
```

For more information about activating and validating the data for Sterling Store, see [Section 4.3.2.2, "Validating and Activating the Data"](#).

For more information about installing the master data for Sterling Store, see [Section 4.3.2, "Installing the Individual Components of the Reference Implementation"](#).

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

---

---

**Note:** All the organizations using the reference installation must be added to the `xmlClient.properties` file in the Sterling Selling and Fulfillment Suite. For more information about this properties file, see the *Sterling Selling and Fulfillment Suite Integration Guide*.

In addition, the catalog organization must be correctly defined in the Sterling Selling and Fulfillment Suite, which is also described in the *Sterling Selling and Fulfillment Suite Integration Guide*.

---

---

The variables described in [Table 4–5](#) are used for the Sterling Multi-Channel Selling Solution reference implementation.

## 4.4.2 Installing Over an Existing Sterling Multi-Channel Selling Solution Reference Implementation

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

The `ycd_os_ref_variable.properties` file is configured to synchronize with the reference data provided by the Sterling Multi-Channel Selling Solution. However, you can specify another property file instead of the `ycd_os_ref_variable.properties` file. To specify another property file:

1. Define a new property file with the variables described in [Table 4–2](#).
2. Specify the property file as shown in the following commands, which also installs all the components of the reference implementation. Run these commands from the `<INSTALL_DIR>/bin` directory.

If you have previously installed the reference implementation that is described in [Section 4.2, "Sterling Call Center Reference Implementation"](#), use the `osintegration` optional property and `configurationdata` target to add the Sterling Multi-Channel Selling Solution features and further extend your reference implementation. These targets and others are described in [Table 4–1](#).

Following are the commands that load the reference implementation for Sterling Call Center and Sterling Store.

### For Sterling Call Center

#### For Windows:

```
.\ant.cmd -f ycd_load_reference_implementation.xml  
configurationdata -Dvariableproperties = <property_file_name>  
-Dosintegration=Y -logfile <logfile>
```

#### For UNIX or Linux:

```
./ant.sh -f ycd_load_reference_implementation.xml  
configurationdata -Dvariableproperties = <property_file_name>  
-Dosintegration=Y -logfile <logfile>
```

## For Sterling Store

### For Windows:

```
.\ant.cmd -f ycd_som_load_reference_implementation.xml  
configurationdata -Dvariableproperties = <property_file_name>  
-Dosintegration=Y -logfile <logfile>
```

### For UNIX or Linux:

```
./ant.sh -f ycd_som_load_reference_implementation.xml  
configurationdata -Dvariableproperties = <property_file_name>  
-Dosintegration=Y -logfile <logfile>
```

For more information about activating and validating the data for Sterling Store, see [Section 4.3.2.2, "Validating and Activating the Data"](#).

For more information about installing the master data for Sterling Store, see [Section 4.3.2, "Installing the Individual Components of the Reference Implementation"](#).

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

---

---

**Note:** All the organizations using the reference installation must be added to the `xmlClient.properties` file in the Sterling Selling and Fulfillment Suite. For more information about this properties file, see the *Sterling Selling and Fulfillment Suite Integration Guide*.

In addition, the catalog organization must be correctly defined in the Sterling Selling and Fulfillment Suite, which is also described in the *Sterling Selling and Fulfillment Suite Integration Guide*.

---

---

The variables described in [Table 4–5](#) are used for the Sterling Multi-Channel Selling Solution reference implementation.



# 5

## Client Applications

---

This chapter explains how to create, install, and update the Sterling Call Center and 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 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 Sterling Call Center and Store, set this variable to point to the directory where the Sterling Call Center and Store-extended client application files are located. For more information about this variable, see the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

If you do not extend Sterling Call Center and Store, create a new directory and set this variable to point to the new directory. In the new directory, create the `resources` subdirectory.

2. Navigate to the following directory:

```
<INSTALL_DIR>/rcpclient/com.yantra.yfc.rcp_1.0.0
```

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. If you want to integrate with the Sterling Multi-Channel Selling Solution application and access the Item browser, Customer Account activity, and Item Configurator from within Sterling Call Center and Store, edit the `locations.ycfg` file to include the `LoginThroughBrowser="Y"` attribute under the `<location id>` element for each location, for example,

```
<Config Name = "DEFAULT"  
Protocol = "http"  
BaseUrl = "localhost"  
PortNumber = "7001"  
ApiUrl = "/yantra/RcpServlet"  
CompressionEnabled="Y"  
LoginThroughBrowser="Y"> (for integration with browser-based  
applications only)  
</Config>
```

For more information about creating and configuring locations, see the *Sterling Multi-Channel Fulfillment Solution Customization Guide*.

5. 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 *Sterling Multi-Channel Fulfillment Solution 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**

```
ant.cmd -f buildcomapplication.xml buildCOMForWindows  
-logfile <logfile>
```

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

```
ant.cmd -f buildcomapplication.xml buildCOMForGTKLinux  
-logfile <logfile>
```

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

For more information about this extension process, see the *Sterling Multi-Channel Fulfillment Solution 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:**

```
./ant.sh -f buildcomapplication.xml buildCOMForWindows
-logfile <logfile>
```

**For Linux client:**

```
./ant.sh -f buildcomapplication.xml buildCOMForGTKLinux
-logfile <logfile>
```

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

For more information about this extension process, see the *Sterling Multi-Channel Fulfillment Solution Customization Guide*.

### 5.1.3 Creating a Store Application in Windows

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

**For Windows client:**

```
ant.cmd -f buildsomapplication.xml buildSOMForWindows
-logfile <logfile>
```

**For Linux client:**

```
ant.cmd -f buildsomapplication.xml buildSOMForGTKLinux
-logfile <logfile>
```

2. After the script completes, a zip file called `som.zip` is created under `<INSTALL_DIR>/rcpdrop/[platform]` directory, for example,

<INSTALL\_DIR>/rcpdrop/windows for Windows and  
<INSTALL\_DIR>/rcpdrop/gtk.linux.x86 for Linux.

For more information about this extension process, see the *Sterling Multi-Channel Fulfillment Solution Customization Guide*.

### 5.1.4 Creating a Store Application in Linux

To create a store application in Windows:

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

**For Windows client:**

```
./ant.sh -f buildsomapplication.xml buildSOMForWindows  
-logfile <logfile>
```

**For Linux client:**

```
./ant.sh -f buildsomapplication.xml buildSOMForGTKLinux  
-logfile <logfile>
```

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

For more information about this extension process, see the *Sterling Multi-Channel Fulfillment Solution Customization Guide*.

## 5.2 Installing Client Applications

This section explains how the Sterling Call Center client application and the Sterling Store client application can be installed on Windows and Linux.

### 5.2.1 Installing a Sterling Call Center Client Application

This section provides the installation steps for a Sterling Call Center client application.

**To install on Windows:**

1. Extract the com.zip file into the  
<INSTALL\_DIR>/rcpdrop/windows/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 `<INSTALL_DIR>/rcpdrop/windows/com/com.ini` file to provide the appropriate VM arguments for the application.

For more information about VM arguments, see the *Sterling Multi-Channel Fulfillment Solution Customization Guide*.

#### To install on Linux:

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

For more information about the supported VM arguments, see the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

---



---

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

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

## 5.2.2 Installing a Sterling Store Client Application

This section provides the installation steps for a Sterling Store client application.

#### To install on Windows:

1. Extract the `som.zip` file into the `<INSTALL_DIR>/rcpdrop/windows/som` directory.
2. Create a backup of the `som.ini.sample` file.

3. Rename the `som.ini.sample` file to `som.ini`.
4. Modify the `<INSTALL_DIR>/rcpdrop/windows/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>`

For more information about .ini files, see the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

### To install on Linux:

1. Extract the `som.zip` file into the `<INSTALL_DIR>/rcpdrop/gtk.linux.x86/som` directory.
2. Create a backup of the `som.ini.sample` file.
3. Rename the `som.ini.sample` file to `som.ini`.
4. Modify the `<INSTALL_DIR>/rcpdrop/windows/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>

For more information about .ini files, see the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

---



---

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

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

## 5.3 Updating the Sterling Rich Client Platform for Client Applications

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

### 5.3.1 For the Call Center Application

To update the Sterling 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 Store. The `<VERSION_NUMBER>` is the appropriate version of Sterling Call Center and 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 *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

### 5.3.2 For the Sterling Store Application

To update the Sterling 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 Store. The `<UPDATES_DIR>` is the directory that contains an individual update directory for Sterling Call Center and Store. The `<VERSION_NUMBER>` is the appropriate version of Sterling Call Center and 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 *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

# 6

## Configuring Properties

---

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

After installing Sterling Call Center and 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 *Sterling Multi-Channel Fulfillment Solution Installation Guide*.



# Deploying Sterling Call Center and Store

---

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

## 7.1 Rebuilding the Enterprise Archive Files

To use the JasperReports™ provided by Sterling Call Center and Store, ensure that the following steps are performed before re-creating the Sterling Multi-Channel Fulfillment Solution 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 Store extended client application files are located. For more information about this variable, see the *Sterling Multi-Channel Fulfillment Solution 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-2.1.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 Store, re-create the Sterling Multi-Channel Fulfillment Solution EAR package. For more information about creating and deploying the Sterling Multi-Channel Fulfillment Solution EAR, see the *Sterling Multi-Channel Fulfillment Solution 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 Sterling Multi-Channel Fulfillment Solution, ensure that you do so. For more information about setting up the runtime utilities (Integration Server, Agent Server, and Agent Trigger), see the *Sterling Multi-Channel Fulfillment Solution 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 Store, ensure that you set it up. For more information about setting up the Integration Server, see the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

## 7.4 Setting Up the Configuration Deployment Tool

When installing the Sterling Multi-Channel Fulfillment Solution, ensure that you set up the Configuration Deployment Tool (CDT). For more information about setting up the CDT, see the *Sterling Multi-Channel Fulfillment Solution 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 Sterling Multi-Channel Fulfillment Solution and Sterling Call Center and 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 *Sterling Multi-Channel Fulfillment Solution Platform Configuration Guide* and your application server's configuration guide.

## 7.6 Integrating with the Sterling Multi-Channel Selling Solution

This section describes the additional deployment steps required for the features obtained when you install the Sterling Multi-Channel Selling Solution.

### 7.6.1 Integrating Item Search with the Sterling Multi-Channel Selling Solution

To access the Item browser and enable product entitlement:

1. Configure the enterprise rules for the Sterling Multi-Channel Selling Solution enterprise.
2. Launch the Sterling Call Center and Store Configurator through the Sterling Multi-Channel Selling Solution console.
3. Load the configuration rules for the Sterling Multi-Channel Selling Solution enterprise.

4. Select Manage Products and Categories > Advanced Configurations > Configure Item Search Options.
5. Enable Integrated Item Search.

### 7.6.2 Integrating Order Repricing with the Sterling Multi-Channel Selling Solution

To configure order repricing, you need to define the modification types:

1. Launch the Sterling Call Center and Store Configurator through the Sterling Multi-Channel Selling Solution console.
2. Load the configuration rules for the Sterling Multi-Channel Selling Solution enterprise.
3. Select Configure Order Administration > Advanced configuration > Configure which Modification Trigger Re-pricing, and select the modification types that should trigger order repricing.

# Launching Sterling Call Center and Store

---

This chapter explains how to launch Sterling Call Center and 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 5.2.1, "Installing a 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 5.2.2, "Installing a Sterling Store Client Application"](#).
2. Double-click the `som.exe` file.



# Index

---

## A

---

Activator, 19  
Agent Server, 56  
Ant Targets, 20

## C

---

Call Center Client Application, 59  
Client Application, 45  
Client Applications  
    Installing, 48  
Configuration Data, 19  
Configuration Deployment Tool, 56

## D

---

Demo Data, 19  
    Master Data, 19  
    Transaction Data, 20

## E

---

E-Mail Notifications, 57  
Enterprise Archive Files, 55  
environment variable  
    YANTRA\_HOME, xii

## F

---

Factory Defaults, 11  
    install, 16  
    load, 11, 14

## G

---

GUI, 3

## I

---

Integration Server, 56  
    Setting Up, 56

## J

---

Java Messaging Service, 57

## L

---

Language, 17  
Language Pack Translation, 17  
Launching, 59

## O

---

Order, 58  
Order Repricing, 58

## P

---

Property files, 53

## R

---

Reference Implementation, 26

## **S**

---

Sterling, 59  
Sterling Rich Client Platform, 51  
Sterling Store Client, 59

## **Y**

---

YANTRA\_HOME, xii