August 2008 Sterling Integrator and Gentran Integration Suite EDI Standards Installation

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August 2008 EDI Standards for Sterling Integrator and Gentran Integration Suite

Overview

This document contains instructions for installing the August 2008 EDI Standards for use with Gentran Integration Suite[®] version 4.2 or higher and Sterling Integrator 5.0 or higher.

The EDI Standards databases are updated based upon market requirements, produced on a disc separate from the products, and are available at your request.

This document also contains instructions for installing the CII and HIPAA Standards for use with Gentran Integration Suite version 4.2 or higher and Sterling Integrator 5.0 or higher.

New and Updated Versions in this Release

See the *Readme.txt* file in the root directory on the EDI Standards disc for the most current list of updates to existing standards and new standards included in this release. CII users should also check the *CII Readme.htm* file provided in the CII folder for additional information about the CII Standards.

Prerequisites

✦ Install Gentran Integration Suite or Sterling Integrator before you install the EDI or CII Standards.

✦ Install Microsoft Data Access Components (MDAC) before you install the standards. See the Gentran Integration Suite or Sterling Integrator System Requirements to determine which version of MDAC to use.

Hard Drive Space Required

Ensure that there is sufficient free space on the drive where you are installing the standards. The following table contains the amount of hard drive space required to install the EDI, CII, or HIPAA Standards on your computer:

Standards Type	Hard Drive Space Required
EDI	507 MB
CII	7.2 MB
HIPAA	7 MB

Installing Standards in a UNIX Environment

You can install the standards in a UNIX environment either from the standards disc or by downloading the standards from the Customer Center and Support Web site.

Installing Standards in a UNIX Environment from the Standards disc

These instructions assume that the disc will be mounted and accessible from the environment running Gentran Integration Suite or Sterling Integrator. If this is not the case, the files from the disc should be transferred (for example by FTP) to a suitable directory on the environment, and that directory should be substituted for the disc in the following steps.

To update the EDI Standards and CII Standards on a Gentran Integration Suite or Sterling Integrator UNIX environment:

1. Place the Standards database disc in the appropriate drive.

2. Change directory to the bin subdirectory of your Gentran Integration Suite or Sterling Integrator installation.

3. From the bin directory of your Gentran Integration Suite or Sterling Integrator installation, run deployStandards.sh, including the paths to the updated standards database installer files on the disc, as shown in the following example:

   ```
   ./deployStandards.sh /path_to_disc/SI/SterlingIntegratorStandards.exe
   /path_to_disc/CII/GentranCIIStandards.exe
   ```

   where *path_to_disc* is the path to the location where the disc is mounted or the directory where you copied the files.

   Running this executable deploys the updated standards to your server.

4. Deploy the new standards to your client machines by following these instructions: *Updating Gentran Integration Suite or Sterling Integrator Client Machines* on page 7.

Installing Standards in a UNIX Environment from the Customer Center and Support Web Site

These instructions assume that you will download the standards from the Sterling Commerce Customer Center and Support Web site.

To update the EDI Standards and CII Standards on a Gentran Integration Suite or Sterling Integrator UNIX environment:

1. Create a temporary directory on your server to store the standards zip file that you will download from the Customer Center and Support Web site. All of the files needed for the upgrade will reside in this directory and the executable programs you run to install/update the standards must point to this directory.

2. On the Customer Center and Support Web site, select the Support Center tab. Under the **Product Support** menu on the left side, select **Sterling Integrator > Product Updates and Downloads or Gentran Integration Suite > Product Updates and Downloads**.

3. From the Sterling Integrator Product Updates/Downloads page, under Updating the standards database in Sterling Integrator, select **Sterling Integrator Standards,** or from the **Gentran Integration Suite Product Updates/Downloads** page, under **Updating the standards database in Gentran Integration Suite**, select **Gentran Integration Suite Standards**.

4. Click **Save** to save the SI-GIS_Standards.zip file to the directory you created in step 1. This zip file contains all the standards.

5. Unzip the SI-GIS_Standards.zip file and keep all the extracted files in the same directory as the zip file. The following files are extracted:

    ◆ CII Readme.htm (this is the readme file for the CII Standards)

    ◆ deployStandards.sh.in (required for Gentran Integration Suite version 2.0 only)

    ◆ GentranCIIStandards.exe (this is the CII Standards executable)

    ◆ SI-GIS_Standards_readme.pdf (a PDF copy of this documentation)

    ◆ SterlingIntegratorStandards.exe (this is the Sterling Integrator and Gentran Integration Suite Standards executable)

6. Create a temporary directory on your UNIX server.

7. FTP the following files in binary mode to the temporary directory created in step 6.

    ◆ GentranCIIStandards.exe

    ◆ SterlingIntegratorStandards.exe

8. From the bin directory of your Sterling Integrator or Gentran Integration Suite installation, run deployStandards.sh, including the paths to the updated standards database installer files on the temporary directory created in step 6, as shown in the following example:

   ```
   ./deployStandards.sh
   /path_to_temporary_directory/SI/SterlingIntegratorStandards.exe
   /path_to_temporary_directory/CII/GentranCIIStandards.exe
   ```

   where *path_to_temporary_directory* is the path to the location of the temporary directory where you copied the files in step 7.

   Running this executable deploys the updated standards to your server.

9. When the install/upgrade process is complete, you can delete the directory you created in step 1.

10. Deploy the new standards to your client machines by following these instructions: *Updating Gentran Integration Suite or Sterling Integrator Client Machines* on page 7.

Installing Standards on a Windows Server

You can install the standards in a Windows environment either from the standards disc or by downloading the standards from the Customer Center and Support Web site.

Installing Standards in a Windows Environment from the Standards Disc

To update the EDI Standards and CII Standards on a Sterling Integrator or Gentran Integration Suite Windows server:

1. Place the Standards Database disc in the appropriate drive.

2. Change directory to the bin subdirectory of your Sterling Integrator or Gentran Integration Suite installation.

3. From the bin directory of your Sterling Integrator or Gentran Integration Suite installation, run deployStandards.cmd. Include the paths to the new standards database installer files on the disc. You

must include both files and specify the EDI file first, followed by the CII file, as shown in the following example:

```
\install_dir\si\bin\deployStandards.cmd
DVD_DRIVE:\SI\SterlingIntegratorStandards.exe
    DVD_DRIVE:\CII\GentranCIIStandards.exe
```

where: *DVD_DRIVE* is the letter of the drive where the disc is located.

Running this executable deploys the updated standards to your server.

4. Deploy the new standards to your client machines by following these instructions: *Updating Gentran Integration Suite or Sterling Integrator Client Machines* on page 7.

Installing Standards in a Windows Environment from the Customer Center and Support Web Site

These instructions assume that you will download the standards from the Sterling Commerce Customer Center and Support Web site.

To update the EDI Standards and CII Standards on a Sterling Integrator or Gentran Integration Suite Windows environment:

1. Create a temporary directory on your server to store the standards zip file that you will download from the Customer Center and Support Web site. All of the files needed for the upgrade will reside in this directory and the executable programs you run to install/update the standards must point to this directory.

2. On the Customer Center and Support Web site, select the support center tab. Under the **Product Support** menu on the left side, select **Sterling Integrator > Product Updates and Downloads or Gentran Integration Suite > Product Updates and Downloads**.

3. From the Sterling Integrator Product Updates/Downloads page, under Updating the standards database in Sterling Integrator, select **Sterling Integrator Standards,** or from the **Gentran Integration Suite Product Updates/Downloads** page, under **Updating the standards database in Gentran Integration Suite**, select **Gentran Integration Suite Standards**.

4. Click **Save** to save the SI-GIS_Standards.zip file to the directory you created in step 1. This zip file contains all the standards.

5. Unzip the SI-GIS_Standards.zip file and keep all the extracted files in the same directory as the zip file. The following files are extracted:

   ◆ CII Readme.htm (this is the readme file for the CII Standards)

   ◆ deployStandards.sh.in (required for Gentran Integration Suite version 2.0 only)

   ◆ GentranCIIStandards.exe (this is the CII Standards executable)

   ◆ SI-GIS_Standards_readme.pdf (a PDF copy of this documentation)

   ◆ SterlingIntegratorStandards.exe (this is the Sterling Integrator and Gentran Integration Suite Standards executable)

6. Create a temporary directory on your Windows server.

7. Copy the following files to the temporary directory created in step 6.

   ◆ GentranCIIStandards.exe

◆ SterlingIntegratorStandards.exe

8. From the bin directory of your Sterling Integrator or Gentran Integration Suite installation, run deployStandards.cmd, including the paths to the updated standards database installer files on the temporary directory created in step 6, as shown in the following example:

```
\install_dir\si\bin\deployStandards.cmd
\path_to_temporary_directory\SI\SterlingIntegratorStandards.exe
\path_to_temporary_directory\CII\GentranCIIStandards.exe
```

where *path_to_temporary_directory* is the path to the location of the temporary directory where you copied the files in step 7.

Running this executable deploys the updated standards to your server.

9. When the install/upgrade process is complete, you can delete the directory you created in step 1.

10. Deploy the new standards to your client machines by following these instructions: *Updating Gentran Integration Suite or Sterling Integrator Client Machines* on page 7.

Updating Gentran Integration Suite or Sterling Integrator Client Machines

After you have installed the standards on a Sterling Integrator or Gentran Integration Suite UNIX or Windows server, deploy the new standards to client systems by using the Download EDI Standards and Download CII Standards options from the **Deployment** > **Maps** menu of the Gentran Integration Suite or Sterling Integrator user interface. The links for the Sterling Integrator 5.0, and Gentran Integration Suite 4.3, and 4.2 online documentation Web sites are:

http://www.sterlingcommerce.com/Documentation/SI50/HomePage.htm

http://www.sterlingcommerce.com/Documentation/GIS43/HomePage.htm

http://www.sterlingcommerce.com/Documentation/GIS42/HomePage.htm

Uninstalling Standards on a Windows Client

To uninstall the Gentran Integration Suite or Sterling Integrator standards on a Windows client, use the following procedure:

1. From the **Windows Start** menu, select **Settings** > **Control Panel** > **Add/Remove Programs**.

2. Select **Change or Remove Programs** in the left panel. The list of currently installed programs displays.

3. From the list, select **Gentran Integration Suite or Sterling Integrator Standards** and click **Change/Remove**.

4. The following prompt is displayed: Are you sure you want to completely remove 'Gentran Integration Suite or Sterling Integrator Standards' and all of its components?

Click **Yes** to uninstall the standards.

Global Customer Support

Sterling Commerce fosters long-term business partnerships with its customers. Committed to customer satisfaction and quality support, Sterling Commerce Customer Support has a world-wide staff providing support 24 hours per day, 365 days per year. For assistance with installation, implementation, usage, or for enhancement information, contact Customer Support. Check your maintenance contract for details about the type of support you have purchased for your product.

Additionally, the Sterling Commerce Web site (www.sterlingcommerce.com) provides a wealth of information at your fingertips. The site includes information about e-commerce, a solutions database, document tracking tools, an issue tracking system, fix information, product and service documentation, workshop information, contact information, sunset and retirement schedules, and ordering information.

Before contacting Sterling Commerce Customer Support, we recommend that you review the documentation provided with your product. The documentation may help you to identify or resolve the problem you are experiencing.

Contacting Customer Support

To contact Sterling Commerce Customer Support, choose one of these methods:

Web (Preferred)	To use the Sterling Commerce Customer Center and Support Web site (free of charge): 1 Open your Internet browser and go to www.sterlingcommerce.com. 2 Select the **Services** tab and then click on **Customer Center and Support**. This opens the Customer Center page in a new window. 3 Type your e-mail address and password in the Customer Center login window. **Note:** If you do not have a Customer Center password, follow the instructions on Customer Center Web site to request one. 4 Click **Sign In**. 5 Follow the online instructions.

Telephone	Normal telephone support is provided from 8 a.m. to 8 p.m., Monday through Friday (Eastern Time), excluding holidays. After-hours support is provided for production-down issues only. A fee may be associated with this service.
	Note: Locate the appropriate Customer Support telephone number to call using the Support Reference Guide available on the Customer Center and Support Web site.
	Before you call, gather the following information:
	◆ Your name and telephone number
	◆ Your company name
	◆ The Sterling Commerce product or service name and version number
	◆ Your product level and platform
	◆ Case number (if this is a previously reported issue)
	◆ Copies of related error codes or messages
	◆ Copies of software and communications logs, where appropriate
	◆ A detailed description of the problem
	◆ How often the problem occurs and whether it can be reproduced
	◆ The actions you have taken to try to diagnose or solve the problem
	◆ Information about any recent configuration changes
	◆ Copies of product documentation, for reference help in troubleshooting
E-mail	Send an e-mail message to **customer_support@stercomm.com**. E-mail support is provided free of charge.

Using Customer Center and Support

With a Web browser and an Internet connection, you can access Customer Center and Support from the Sterling Commerce Web site. Use Customer Center and Support Web site to accomplish the following tasks:

✦ *Log or View a Support Request* on page 9
✦ *Search the Knowledgebase* on page 10
✦ *Look Up a Trading Partner* on page 11
✦ *Download Product Documentation* on page 11
✦ *Read Through the Community Forums* on page 12

Log or View a Support Request

You can use the Customer Center to create a support request free of charge. You can also view any support request that you entered during the last 90 days.

Caution: Do not use Customer Center and Support to report a Severity Level 1 (production down) problem. In this case, Customer Support recommends that you call the toll-free, as explained in *Contacting Customer Support* on page 8.

To create or view a support request:

1. In your Internet browser, enter **www.sterlingcommerce.com** to display the Sterling Commerce Web site.

2. Select **Services** > **Customer Center and Support**.

3. Type your e-mail address and password and click **Sign In** on the Customer Center Login page. In the Customer Center Home Page, under the heading My support requests, select **Log and View Cases**.

4. Select the appropriate Severity level from the list and complete steps, as necessary:

Severity Level	Description/Step
2 – Critically Impacting	Product operational but severely restricting production
3 – Normal Question	General product questions
4 – Informational	Minor issue or question
5 – Evals/Enhancement Request	Enhancement requests for existing applications

5. From the list, select the appropriate Product/Service Family and the Product/Service.

6. Select the **Release** and the **Patch/Build Level**.

7. Type a **Summary** and in **Description**, enter a brief description of the problem or question.

8. Click **Submit**.

If your issue is not a production down issue, Sterling Commerce Customer Support will contact you accordingly.

If you are experiencing a production down issue, contact Sterling Commerce Customer Support by telephone. To obtain a list of Sterling Commerce Customer Support telephone numbers, on the Report A Case Web page, under Severity Guidelines, click **Please call your customer support group**.

Search the Knowledgebase

You can use Support On Demand to access a database containing solutions to technical support issues.

To access the Knowledgebase:

1. In your Internet browser, enter **www.sterlingcommerce.com** to display the Sterling Commerce Web site.

2. Select **Services** > **Customer Support**.

3. Type your e-mail address and password and click **Sign In** on the Customer Center Login page. Type your e-mail address and password and click **Login**.

4. In the Customer Center and Support Home Page, click on the **Support Center** tab and then select **Knowledgebase** from the menu on the left hand side.

5. In **Search Support On Demand** box, type a description of your problem or query and click **Find**.

6. Select one of the Solutions to Consider or refine your search by entering additional information.

7. Close the Knowledgebase to return to the Sterling Commerce Web site.

Look Up a Trading Partner

If you know the EDI identifier of a potential business partner, you can use Support On Demand to verify this information and information about their service provider. The online look-up service includes businesses that use Sterling Collaboration Network and other value-added providers. After you locate your business partner, you can usually set up your EDI system and exchange documents without assistance from Sterling Commerce Customer Support.

If the business partner is not listed, contact Sterling Commerce Customer Support for assistance.

To look up a trading partner:

1. In your Internet browser, enter **www.sterlingcommerce.com** to display the Sterling Commerce Web site.
2. Select **Services** > **Customer Support**.
3. Type your e-mail address and password and click **Sign In** on the Customer Center Login page. Type your e-mail address and password and click **Login**.
4. In the Customer Center Home page, select **Tools and Applications > Online Tools > Lookup Trading Partner.**
5. In the Lookup Trading Partner page, enter the business partner EDI ID and Qualifier in the appropriate boxes. The default Qualifier is ZZ.
6. Click **Look up** to display the search results (the company name and service provider for the business partner).

Download Product Documentation

Product-specific documentation is available for download from the Documentation Library on Support On Demand.

1. In your Internet browser, enter **www.sterlingcommerce.com** to display the Sterling Commerce Web site.
2. Select **Services** > **Customer Support**.
3. Type your e-mail address and password and click **Sign In** on the Customer Center Login page. Type your e-mail address and password and click **Login**.
4. In the Customer Center and Support Home Page, click on **Support Center**.
5. Select **Documentation Library** from the menu on the left side.
6. Navigate to your product.
7. Select the document you wish to download.
8. From the toolbar at the top of the page, select **File > Save As.**
9. Choose the appropriate location where you want to save the file, click **Save**.

Read Through the Community Forums

Using the Sterling Commerce Customer Center Web site, you can read through the Community Forums and be an active member of the community. This enables you to know and understand the Sterling Commerce products better. In the User Groups, you will learn implementation tips and tricks, gain expert advice on building maps and creating customizations, insight on best practices, or network with your peers. In the Community Forums, you can also post your queries.

To access the Community Forum:

1. In your Internet browser, enter **www.sterlingcommerce.com** to display the Sterling Commerce Web site.

2. Select **Services** > **Customer Support**.

3. Type your e-mail address and password and click **Sign In** on the Customer Center Login page. Type your e-mail address and password and click **Login**.

4. In the Customer Center home page, click **Community Forums** and you can select the User Forums or the User Groups.

5. In User Groups, you get information on the latest Sterling Commerce events.

6. In User Forums, you can read through the queries posted by other members of the Forum.