
August 2008 Gentran EDI Standards Installation

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August 2008 EDI Standards for Gentran

Overview

This document contains instructions for installing the August 2008 EDI Standards for use with these Sterling Commerce products:

- ◆ Gentran:Server[®] for Windows[®]
- ◆ Gentran:Server for UNIX[®]
- ◆ Gentran:Director[®]

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

This document also contains instructions for installing the CII Standards for use with the following versions of Gentran:Server for Windows:

- ◆ 5.0
- ◆ 5.0J
- ◆ 5.1
- ◆ 5.2

Note: The CII standards are not supported with Gentran:Server for Windows Release 4.0.x, Gentran:Server for UNIX (all versions), or Gentran:Director (all versions).

New and Updated Versions in this Release

See the *Readme.txt* file in the root directory on the EDI standards DVD 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. Sterling Integrator and Gentran Integration Suite users should check the *Readme.txt* file provided in the SI folder for additional information. Also see the *Readme.htm* and *README.TXT* files in the root directory.

The *Readme.htm* file consists of the following information:

- ◆ Summary of New Versions
- ◆ Details of New Versions
- ◆ Summary of Updated Versions
- ◆ Details of Updated Versions

The *README.TXT* file consists of the following information:

- ◆ New versions included in this standards database
- ◆ Updated versions in this standards database

Other Standards Files on the DVD

The DVD also contains folders for the following:

- ◆ NCPDP data definition formats (DDFs)
See the *Gentran:Server NCPDP User's Guide* for more information.
- ◆ VDA DDFs for UNIX and VDA file format definitions (IFDs) for Windows
See the *Gentran:Server VDA User's Guide* for more information.
- ◆ RND (Brazilian automotive standards) standards files
See the *Using RND* file in the RND folder for more information.

Prerequisites

- ◆ Install your base product (Gentran:Server for UNIX, Gentran:Server for Windows, or Gentran:Director) before you install the EDI standards or CII standards.
- ◆ Install the version of Microsoft Data Access Components (MDAC) required for your base product before you install the standards. See the documentation for your base product 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 or CII standards on your computer:

Standards Type	Product	Hard Drive Space Required
EDI	Gentran:Server for UNIX	539 MB
	Gentran:Server for Windows	539 MB
	Gentran:Director	539 MB
CII	Gentran:Server for Windows	7.2 MB

Note: Due to enhancements made in the translator, the HIPAA Standards Database offered on this DVD can only be used with Gentran Integration Suite version 4.0 or above. See the Gentran:Server for Windows, Gentran:Server for UNIX, or Gentran:Director documentation for information about specific system requirements.

Running the Standards from a DVD Drive

You can choose to run the standards directly from the DVD instead of installing them on the hard drive. This requires approximately 10 MB of hard drive space. If you currently run the standards from DVD, no installation is necessary for this update – simply replace the old DVD with the new one.

Installing EDI Standards

To install the EDI standards with Gentran:Server for Windows, Gentran:Server for UNIX, or Gentran:Director:

1. On the computer where you are installing the standards, close all programs, then insert the Standards DVD into the DVD drive on the computer.
2. Select **Run** from the Windows Start menu.
3. Type `<drive_letter>:\I386\setup.exe`
where: `<drive_letter>` is the drive letter for your DVD drive (for example, D:\ or E:\).
Setup prepares the wizard that guides you through the install program. This may take several seconds.
4. The **Welcome** dialog box is displayed. Click **Next**.
5. The **Install Standards** dialog box is displayed.
 - a. If you select **Install to run from the DVD**, click **Next** to proceed with step 7, Select ODBC Data Source.
 - b. If you select **Install to run without the disc**, click **Next** to proceed with step 6, Standards Destination.
 - c. If you select **Map an ODBC Data Source to an existing Database**, click **Next** to proceed with step 7, Select ODBC Data Source.
6. The **Standards Destination** dialog box is displayed. Accept the default location, type a different destination in the field, or click **Browse** and select the directory where the standards should be installed.
Click **Next** to proceed with step 7.

Note: If there is insufficient space available on the drive you specified, you will be prompted to select another location or increase the amount of space available in the target directory (at least 503 MB must be available). Click **OK** to acknowledge this message. You are returned to the Install Standards dialog box (step 5). Choose a different destination or increase the amount of free space on the selected drive before continuing.

7. The **Select ODBC Data Source** dialog box is displayed. Accept the default, **GENTRAN Standards**, or type a new data source name. Click **Next** to proceed with step 8.

Note: If you selected **Map an ODBC Data Source to an existing Database** in step 5 and are using an older version of the ODBC driver, the **Would you like to make changes to the configuration of the ODBC Data Source?** dialog box is displayed. Click **Yes** if you need to modify your ODBC data source.

If you are using a newer version of the ODBC driver, you will be prompted to complete the following sequence:

- a. On the **Create a New Data Source** dialog box, select the User Data Source option and click **Next**.
- b. On the next dialog box, verify that the Microsoft Access Driver is selected and click **Next**.
- c. Click **Finish** to create the data source you configured.
- d. On the **ODBC Microsoft Access Setup** dialog box, click **Select**.
- e. Select the STANDARD.MDB database and click **OK**.

- f. On the **ODBC Microsoft Access Setup** dialog box, click **OK**.
- g. Proceed with step 9.

8. Click **Yes** on the **ready to install** dialog box.

Note: If you receive a message that a .DLL is currently in use, click **Ignore** to continue the installation. You receive these messages when a service (like the SQL Executive service) is running in the background. The standards database will still be installed correctly.

9. Setup prompts you that GENTRAN standards setup is complete. Click **OK** to exit.

Installing CII Standards

The CII standards are supported with these Gentran:Server for Windows versions only: 5.0, 5.0J, 5.1, 5.2.

Note: The CII standards are not supported with Gentran:Server for Windows Release 4.0.x, Gentran:Server for UNIX (all versions), or Gentran:Director (all versions).

To install the CII standards with the Gentran:Server for Windows versions listed above:

1. On the computer where you are installing the standards, close all programs, then insert the Standards DVD into the DVD drive on the computer.
2. Select **Run** from the Windows Start menu.
3. Type `<drive_letter>:\CII\GentranCIIStandards.exe`
where: `<drive_letter>` is the drive letter of your DVD drive (for example, D:\ or E:\).
Setup prepares the wizard that guides you through the install program. This may take several seconds.
4. The **Welcome** dialog box is displayed. Click **Next** to proceed with step 5.
5. The **Choose Destination** dialog box is displayed. Click **Next** to install the CII standards in the default destination folder, or click **Browse** and select a different folder.
6. The **Select ODBC Data Source** dialog box is displayed. Accept the default, **GENTRAN CII Standards**, or type a new data source name. Click **Next**.
7. Setup prompts you that you have completed the CII standards database installation. Click **Finish** to exit Setup.

Removing the EDI Standards

There is no uninstall program for the standards. However, you can remove the EDI standards database and its associated ODBC data source.

To remove the Gentran:Server and Gentran:Director EDI standards, complete the following procedure:

1. Ensure that no users are currently accessing the EDI standards.
2. In Windows Explorer, locate the EDI standards file (STANDARD.mdb). The default location is C:\GENTRANServer.
3. Delete the STANDARD.mdb file.
4. Open the Windows ODBC Data Source Administrator.
5. Delete the data source created during the EDI standards install. The default data source name is Gentran Standards.

Removing the CII Standards

There is no uninstall program for the standards. However, you can remove the CII standards database and its associated ODBC data source.

To remove the Gentran:Server for Windows CII standards, complete the following procedure:

1. Ensure that no users are currently accessing the CII standards.
2. In Windows Explorer, locate the CII standards file (CIISTDS.mdb). The default location is C:\GENSRVNT.
3. Delete the CIISTDS.mdb file.
4. Open the Windows ODBC Data Source Administrator.
5. Delete the data source created during the Standards install. The default data source name is Gentran CII 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 Support On Demand Web site (free of charge): <ol style="list-style-type: none">1 Open your Internet browser and go to www.sterlingcommerce.com.2 Select Customer Support.3 In the Support On Demand box, click LOGIN.4 Type your e-mail address and password. Note: If you do not have a Support On Demand password, follow the instructions on Support On Demand to request one.5 Click Login.6 Follow the online instructions.
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Telephone	<p>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.</p> <p>Note: Locate the appropriate Customer Support telephone number to call using the Support Reference Guide available on the Support On Demand Web site.</p> <p>Before you call, gather the following information:</p> <ul style="list-style-type: none">◆ 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	<p>Send an e-mail message to customer_support@stercomm.com. E-mail support is provided free of charge.</p>

Using Support On Demand

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

- ◆ Type a support request or view the status of an existing request
- ◆ Search the Knowledgebase
- ◆ Look up a trading partner
- ◆ Download product documentation

Type or View a Support Request

You can use Support On Demand 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 Support On Demand to report a Severity Level 1 (production down) problem. In this case, Customer Support recommends that you call the toll-free phone number, as explained in *Contacting Customer Support* on page 9.

To create or view a support request:

1. In your Internet browser, type **www.sterlingcommerce.com** to display the Sterling Commerce Web site.
2. Select **Services > Customer Support**.
3. In the **Support On Demand** box, click **Login**.
4. Type your e-mail address and password and click **Login**.
5. In Support On Demand, select **Report A Case**.
6. 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

7. From the list, select the appropriate product.
8. In **Problem Description**, type a brief description of the problem or question.
9. Click **Submit Case**.

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, type www.sterlingcommerce.com to display the Sterling Commerce Web site.
2. Select **Services > Customer Support**.
3. In the **Support On Demand** box, click **Login**.
4. Type your e-mail address and password and click **Login**.
5. In the Support On Demand Home Page, under the Self Support Tools section, select **Knowledgebase**.
6. In **Search Support On Demand** box, type a description of your problem or query and click **Find**.
7. Select one of the Solutions to Consider or refine your search by entering additional information.
8. 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, type www.sterlingcommerce.com to display the Sterling Commerce Web site.
2. Select **Services > Customer Support**.
3. In the **Support On Demand** box, click **Login**.
4. Type your e-mail address and password and click **Login**.
5. In Support On Demand Home Page, select **Lookup Trading Partner**.
6. In the Lookup Trading Partner page, type the business partner EDI ID and Qualifier in the appropriate boxes. The default Qualifier is **ZZ**.
7. Click **Look up** to display the search results (the company name and service provider for the business partner).

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