Sterling Call Center and Sterling Store

Deployment Guide

Fix Pack 9.1.0.1

Copyright

This edition applies to the 9.1 Version of IBM® Sterling Call Center and IBM® Sterling Store and to all subsequent releases and modifications until otherwise indicated in new editions.

Before using this information and the product it supports, read the information in *Notices* on page 37.

Contents

Introduction

After installing the IBM® Sterling Call Center and IBM® Sterling Store applications, you must perform various post-installation tasks like creating and installing the client applications, rebuilding the Enterprise Archive (EAR) package, launching the client applications, and so on, to make the application available for use. This guide provides information about the various post-installation tasks that you need to perform.

Prerequisites for Creating the Client Application

This topic describes the prerequisites that have to be fulfilled for creating the Sterling Call Center and Sterling Store client applications.

Note: The Application Identifier for the Sterling Call Center and Sterling Store clients is YFSSYS00011.

To create a client application:

1. Ensure that the following environment variables are set appropriately:

   RCP_EXTN_FOLDER: If you extend the Sterling Call Center and Sterling Store application, perform the following tasks:

   a. Create a new directory and set the RCP_EXTN_FOLDER environment variable to point to the new directory.

   b. In the new directory, create the `commands` subdirectory.

   c. In the `commands` subdirectory, create a new subdirectory for the custom plugins with a suitable name.

   d. Copy the Sterling Call Center and Sterling Store extended client application files to the new subdirectory.

   For more information about the RCP_EXTN_FOLDER variable, see the *Selling and Fulfillment Foundation: Installation Guide*.

   If you do not extend the Sterling Call Center and Sterling Store application, perform the following tasks:

   a. Create a new directory and set the RCP_EXTN_FOLDER environment variable to point to the new directory.

   b. In the new directory, create the resources and commands subdirectories.

2. Browse to `<INSTALL_DIR>/platformrcp/<platform_version>/rcpclient/com.yantra.yfc.rcp_1.0.0` and locate the `locations.ycfg.sample` file. Move this file to the `<RCP_EXTN_FOLDER>/resources` directory and rename it to `locations.ycfg`.

3. To view the embedded reports within the Sterling Call Center and Sterling Store applications, modify the `locations.ycfg` file to use IBM® Sterling Business Center as the DEFAULT configuration.

   The Config entry is as follows:

```
<Config Name="COM.Console"
     Protocol = "http"
     BaseUrl = "localhost"
     PortNumber  = "7001"
     ApiUrl = "/sbc/RcpServlet"
     CompressionEnabled="N"
     WebAppContext = "/sbc"
      NoUILoginURL = "/NoUILoginServlet">
</Config>
```

4. To launch the Product Configurator and to integrate with the Sterling Business Center application to provide access to the Pricing and Item configurations within the Sterling Call Center and Sterling Store application, you need to edit the `locations.ycfg` file. In the `locations.ycfg` file, include an additional Config entry that points to the location of the Sterling Business Center deployment.

   The Config entry must include the name "COM.SBC", which is understood by Sterling Call Center and Sterling Store to be Sterling Business Center information. The ApplicationID is the ID of Sterling Business Center, which is "SBCSYS00001". The protocol is either "http" or "https", depending on how the application is deployed. BaseUrl is the base URL of the Sterling Business Center application. PortNumber is the port number that Sterling Business Center is deployed on, and WebAppContext is the location of the context route where the application is deployed. NoUILoginURL points to the NoUILoginServlet, which performs the login to Sterling Business Center from Sterling Call Center and Sterling Store. The Config entry is as follows:

   ```
   <Config Name = "COM.SBC"
   ApplicationID = "SBCSYS00001"
   Protocol = "http" or "https"
   BaseUrl = "<Base URL>"
   PortNumber = "nnnn"
   WebAppContext = "/<directory_path>"
   NoUILoginURL = "/NoUILoginServlet">
   </Config>
   ```

   For more information about creating and configuring locations, see the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide.*

5. To enable users to seamlessly log in to the Application Console from within the Sterling Call Center and Sterling Store applications, you need to edit the `locations.ycfg` file. In the `locations.ycfg` file, include an additional Config entry that points to the location of the Application Console.

   The Config entry must include the name "COM.Console", which is understood by Sterling Call Center and Sterling Store to be the Application Console. The ApplicationID is the ID of the Application Console, which is "YFSSYS00004". The protocol is "http". BaseUrl is the base URL of the Application Console. PortNumber is the port number that the Application Console is deployed on, and WebAppContext is the location of the context route where the application is deployed. NoUILoginURL points to the NoUILoginServlet, which performs the login to the Application Console from Sterling Call Center and Sterling Store. The Config entry is as follows:

   ```
   <Config Name = "COM.Console"
   ApplicationID = "YFSSYS00004"
   Protocol = "http"
   BaseUrl = "<Base URL>"
   PortNumber = "nnnn"
   WebAppContext = "/<directory_path>"
   NoUILoginURL = "/NoUILoginServlet">
   </Config>
   ```

   For more information about creating and configuring locations, see the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide.*

6. 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 Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide.*

Create the IBM Sterling Call Center Client Application in Windows

Sterling Call Center and Sterling Store enable you to create the Sterling Call Center client application.

Note: Sterling Call Center and Sterling Store provide an out-of-the-box Java Runtime Environment (JRE) to be used by the Sterling Call Center client. However, if you want to use a different JRE, ensure that you copy the `jre` folder into the `<INSTALL_DIR>/platformrcp/6_0/rcpdependencies/[platform]` directory.

Here, `[platform]` refers to either windows or gtk.linux.x86.

For a Windows Client

To create a Sterling Call Center client application in Windows for a Windows client, perform the following steps:

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

   ```
   .\sci_ant.cmd -f buildcomapplication.xml buildCOMForWindows
   -DCOMVersion=<COM_Version_Number> -DupdateType=<update_type> -logfile
   <logfile>
   ```

   here, `<COM_Version_Number>` is the version of Sterling Call Center and Sterling Store applications. If you do not specify `-DCOMVersion`, the default version number (version number of the latest version of the applications) is used.

   The <update_type> parameter determines the type of auto updates. For more information about the <update_type> valid values, see YRCAutoUpdateExtn extension point in the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

2. After the script completes, a zip file called `com.zip` is created in the `<INSTALL_DIR>/rcpdrop/[platform]/<COM_Version_Number>` directory, for example, `<INSTALL_DIR>/rcpdrop/windows/9.1` for Windows.

For a Unix or Linux Client

To create a Sterling Call Center client application in Windows for a Unix or Linux client, perform the following steps:

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

   ```
   .\sci_ant.cmd -f buildcomapplication.xml buildCOMForGTKLinux
   -DCOMVersion=<COM_Version_Number> -DupdateType=<update_type> -logfile
   <logfile>
   ```

   here, <COM_Version_Number> is the version of Sterling Call Center and Sterling Store applications. If you do not specify -DCOMVersion, the default version number (version number of the latest version of the applications) is used.

   The <update_type> parameter determines the type of auto updates. For more information about the <update_type> valid values, see YRCAutoUpdateExtn extension point in the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

2. After the script completes, a zip file called com.zip is created in the <INSTALL_DIR>/rcpdrop/[platform]/<COM_Version_Number> directory, for example, <INSTALL_DIR>/rcpdrop/gtk.linux.x86/9.1 for Linux.

Create the IBM Sterling Call Center Client Application in Linux

Sterling Call Center and Sterling Store enable you to create the Sterling Call Center client application.

Note: Sterling Call Center and Sterling Store provide an out-of-the-box Java Runtime Environment (JRE) to be used by the Sterling Call Center client. However, if you want to use a different JRE, ensure that you copy the `jre` folder into the `<INSTALL_DIR>/platformrcp/6_0/rcpdependencies/[platform]` directory.

Here, `[platform]` refers to either windows or gtk.linux.x86.

For a Windows Client

To create a Sterling Call Center client application in Linux for a Windows client, perform the following steps:

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

   ```
   ./sci_ant.sh -f buildcomapplication.xml buildCOMForWindows
   -DCOMVersion=<COM_Version_Number> -DupdateType=<update_type> -logfile
   <logfile>
   ```

   here, `<COM_Version_Number>` is the version of Sterling Call Center and Sterling Store applications. If you do not specify `-DCOMVersion`, the default version number (version number of the latest version of the applications) is used.

   The <update_type> parameter determines the type of auto updates. For more information about the <update_type> valid values, see YRCAutoUpdateExtn extension point in the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

2. After the script completes, a zip file called `com.zip` is created in the `<INSTALL_DIR>/rcpdrop/[platform]/<COM_Version_Number>` directory, for example, `<INSTALL_DIR>/rcpdrop/windows/9.1` for Windows.

For a Unix or Linux Client

To create a Sterling Call Center client application in Linux for a Unix or Linux client, perform the following steps:

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

   ```
   ./sci_ant.sh -f buildcomapplication.xml buildCOMForGTKLinux
   -DCOMVersion=<COM_Version_Number> -DupdateType=<update_type> -logfile
   <logfile>
   ```

   here, `<COM_Version_Number>` is the version of Sterling Call Center and Sterling Store applications. If you do not specify `-DCOMVersion`, the default version number (version number of the latest version of the applications) is used.

   The <update_type> parameter determines the type of auto updates. For more information about the <update_type> valid values, see YRCAutoUpdateExtn extension point in the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

2. After the script completes, a zip file called `com.zip` is created in the `<INSTALL_DIR>/rcpdrop/[platform]/<COM_Version_Number>` directory, for example, `<INSTALL_DIR>/rcpdrop/gtk.linux.x86/9.1` for Linux.

Create the IBM Sterling Store Client Application in Windows

Sterling Call Center and Sterling Store enable you to create the Sterling Store client application.

Note: Sterling Call Center and Sterling Store provide an out-of-the-box Java Runtime Environment (JRE) to be used by the Sterling Store client. However, if you want to use a different JRE, ensure that you copy the `jre` folder into the `<INSTALL_DIR>/platformrcp/6_0/rcpdependencies/[platform]` directory.

Here, `[platform]` refers to either windows or gtk.linux.x86.

For a Windows Client

To create a Sterling Store client application in Windows for a Windows client, perform the following steps:

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

   ```
   .\sci_ant.cmd -f buildsomapplication.xml buildSOMForWindows
   -DSOMVersion=<SOM_Version_Number> -DupdateType=<update_type> -logfile
   <logfile>
   ```

   here, `<SOM_Version_Number>` is the version of Sterling Call Center and Sterling Store applications. If you do not specify `-DSOMVersion`, the default version number (version number of the latest version of the applications) is used.

   The <update_type> parameter determines the type of auto updates. For more information about the <update_type> valid values, see YRCAutoUpdateExtn extension point in the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

2. After the script completes, a zip file called `som.zip` is created in the `<INSTALL_DIR>/rcpdrop/[platform]/<SOM_Version_Number>` directory, for example, `<INSTALL_DIR>/rcpdrop/windows/9.1` for Windows.

For a Unix or Linux Client

To create a Sterling Store client application in Windows for a Unix or Linux client, perform the following steps:

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

   ```
   .\sci_ant.cmd -f buildsomapplication.xml buildSOMForGTKLinux
   -DSOMVersion=<SOM_Version_Number> -DupdateType=<update_type> -logfile
   <logfile>
   ```

   here, `<SOM_Version_Number>` is the version of Sterling Call Center and Sterling Store applications. If you do not specify `-DSOMVersion`, the default version number (version number of the latest version of the applications) is used.

   The <update_type> parameter determines the type of auto updates. For more information about the <update_type> valid values, see YRCAutoUpdateExtn extension point in the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

2. After the script completes, a zip file called `som.zip` is created in the `<INSTALL_DIR>/rcpdrop/[platform]/<SOM_Version_Number>` directory, for example, `<INSTALL_DIR>/rcpdrop/gtk.linux.x86/9.1`

Create the IBM Sterling Store Client Application in Linux

Sterling Call Center and Sterling Store enable you to create the Sterling Store client application.

Note: Sterling Call Center and Sterling Store provide an out-of-the-box Java Runtime Environment (JRE) to be used by the Sterling Store client. However, if you want to use a different JRE, ensure that you copy the `jre` folder into the `<INSTALL_DIR>/platformrcp/6_0/rcpdependencies/[platform]` directory.

Here, `[platform]` refers to either windows or gtk.linux.x86.

For a Windows Client

To create a Sterling Store client application in Linux for a Windows client, perform the following steps:

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

   ```
   ./sci_ant.sh -f buildsomapplication.xml buildSOMForWindows
   -DSOMVersion=<SOM_Version_Number> -DupdateType=<update_type> -logfile
   <logfile>
   ```

   here, `<SOM_Version_Number>` is the version of Sterling Call Center and Sterling Store applications. If you do not specify `-DSOMVersion`, the default version number (version number of the latest version of the applications) is used.

   The <update_type> parameter determines the type of auto updates. For more information about the <update_type> valid values, see YRCAutoUpdateExtn extension point in the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

2. After the script completes, a zip file called `som.zip` is created in the `<INSTALL_DIR>/rcpdrop/[platform]/<SOM_Version_Number>` directory, for example, `<INSTALL_DIR>/rcpdrop/windows/9.1` for Windows.

For a Unix or Linux Client

To create a Sterling Store client application in Linux for a Unix or Linux client, perform the following steps:

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

   ```
   ./sci_ant.sh -f buildsomapplication.xml buildSOMForGTKLinux
   -DSOMVersion=<SOM_Version_Number> -DupdateType=<update_type> -logfile
   <logfile>
   ```

   here, `<SOM_Version_Number>` is the version of Sterling Call Center and Sterling Store applications. If you do not specify `-DSOMVersion`, the default version number (version number of the latest version of the applications) is used.

   The <update_type> parameter determines the type of auto updates. For more information about the <update_type> valid values, see YRCAutoUpdateExtn extension point in the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

2. After the script completes, a zip file called `som.zip` is created in the `<INSTALL_DIR>/rcpdrop/[platform]/<SOM_Version_Number>` directory, for example, `<INSTALL_DIR>/rcpdrop/gtk.linux.x86/9.1` for Linux.

Create the IBM Sterling Call Center Client Application Installer

Sterling Call Center and Sterling Store enable you to create the Sterling Call Center client application installer. To create the application installer:

Note: Ensure that the `uiinstaller` folder present in the `<rcpdropDir>/windows/<COM_Version_Number>` directory is moved into the `<rcpdropDir>/windows` directory.

Here, `<COM_Version_Number>` is the version of the Sterling Call Center and Sterling Store applications.

1. Ensure that the `SterlingCallCenterAppInstaller.properties` file is configured. The following table describes the configurations that can be performed for a Sterling Call Center client application by modifying the `SterlingCallCenterAppInstaller.properties` file in the `<rcpdropDir>/windows/uiinstaller/com` directory.

Property	Default Value	Uses
APP_NAME	IBM Sterling Call Center Application	Application name used on the title bar of the Installer
VERSION	9.1	Application version used while updating the Windows registry
SPLASH_PAGE_BITMAP	${rcpdropDir}\\windows\\uiinstaller\\com\\splash.bmp	Splash image used while launching the Installer
APP_INSTALL_DIR	$PROGRAMFILES\\Sterling Call Center Application	Installation Directory
START_MENU_GROUP	IBM Sterling Call Center Application	Entry created in the Start menu
NSIS_PATH	$PROGRAMFILES\\NSIS	Path where Nullsoft Scriptable Install System is installed
UI_INSTALL_ICON	${rcpdropDir}/windows/uiinstaller/com/logo_window.ico	Icon used on the title bar of the Installer
UI_UNINSTALL_ICON	${rcpdropDir}/windows/uiinstaller/com/logo_window.ico	Icon used on the title bar of the UnInstaller
UI_WELCOMEFINISHPAGE_BITMAP	${rcpdropDir}\\windows\\uiinstaller\\com\\ui_welcome_com.bmp	Image used on the left-hand side of the Installer
OUTPUT_FILE	${rcpdropDir}/windows/SterlingCallCenterAppSetup.exe	Path for the SterlingCallCenterAppSetup executable file
SRC_DIR	${rcpdropDir}/windows/com*	Path of the source directory from where the SterlingCallCenterAppSetup.exe extracts the data

Here `${rcpdropDir}` refers to the `<INSTALL_DIR>/rcpdrop` folder.

2. Rename the Nullsoft Scriptable Install file, `comClientApp.nsi.sample`, which is present in the `<rcpdropDir>/windows/uiinstaller/com` directory, as `comClientApp.nsi`.

   To perform configurations other than the default configurations defined for the `comClientApp.nsi` file, modify the `comClientApp.nsi` file.

3. If you are creating the Sterling Call Center Client application installer on a platform where Nullsoft Scriptable Install System (NSIS) is installed, run the following script from the `<rcpdropDir>/windows/uiinstaller/com` directory:

   ```
   <ANT_HOME>/bin/ant –f buildSterlingCallCenterAppInstaller.xml
   –DrcpdropDir=<directory where the rcpdrop folder is available>
   ```

   Here `<rcpdropDir>` refers to the `<INSTALL_DIR>/rcpdrop` folder.

4. If you are creating the Sterling Call Center Client application installer on a platform where NSIS is not installed, copy the `<INSTALL_DIR>/rcpdrop` folder from the machine where NSIS is installed to a temporary folder and run the following script from the `<rcpdropDir>/windows/uiinstaller/com` directory:

   ```
   <ANT_HOME>/bin/ant –f buildSterlingCallCenterAppInstaller.xml
   –DrcpdropDir=<directory where the rcpdrop folder is available>
   ```

   Here `<rcpdropDir>` refers to the temporary folder.

5. The script performs the following tasks:

   - Reads the appropriate configuration file, `SterlingCallCenterAppInstaller.properties`, located in the `<rcpdropDir>/windows/uiinstaller/com` directory.
   - The `makensis` command provided by the Nullsoft Scriptable Install System is used to execute the `comClientApp.nsi` file by passing the arguments provided in the `SterlingCallCenterAppInstaller.properties` file.
   - Compresses the contents of the SRC_DIR property in the `SterlingCallCenterAppSetup.exe` file. (The default value of the SRC_DIR property is `${rcpdropDir}/windows/com\\*`)
   - Creates the `SterlingCallCenterAppSetup.exe` in the `<rcpdropDir>/windows` directory. The name and path of the installer file can be configured using the OUTPUT_FILE property mentioned in the table.

Create the IBM Sterling Store Client Application Installer

Sterling Call Center and Sterling Store enable you to create the Sterling Store client application installer. To create the application installer:

Note: Ensure that the `uiinstaller` folder present in the `<rcpdropDir>/windows/<SOM_Version_Number>` directory is moved into the `<rcpdropDir>/windows` directory.

Here, `<SOM_Version_Number>` is the version of the Sterling Call Center and Sterling Store applications.

1. Ensure that the `SterlingStoreAppInstaller.properties` file is configured. The following table describes the configurations that can be performed for a Sterling Store client application by modifying the `SterlingStoreAppInstaller.properties` file in the `<rcpdropDir>/windows/uiinstaller/som` directory.

Property	Default Value	Uses
APP_NAME	IBM Sterling Store Application	Application name used on the title bar of the Installer
VERSION	9.1	Application version used while updating the Windows registry
SPLASH_PAGE_BITMAP	${rcpdropDir}\\windows\\uiinstaller\\som\\splash.bmp	Splash image used while launching the Installer
APP_INSTALL_DIR	$PROGRAMFILES\\Sterling Store Application	Installation Directory
START_MENU_GROUP	IBM Sterling Store Application	Entry created in the Start menu
NSIS_PATH	$PROGRAMFILES\\NSIS	Path where Nullsoft Scriptable Install System is installed
UI_INSTALL_ICON	${rcpdropDir}/windows/uiinstaller/som/logo_window.ico	Icon used on the title bar of the Installer
UI_UNINSTALL_ICON	${rcpdropDir}/windows/uiinstaller/som/logo_window.ico	Icon used on the title bar of the UnInstaller
UI_WELCOMEFINISHPAGE_BITMAP	${rcpdropDir}\\windows\\uiinstaller\\som\\ui_welcome_som.bmp	Image used on the left-hand side of the Installer
OUTPUT_FILE	${rcpdropDir}/windows/SterlingStoreAppSetup.exe	Path for the SterlingStoreAppSetup executable file
SRC_DIR	${rcpdropDir}/windows/som*	Path of the source directory from where the SterlingStoreAppSetup.exe extracts the data

Here `${rcpdropDir}` refers to the `<INSTALL_DIR>/rcpdrop` folder.

2. Rename the Nullsoft Scriptable Install file, `somClientApp.nsi.sample`, which is present in the `<rcpdropDir>/windows/uiinstaller/som` directory, as `somClientApp.nsi`.

   To perform configurations other than the default configurations defined for the `somClientApp.nsi` file, modify the `somClientApp.nsi` file.

3. If you are creating the Sterling Call Center Client application installer on a platform where Nullsoft Scriptable Install System (NSIS) is installed, run the following script from the `<rcpdropDir>/windows/uiinstaller/som` directory:

   ```
   <ANT_HOME>/bin/ant –f buildSterlingStoreAppInstaller.xml
   –DrcpdropDir=<directory where the rcpdrop folder is available>
   ```

   Here `<rcpdropDir>` refers to the `<INSTALL_DIR>/rcpdrop` folder.

4. If you are creating the Sterling Store Client application installer on a platform where NSIS is not installed, copy the `<INSTALL_DIR>/rcpdrop` folder from the machine where NSIS is installed to a temporary folder and run the following script from the `<rcpdropDir>/windows/uiinstaller/som` directory:

   ```
   <ANT_HOME>/bin/ant –f buildSterlingStoreAppInstaller.xml
   –DrcpdropDir=<directory where the rcpdrop folder is available>
   ```

   Here `<rcpdropDir>` refers to the temporary folder.

5. The script performs the following tasks:

   - Reads the appropriate configuration file, `SterlingStoreAppInstaller.properties`, located in the `<rcpdropDir>/windows/uiinstaller/som` directory.
   - The `makensis` command provided by the Nullsoft Scriptable Install System is used to execute the `somClientApp.nsi` file by passing the arguments provided in the `SterlingStoreAppInstaller.properties` file.
   - Compresses the contents of the SRC_DIR property in the `SterlingStoreAppSetup.exe` file. (The default value of the SRC_DIR property is `${rcpdropDir}/windows/som\\*`)
   - Creates the `SterlingStoreAppSetup.exe` in the `<rcpdropDir>/windows` directory. The name and path of the installer file can be configured using the OUTPUT_FILE property mentioned in the table.

Deploy the IBM Sterling Call Center and IBM Sterling Store Client Applications Through a Remote Terminal

Sterling Call Center and Sterling Store client applications can be deployed and accessed on a terminal server through a remote login from a client machine. For more information about deploying a client application through a remote terminal, see the *Selling and Fulfillment Foundation: Installation Guide*.

Install the IBM Sterling Call Center Client Application on Windows

This topic describes the process of installing the Sterling Call Center client application on Windows.

Perform the following steps if you are using the Sterling Call Center Client Application Installer to install the Sterling Call Center Client application:

1. Run the `SterlingCallCenterAppSetup.exe` from the `<INSTALL_DIR>/rcpdrop/windows` directory.

   The Sterling Call Center Application Setup installation wizard is displayed.
2. Click Next to start the installation program.
3. Review the End User License Agreement and select the I accept the terms in the License Agreement check box to accept the terms. Click Next.
4. Select an installation directory to install the Sterling Call Center application by clicking Browse and navigating to the corresponding folder.

   Note: Ensure that you install the Sterling Call Center application in an empty folder. This is necessary because all the contents of the installation folder will be deleted during the uninstallation process.
5. Click Install.

Perform the following steps if you are not using the Sterling Call Center Client Application Installer to install the Sterling Call Center Client application:

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

   For more information about VM arguments, see the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

Install the IBM Sterling Call Center Client Application on Linux

This topic describes the process of installing the Sterling Call Center client application on Linux. To install the Sterling Call Center client application on Linux:

1. Extract the `com.zip` file into the `<INSTALL_DIR>/rcpdrop/gtk.linux.x86/<COM_Version_Number>/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 `com.ini` file located in the `<INSTALL_DIR>/rcpdrop/gtk.linux.x86/<COM_Version_Number>/com` directory to provide the appropriate VM arguments for the application.

   For more information about the supported VM arguments, see the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

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

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

Note: Sterling Call Center and Sterling Store use the X Window System to display reports. To enable this functionality, set the DISPLAY environment variable as follows:

```
export DISPLAY=<IP address of XWindows server>:0.0.
```

Install the IBM Sterling Store Client Application on Windows

This topic describes the process of installing the Sterling Store client application on Windows.

Perform the following steps if you are using the Sterling Store Client Application Installer to install the Sterling Store Client application:

1. Run the `SterlingStoreAppSetup.exe` from the `<INSTALL_DIR>/rcpdrop/windows` directory.

   The Sterling Store Application Setup installation wizard is displayed.
2. Click Next to start the installation program.
3. Review the End User License Agreement and select the I accept the terms in the License Agreement check box to accept the terms. Click Next.
4. Select an installation directory to install the Sterling Store application by clicking Browse and navigating to the corresponding folder.

   Note: Ensure that you install the Sterling Store application in an empty folder. This is necessary because all the contents of the installation folder will be deleted during the uninstallation process.
5. Click Install.

Perform the following steps if you are not using the Sterling Store Client Application Installer to install the Sterling Store Client application:

1. Extract the `som.zip` file into the `<INSTALL_DIR>/rcpdrop/windows/<SOM_Version_Number>/som` directory.
2. Create a backup of the `som.ini.sample` file.
3. Rename the `som.ini.sample` file as `som.ini` file.
4. Modify the `som.ini` file located in the `<INSTALL_DIR>/rcpdrop/windows/<SOM_Version_Number>/som` directory 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>
   - To display or hide the Customer Message panel:

     `-DhideStoreCustomerMessage=`<false|true>

For more information about `.ini` files, see the *Selling and Fulfillment Foundation: Installation Guide*.

Install the IBM Sterling Store Client Application on Linux

This topic describes the process of installing the Sterling Store client application on Linux. To install the Sterling Store client application on Linux:

1. Extract the `som.zip` file into the `<INSTALL_DIR>/rcpdrop/gtk.linux.x86/<SOM_Version_Number>/som` directory.
2. Create a backup of the `som.ini.sample` file.
3. Rename the `som.ini.sample` file as `som.ini`.
4. Modify the `som.ini` file located in the `<INSTALL_DIR>/rcpdrop/gtk.linux.x86/<SOM_Version_Number>/som` directory to 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>
   - To display or hide the Customer Message panel:

`-DhideStoreCustomerMessage=`<false|true>For more information about `.ini` files, see the *Selling and Fulfillment Foundation: Installation Guide*.

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

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

Note: Sterling Call Center and Sterling Store use the X Window System to display reports. To enable this functionality, set the DISPLAY environment variable as follows:

```
export DISPLAY=<IP address of XWindows server>:0.0.
```

Update the Rich Client Platform for the IBM Sterling Call Center Client Application on Windows

To update the Rich Client Platform for the Sterling Call Center application on Windows, create the following directory structure:

```
<UPDATES_DIR>/<APPLICATION_CODE>/<VERSION_NUMBER>/win32.win32.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 Sterling Store. <VERSION_NUMBER> is the appropriate version of Sterling Call Center and Sterling Store that is being installed. The win32.win32.x86 directory is the directory for the Windows operating system configuration.

For more information about applying updates, see the *Selling and Fulfillment Foundation: Installation Guide*.

Update the Rich Client Platform for the IBM Sterling Call Center Client Application on Linux

To update the Rich Client Platform for the Sterling Call Center application on Linux, create the following directory structure:

`<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 Sterling Store. <VERSION_NUMBER> is the appropriate version of Sterling Call Center and Sterling Store that is being installed. The `gtk.linux.x86` directory is the directory for the Linux operating system configuration.

For more information about applying updates, see the *Selling and Fulfillment Foundation: Installation Guide*.

Update the Rich Client Platform for the IBM Sterling Store Client Application on Windows

To update the Rich Client Platform for the Sterling Store application on Windows, create the following directory structure:

```
<UPDATES_DIR>/<APPLICATION_CODE>/<VERSION_NUMBER>/win32.win32.x86
```

Here, the APPLICATION_CODE is YFSSYS00006 for Sterling Store. The <UPDATES_DIR> is the directory that contains an individual update directory for Sterling Call Center and Sterling Store. <VERSION_NUMBER> is the appropriate version of Sterling Call Center and Sterling Store that is being installed. The win32.win32.x86 directory is the directory for the Windows operating system configuration.

For more information about applying updates, see the *Selling and Fulfillment Foundation: Installation Guide*.

Update the Rich Client Platform for the IBM Sterling Store Client Application on Linux

To update the Rich Client Platform for the Sterling Store application on Linux, create the following directory structure:

```
<UPDATES_DIR>/<APPLICATION_CODE>/<VERSION_NUMBER>/gtk.linux.x86
```

Here, the APPLICATION_CODE is YFSSYS00006 for Sterling Store. The <UPDATES_DIR> is the directory that contains an individual update directory for Sterling Call Center and Sterling Store. <VERSION_NUMBER> is the appropriate version of Sterling Call Center and Sterling Store that is being installed. The `gtk.linux.x86` directory is the directory for the Linux operating system configuration.

For more information about applying updates, see the *Selling and Fulfillment Foundation: Installation Guide*.

Configuring Properties for IBM Sterling Call Center and IBM Sterling Store

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

After installing Sterling Call Center and Sterling 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 the `sandbox.cfg` file.

For more information about configuring properties, see the *Selling and Fulfillment Foundation: Properties Guide*.

Rebuild EAR Files

To use the JasperReports™ provided by Sterling Call Center and Sterling Store, ensure that the following steps are performed before re-creating the IBM® Sterling Selling and Fulfillment Foundation 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 Sterling Store extended client application files are located. For more information about this variable, see the *Selling and Fulfillment Foundation: 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-1.5-beta1.jar`
   - `commons-beanutils-1.8.0.jar`
   - `commons-collections-3.2.jar`
   - `commons-digester-1.8.jar`
   - `commons-logging-1.0.4.jar`
   - `iReport.jar`
   - `iText-2.1.0.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 Sterling Store, re-create the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the Sterling Selling and Fulfillment Foundation EAR, see the *Selling and Fulfillment Foundation: Installation Guide*.

Set Up the Agent Server and Integration Server

If you have not set up the Agent Server and Agent Trigger when installing the Sterling Selling and Fulfillment Foundation, ensure that you do so. Also, set up the Integration Server when installing Sterling Call Center and Sterling Store. For more information about setting up the runtime utilities (Integration Server, Agent Server, and Agent Trigger), see the *Selling and Fulfillment Foundation: Installation Guide*.

Set Up the Configuration Deployment Tool

When installing Sterling Selling and Fulfillment Foundation, ensure that you set up the Configuration Deployment Tool (CDT). For more information about setting up the CDT, see the *Selling and Fulfillment Foundation: Configuration Deployment Tool Guide*.

Configure 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®, ensure at this point that your WebLogic JARs are placed before the Sterling Selling and Fulfillment Foundation and Sterling Call Center and Sterling 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 *Selling and Fulfillment Foundation: Application Platform Configuration Guide* and your application server's configuration guide.

Launch the IBM Sterling Call Center Client Application

You can launch the Sterling Call Center client application on Windows and Linux.

To launch the Sterling Call Center client application:

1. Install the Sterling Call Center client application. For more information about installing the Sterling Call Center client application on Windows, see the topic, "Install the IBM Sterling Call Center Client Application on Windows". For more information about installing the Sterling Call Center client application on Linux, see the topic, "Install the IBM Sterling Call Center Client Application on Linux".
2. Double-click the `com.exe` file.

Launch the IBM Sterling Store Client Application

You can 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 on Windows, see the topic, "Install the IBM Sterling Store Client Application on Windows". For more information about installing the Sterling Store client application on Linux, see the topic, "Install the IBM Sterling Store Client Application on Linux".
2. Double-click the `som.exe` file.

Notices

This information was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing

IBM Corporation

North Castle Drive

Armonk, NY 10504-1785

U.S.A.

For license inquiries regarding double-byte character set (DBCS) information, contact the IBM Intellectual

Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing

Legal and Intellectual Property Law

IBM Japan Ltd.

1623-14, Shimotsuruma, Yamato-shi

Kanagawa 242-8502 Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS

FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation

J46A/G4

555 Bailey Avenue

San Jose, CA__95141-1003

U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

This information is for planning purposes only. The information herein is subject to change before the products described become available. This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are

ficticious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

Each copy or any portion of these sample programs or any derivative work, must include a copyright notice as follows:

© IBM 2011. Portions of this code are derived from IBM Corp. Sample Programs.

© Copyright IBM Corp. 2011.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at “Copyright and trademark information” at www.ibm.com/legal/copytrade.shtml.

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, and/or other countries.

IT Infrastructure Library is a registered trademark of the Central Computer and Telecommunications Agency which is now part of the Office of Government Commerce.

Intel, Intel logo, Intel Inside, Intel Inside logo, Intel Centrino, Intel Centrino logo, Celeron, Intel Xeon, Intel SpeedStep, Itanium, and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

ITIL is a registered trademark, and a registered community trademark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.Cell Broadband Engine is a trademark of Sony Computer Entertainment, Inc. in the United States, other countries, or both and is used under license therefrom.

Linear Tape-Open, LTO, the LTO Logo, Ultrium and the Ultrium Logo are trademarks of HP, IBM Corp. and Quantum in the U.S. and other countries.

Connect Control Center®, Connect:Direct®, Connect:Enterprise, Gentran®, Gentran:Basic®, Gentran:Control®, Gentran:Director®, Gentran:Plus®, Gentran:Realtime®, Gentran:Server®, Gentran:Viewpoint®, Sterling Commerce™, Sterling Information Broker®, and Sterling Integrator® are trademarks or registered trademarks of Sterling Commerce, Inc., an IBM Company.

Other company, product, and service names may be trademarks or service marks of others.

Index