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# September 2007 Gentran Integration Suite EDI Standards Installation

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## Table of Contents

September 2007 EDI Standards for Gentran Integration Suite .....	3
Overview .....	3
New and Updated Versions in this Release .....	3
Prerequisites .....	3
Hard Drive Space Required .....	3
Installing Standards in a UNIX Environment .....	3
Installing Standards in a UNIX Environment from the Standards disc .....	4
Installing Standards in a UNIX Environment from the Support On Demand Web Site ..	4
Installing Standards on a Windows Server .....	5
Installing Standards in a Windows Environment from the Standards disc .....	5
Installing Standards in a Windows Environment from the Support On Demand Web Site	6
Updating Gentran Integration Suite Client Machines .....	7
Uninstalling Standards on a Windows Client .....	7
Global Customer Support .....	8
Contacting Customer Support .....	8
Using Support On Demand .....	9
Enter or View a Support Request .....	9
Search the Knowledgebase .....	10
Look Up a Trading Partner .....	11
Download Product Documentation .....	11

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# September 2007 EDI Standards for Gentran Integration Suite

## Overview

This document contains instructions for installing the September 2007 EDI Standards for use with Gentran Integration Suite® version 4.0 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 4.0 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 before you install the EDI or CII Standards.
- ◆ Install Microsoft Data Access Components (MDAC) before you install the standards. See the Gentran Integration Suite 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	473 MB
CII	5.5 MB
HIPAA	4.63 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 Support On Demand 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. 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.

**Note:** You must update both the EDI and CII Standards.

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

1. Place the Standards database disc in the appropriate drive.
2. Change directory to the bin subdirectory of your Gentran Integration Suite installation.
3. From the bin directory of your Gentran Integration Suite 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 Client Machines* on page 7.

## Installing Standards in a UNIX Environment from the Support On Demand Web Site

These instructions assume that you will download the standards from the Sterling Commerce Support On Demand Web site.

**Note:** You must update both the EDI and CII Standards.

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

1. Create a temporary directory on your server to store the standards zip file that you will download from the Support On Demand 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 Support On Demand Web site, under the **Product Support** menu on the left side, select **Gentran Integration Suite > Product Updates/Downloads**.
3. 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 Gentran Integration Suite 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 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 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 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 Support On Demand Web site.

### Installing Standards in a Windows Environment from the Standards disc

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

1. Place the Standards Database disc in the appropriate drive.
2. Change directory to the bin subdirectory of your Gentran Integration Suite installation.
3. From the bin directory of your 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 Client Machines* on page 7.

## Installing Standards in a Windows Environment from the Support On Demand Web Site

These instructions assume that you will download the standards from the Sterling Commerce Support On Demand Web site.

**Note:** You must update both the EDI and CII Standards.

To update the EDI and CII Standards on a 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 Support On Demand 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 Support On Demand Web site, under the **Product Support** menu on the left side, select **Gentran Integration Suite > Product Updates/Downloads**.
3. 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 Gentran Integration Suite 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 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 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 Client Machines* on page 7.

## Updating Gentran Integration Suite Client Machines

After you have installed the standards on a 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 user interface. The links for the Gentran Integration Suite 4.2, 4.1, and 4.0 online documentation Web sites are:

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

<http://www.sterlingcommerce.com/Documentation/GIS41/HomePage.htm>

<http://www.sterlingcommerce.com/Documentation/GIS40/HomePage.htm>

## Uninstalling Standards on a Windows Client

To uninstall the Gentran Integration Suite 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 **Sterling Integrator Standards** and click **Change/Remove**.
4. The following prompt is displayed: Are you sure you want to completely remove 'Sterling Integrator Standards' and all of its components?

Click **Yes** to uninstall the standards.

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## 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](http://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:

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Web (Preferred)	To use the Support On Demand Web site (free of charge): <ol style="list-style-type: none"><li>1 Open your Internet browser and go to <a href="http://www.sterlingcommerce.com">www.sterlingcommerce.com</a>.</li><li>2 Select <b>Customer Support</b>.</li><li>3 In the <b>Support On Demand</b> box, click <b>LOGIN</b>.</li><li>4 Type your e-mail address and password. <b>Note:</b> If you do not have a Support On Demand password, follow the instructions on Support On Demand to request one.</li><li>5 Click <b>Login</b>.</li><li>6 Follow the online instructions.</li></ol>
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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><b>Note:</b> 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"><li>◆ Your name and telephone number</li><li>◆ Your company name</li><li>◆ The Sterling Commerce product or service name and version number</li><li>◆ Your product level and platform</li><li>◆ Case number (if this is a previously reported issue)</li><li>◆ Copies of related error codes or messages</li><li>◆ Copies of software and communications logs, where appropriate</li><li>◆ A detailed description of the problem</li><li>◆ How often the problem occurs and whether it can be reproduced</li><li>◆ The actions you have taken to try to diagnose or solve the problem</li><li>◆ Information about any recent configuration changes</li><li>◆ Copies of product documentation, for reference help in troubleshooting</li></ul>
E-mail	<p>Send an e-mail message to <b>customer_support@stercomm.com</b>. E-mail support is provided free of charge.</p>

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## 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:

- ◆ Enter a support request or view the status of an existing request
- ◆ Search the Knowledgebase
- ◆ Track your documents online
- ◆ Look up a trading partner
- ◆ Download product documentation

### Enter 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, 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](http://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, 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**, enter 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, enter [www.sterlingcommerce.com](http://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, enter [www.sterlingcommerce.com](http://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 Self Support Tools section, select **Lookup Trading Partner**.
6. In the Lookup Trading Partner page, enter 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).

## 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](http://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 Self Support Tools section, click **Documentation Library**.
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**.