

Sterling Selling and Fulfillment Suite



Applications Installation Guide

Release 9.2

Sterling Selling and Fulfillment Suite



Applications Installation Guide

Release 9.2

Note

Before using this information and the product it supports, read the information in "Notices" on page 95.

Copyright

This edition applies to the 9.2 Version of IBM Sterling Selling and Fulfillment Suite and to all subsequent releases and modifications until otherwise indicated in new editions.

© **Copyright IBM Corporation 2005, 2012.**

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Contents

Chapter 1. Introduction to Installing Applications using IBM Installation Manager	1
Chapter 2. System Requirements	3
Chapter 3. About Installing and Upgrading Applications Using the IBM Installation Manager	5
Task List for a Fresh Installation	5
Chapter 4. Installing Applications using IBM Installation Manager Graphical User Interface on Windows	7
Chapter 5. Installing Applications using the IBM Installation Manager Command Line on Windows	9
Chapter 6. Installing Applications using IBM Installation Manager on Unix or Linux	11
Chapter 7. Installing Applications using IBM Installation Manager Command Line on Unix or Linux	13
Chapter 8. Modifying Application Installation using the IBM Installation Manager on Windows	15
Chapter 9. Modifying Application Installation using the IBM Installation Manager Command Line on Windows	17
Chapter 10. Modifying Application Installation using the IBM Installation Manager on Unix or Linux	19
Chapter 11. Modifying Application Installation using the IBM Installation Manager Command Line on Unix or Linux	21
Chapter 12. Upgrading Applications using IBM Installation Manager	23
Chapter 13. Load the IBM Sterling Store Inventory Management Factory Setup Data	25
Load the IBM Sterling Store Inventory Management Factory Setup Data on Windows	25
Load the IBM Sterling Store Inventory Management Factory Setup Data on Unix or Linux	25
Chapter 14. Install the IBM Sterling Call Center Language Pack	27
Install the IBM Sterling Call Center Language Pack on Windows	27
Creating the Resource JAR File on Windows	27
Install the IBM Sterling Call Center Language Pack on Unix or Linux	27
Creating the Resource JAR File	28
Chapter 15. Load the Localized Factory Setup Data for IBM Sterling Call Center on Windows	29
Loading the Localized IBM Sterling Call Center Factory Setup Data on Windows	29
Creating the Resource JAR File on Windows	29
Chapter 16. Load the Localized Factory Setup Data for IBM Sterling Call Center on Unix or Linux	31
Loading the Localized Factory Setup Data on Unix or Linux	31
Creating the Resource JAR File	31
Chapter 17. Recreate the IBM Sterling Call Center Client Application	33
Chapter 18. Install the IBM Sterling Store Language Pack	35
Install the IBM Sterling Store Language Pack on Windows	35
Creating the Resource JAR File on Windows	35
Install the IBM Sterling Store Language Pack on Unix or Linux	35
Creating the Resource JAR File	36
Chapter 19. Load the Localized Factory Setup Data for IBM Sterling Store on Windows	37
Loading the Localized IBM Sterling Call Center Factory Setup Data on Windows	37
Creating the Resource JAR File on Windows	37

Chapter 20. Load the Localized Factory Setup Data for IBM Sterling Store on Unix or Linux 39

Loading the Localized Factory Setup Data on Unix or Linux 39
Creating the Resource JAR File 39

Chapter 21. Recreate the IBM Sterling Store Client Application 41

Chapter 22. Install the IBM Sterling Field Sales Language Pack 43

Install the IBM Sterling Field Sales Language Pack on Windows 43
 Creating the Resource JAR File on Windows 43
Install the IBM Sterling Field Sales Language Pack on Unix or Linux 43
 Creating the Resource JAR File on Unix or Linux 44

Chapter 23. Load the Localized Factory Setup Data for IBM Sterling Field Sales on Windows 45

Loading the Localized IBM Sterling Field Sales Factory Setup Data for Windows 45
Creating the Resource JAR File on Unix or Linux. 45

Chapter 24. Load the Localized Factory Setup Data for IBM Sterling Field Sales on Unix or Linux 47

Loading the Localized IBM Sterling Field Sales Factory Setup Data for Unix or Linux 47
Creating the Resource JAR File on Unix or Linux. 47

Chapter 25. Install the IBM Sterling Store Inventory Management Language Pack. 49

Install the IBM Sterling Store Inventory Management Language Pack on Windows 49
 Creating the Resource JAR File on Windows 49
Install the IBM Sterling Store Inventory Management Language Pack on Unix or Linux 49
 Creating the Resource JAR File on Unix or Linux 50

Chapter 26. Load the Localized Factory Setup Data for IBM Sterling Store Inventory Management on Windows 51

Loading the Localized Add-in Factory Setup Data for IBM Sterling Store Inventory Management on Windows 51
Loading the Localized Factory Setup Data for IBM Sterling Store Inventory Management on Windows 51
Creating the Resource JAR File on Windows 51

Chapter 27. Load the Localized Factory Setup Data for IBM Sterling Store Inventory Management on Unix or Linux 53

Loading the Localized Add-in Factory Setup Data for IBM Sterling Store Inventory Management on Unix or Linux 53
Loading the Localized Factory Setup Data for IBM Sterling Store Inventory Management on Unix or Linux 53
Creating the Resource JAR File on Unix or Linux. 53

Chapter 28. Recreate the IBM Sterling Store Inventory Management Client Application 55

Chapter 29. Introduction to Installing Reference Implementation 57

Chapter 30. Customize the Reference Implementation Data on Windows 59

Reference Implementation Data Variables on Windows 59

Chapter 31. Customize the Reference Implementation Data on Unix or Linux 65

Reference Implementation Data Variables for Unix or Linux 65

Chapter 32. Reference Implementation Installation Overview 71

Chapter 33. Install all the Reference Implementation Components on Windows 73

Chapter 34. Install the Reference Implementation Configuration Data and Demo Data on Windows 75

Chapter 35. Validate and Activate the Reference Implementation Data on Windows 77

Chapter 36. Install all the Reference Implementation Components on Unix or Linux 79

Chapter 37. Install the Reference Implementation Configuration Data and Demo Data on Unix or Linux 81

Chapter 38. Validate and Activate the Reference Implementation Data on Unix or Linux 83

Chapter 39. Install IBM Sterling Store Inventory Management Reference Implementation 85

Notices 95

Index 99

Chapter 1. Introduction to Installing Applications using IBM Installation Manager

Use the IBM Installation Manager to install one or more of the following applications on either Windows, UNIX, or Linux environments from a single interface. You can install the applications in either Graphical User Interface [GUI]-based mode or text-based installation mode. The applications that can be installed are:

- IBM® Sterling Call Center
- IBM Sterling Field Sales
- IBM Sterling Store
- IBM Sterling Store Inventory Management
- Reference Implementation

Using the IBM Installation Manager you can perform the following tasks:

- Fresh installation of an application
- Modify an installation
- Upgrade an application to a later version

If you choose to install multiple applications, and if the installation of one of the application fails, the installer logs the failure and continues with the installation of the other applications. The installer maintains separate log files for each application. At the end of the installation, you can view the list of applications that have been successfully installed.

Note: IBM does not certify or support any specific virtualization platform. If you plan to use virtualization platform, then the IBM Support team's support would be limited to any problems that can be recreated in a non-virtualized environment.

Chapter 2. System Requirements

The minimum system requirements for installing or upgrading the applications is same as the system requirements for the IBM Sterling Selling and Fulfillment Foundation. For more information about system requirements, go to the IBM Support Portal at <http://www-947.ibm.com/support/entry/portal/Planning>.

Before installing or upgrading the applications, ensure that you have installed Sterling Selling and Fulfillment Foundation, Release 9.2.

Chapter 3. About Installing and Upgrading Applications Using the IBM Installation Manager

You can use the IBM Installation Manager to perform a fresh installation of an application or multiple applications, or upgrade an application to the latest version. When performing a fresh installation of multiple applications, the system requirements and the procedure to install the applications are the same for all the applications. However, for instructions to deploy the individual applications, you must refer to the respective deployment guide.

To upgrade an application to the latest version, refer to the respective upgrade guide.

Task List for a Fresh Installation

In order to install an application, perform the sequential tasks as listed in the following table:

Task	Description	Refer to
1. Read the system requirements	The minimum hardware and software requirements for installation.	For information about system requirements, go to the IBM Support Portal at http://www-947.ibm.com/support/entry/portal/Planning .
2. Select an operating system and install the application.	Depending on your operating system, you can install applications using the IBM Installation Manager.	
3. Install Reference Implementation	Reference Implementation consists of data that can be used to demonstrate the functionality of applications. Depending on the operating system that you are using, run the IBM Installation Manager to install the Reference Implementation data.	Refer to the following topics: <ul style="list-style-type: none">• Chapter 29, “Introduction to Installing Reference Implementation,” on page 57• Chapter 30, “Customize the Reference Implementation Data on Windows,” on page 59• Chapter 31, “Customize the Reference Implementation Data on Unix or Linux,” on page 65

Task	Description	Refer to
4. Deploy the application.	After installing the application, ensure that you perform certain configurations to deploy the application.	<ul style="list-style-type: none"> • For IBM Sterling Call Center refer to: <i>Sterling Call Center: Deployment Guide</i> • For IBM Sterling Store refer to: <i>Sterling Store: Deployment Guide</i> • For IBM Sterling Field Sales refer to: <i>Sterling Field Sales: Deployment Guide</i>

Chapter 4. Installing Applications using IBM Installation Manager Graphical User Interface on Windows

Before you begin

Running the IBM Installation Manager in both GUI mode and command line mode is not supported. Therefore, if the command line mode of the IBM Installation Manager is open, ensure that you close it.

Ensure that you have performed the following tasks before you proceed with your Application installation:

1. Install the IBM Installation Manager. For more information about installing the IBM Installation Manager, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.
2. Ensure that you have installed Sterling Selling and Fulfillment Foundation, Release 9.2 in Windows environment. For more information about installing Sterling Selling and Fulfillment Foundation, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

Install the following applications using the IBM Installation Manager:

- Sterling Call Center
- Sterling Store
- Sterling Field Sales
- Sterling Store Inventory Management
- Reference Implementation

Procedure

1. Start the IBM Installation Manager. The Start page of the Installation Manager is displayed.
2. Perform the following steps to add the Application installer repository location to the IBM Installation Manager as follows:
 - a. In Installation Manager, click **File > Preferences... > Repositories**. The Preferences page opens and displays the available repositories, repository locations, and the connection status for the repositories.
 - b. Click **Add Repository**.
 - c. Enter the repository location or click **Browse** and select the `repository.config` file for the Application installer.
 - d. Click **OK**. The new repository location is added to the list. If the repository is not connected, a red box is displayed in the **Connection** column.
 - e. Click **OK** to close the Preferences page.
3. Click **Install**.
4. Select the IBM Sterling Applications Installer check box. Click **Next**.
5. In the Features page, select the check boxes of the applications that you want to install. Click **Next**.
6. In the Summary page, the **Packages** are displayed. Click **Install**. A progress indicator displays the percentage of installation completed.

7. (Optional) Click **View log file** to open the installation log file for the current session in a new window.
8. Close the Installation Log window and click **Finish** to complete the installation.

Chapter 5. Installing Applications using the IBM Installation Manager Command Line on Windows

Before you begin

Running the IBM Installation Manager in both GUI mode and command line mode is not supported. Therefore, if the GUI mode of the IBM Installation Manager is open, ensure that you close it.

Ensure that you have performed the following tasks before you proceed with the installation:

1. Install the IBM Installation Manager. For more information about installing the IBM Installation Manager, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.
2. Ensure that you have installed Sterling Selling and Fulfillment Foundation, Release 9.2 in Windows environment. For more information about installing Sterling Selling and Fulfillment Foundation, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

This topic provides instructions on how to install the applications using the IBM Installation Manager command line (`imcl`) installation command. The `imcl` command provides a text-based (non-GUI) interface.

Procedure

1. Execute the `imcl` command as follows:
 - `<IM_INSTALL_DIR>\eclipse\tools\imcl -consoleMode`Here,
`<IM_INSTALL_DIR>`
Indicates the directory where the IBM Installation Manager is installed.
2. Perform the following step to add the Application installer repository location to the IBM Installation Manager:
 - a. Type P to select Preferences and press Enter.
 - b. Type 1 to select Repositories and press Enter.
 - c. Type D to select Add Repository and press Enter.
 - d. Enter the location of the repository location and press Enter.
 - e. Type A to apply the changes and return to Preferences and press Enter.
 - f. Type R to return to the main menu and press Enter.
3. Install the applications as follows:
 - a. Type 1 to install and press Enter.
 - b. Type the number associated with the IBM Sterling Applications Installer package and press Enter.
 - c. Type 1 to choose version 9.2.0 and press Enter.
 - d. Type N and press Enter.
 - e. Type M to change the location where Sterling Selling and Fulfillment Foundation is installed, using the IBM Installation Manager.

- f. Enter the location where Sterling Selling and Fulfillment Foundation is installed and press Enter.
- g. Type N and press Enter.
- h. Type the feature number of the application you want to install and press Enter. For example, Type 2 to install Sterling Field Sales.
- i. Type N and press Enter.
- j. Type I to install and press Enter. A progress indicator shows the percentage of installation completed.
- k. After the installation is complete, the installation status is displayed.

Chapter 6. Installing Applications using IBM Installation Manager on Unix or Linux

Before you begin

Running the IBM Installation Manager in both GUI mode and command line mode is not supported. Therefore, if the command line mode of the IBM Installation Manager is open, ensure that you close it.

Ensure that you have performed the following tasks before you proceed with your Application installation:

- Install the IBM Installation Manager. For more information about installing the IBM Installation Manager, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.
- Ensure that you have installed Sterling Selling and Fulfillment Foundation, 9.2 in Unix or Linux environment. For more information about installing Sterling Selling and Fulfillment Foundation, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

Install the following applications using the IBM Installation Manager:

- Sterling Call Center
- Sterling Store
- Sterling Field Sales
- Sterling Store Inventory Management
- Reference Implementation

Procedure

1. Start the IBM Installation Manager. The Start page of the Installation Manager is displayed.
2. Perform the following steps to add the Application installer repository location to the IBM Installation Manager as follows:
 - a. In Installation Manager, click **File > Preferences... > Repositories**. The Preferences page opens and displays the available repositories, repository locations, and the connection status for the repositories.
 - b. Click **Add Repository**.
 - c. Enter the repository location or click **Browse** and select the `repository.config` file for the Application installer.
 - d. Click **OK**. The new repository location is added to the list. If the repository is not connected, a red box is displayed in the **Connection** column.
 - e. Click **OK** to close the Preference page.
3. Click **Install**.
4. Select the IBM Sterling Applications Installer check box. Click **Next**.
5. In the Features page, select the check boxes of the applications that you want to install. Click **Next**.
6. In the Summary page, the **Packages** are displayed. Click **Install**. A progress indicator displays the percentage of installation completed.

7. (Optional) Click **View log file** to open the installation log file for the current session in a new window.
8. Close the Installation Log window and click **Finish** to complete the installation.

Chapter 7. Installing Applications using IBM Installation Manager Command Line on Unix or Linux

Before you begin

You cannot run the IBM Installation Manager in both GUI and command line mode. Hence, ensure that you have closed the GUI of the IBM Installation Manager.

Ensure that you have performed the following tasks before you proceed with your Application installation:

- Install the IBM Installation Manager. For more information about installing the IBM Installation Manager, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.
- Ensure that you have installed Sterling Selling and Fulfillment Foundation, 9.2 in Unix or Linux environment. For more information about installing Sterling Selling and Fulfillment Foundation, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

You can also install the applications using the IBM Installation Manager command line (**imcl**) installation command. The **imcl** command provides a text-based (non-GUI) interface.

Procedure

1. Execute the **imcl** command as follows:
 - **<IM_INSTALL_DIR>/eclipse/tools/imcl -consoleMode**Here,
<IM_INSTALL_DIR>
Indicates the directory where the IBM Installation Manager is installed.
2. Add the Application installer repository location in the IBM Installation Manager as follows:
 - a. Type P to select Preferences and press Enter.
 - b. Type 1 to select Repositories and press Enter.
 - c. Type D to select Add Repository and press Enter.
 - d. Enter the location of the repository location and press Enter.
 - e. Type A to apply the changes and return to Preferences and press Enter.
 - f. Type R to return to the main menu and press Enter.
3. Install the Applications as follows:
 - a. Type 1 to install and press Enter.
 - b. Type the number associated with the IBM Sterling Applications Installer package and press Enter.
 - c. Type 1 to choose version 9.2.0 and press Enter.
 - d. Type N and press Enter.
 - e. Type M to change the location where Sterling Selling and Fulfillment Foundation is installed, using the IBM Installation Manager.

- f. Enter the location where Sterling Selling and Fulfillment Foundation is installed and press Enter.
- g. Type N and press Enter.
- h. Type the feature number of the application you want to install and press Enter. For example, Type 2 to install Sterling Field Sales.
- i. Type N and press Enter.
- j. Type I to install and press Enter. A progress indicator shows the percentage of installation completed.
- k. After the installation is complete, the installation status is displayed.

Chapter 8. Modifying Application Installation using the IBM Installation Manager on Windows

About this task

IBM Installation Manager enables you to add the feature selections to an installed package.

Procedure

1. If you have programs running that are installed with IBM Installation Manager, close them before modifying.
2. On the Start page of IBM Installation Manager, click the **Modify** button.
3. In the Modify Packages wizard, select the packages that you want to modify and click **Next**.
4. Click **Next**.
5. On the Features page, select the check box for the features that you want to install.

Note: You cannot uninstall the applications you have already installed, hence you must not clear the check box for features that you have already installed.

- a. To learn more about a feature, click the feature and review the brief description under **Details**.
 - b. If you want to see the dependency relationships between features, select **Show Dependencies**. When you click a feature, any features that depend on it and any features that are its dependents are displayed in the **Dependencies** window. As you select or exclude features in the packages, Installation Manager will automatically enforce any dependencies with other features and display the updated download size and disk space requirements for the installation.
 - c. To return to the default features selected for the packages, click **Restore default**.
6. After selecting the features, click **Next** to continue.
 7. On the Summary page, you can review your selections.
 - a. You can view the features that you will be adding in the Adding Feature page. If you want to change the choices you made on previous pages, click **Back**.
 - b. If you are satisfied with your choices, click **Modify**. A progress indicator shows the percentage of installation completed.

When the installation process is completed, a message confirming the success of the installation is displayed on the top of the page.

8. (Optional) Click **View log file** to open the installation log file for the current session in a new window. You must close the Installation Log window to continue.
9. Click **Finish** to complete the modification.

Chapter 9. Modifying Application Installation using the IBM Installation Manager Command Line on Windows

Before you begin

You cannot run the IBM Installation Manager in both GUI and command line mode. Hence, ensure that you have closed the GUI of the IBM Installation Manager.

About this task

You can modify the application installation using the IBM Installation Manager command line (imcl) installation command. The **imcl** command provides a text-based (non-GUI) interface.

Procedure

1. Execute the **imcl** command as follows:

- `<IM_INSTALL_DIR>\eclipse\tools\imcl -consoleMode`

Here,

<IM_INSTALL_DIR>

Indicates the directory where the IBM Installation Manager is installed.

2. Modify the Applications as follows:

- a. Type 3 to modify and press Enter.
- b. Type 1 to select IBM Sterling Selling and Fulfillment Suite package and press Enter.
- c. type N and press Enter.
- d. Type the number of the Feature you want to install.

Note: You cannot uninstall the applications you have already installed, hence you must not deselect features that are installed.

- e. type N and press Enter.
- f. You will see a summary of the packages to be installed. Type M to modify the package. A progress indicator shows the percentage of installation completed.
- g. When the installation is complete, a status screen is displayed.

Chapter 10. Modifying Application Installation using the IBM Installation Manager on Unix or Linux

About this task

IBM Installation Manager enables you to add the feature selections to an installed package.

Procedure

1. If you have programs running that are installed with IBM Installation Manager, close them before modifying.
2. On the Start page of IBM Installation Manager, click the **Modify** button.
3. In the Modify Packages wizard, select the packages that you want to modify and click **Next**.
4. Click **Next**.
5. On the Features page, select the check box for the features that you want to install.

Note: You cannot uninstall the applications you have already installed, hence you must not clear the check box for features that you have already installed.

- a. To learn more about a feature, click the feature and review the brief description under Details.
 - b. If you want to see the dependency relationships between features, select **Show Dependencies**. When you click a feature, any features that depend on it and any features that are its dependents are displayed in the Dependencies window. As you select or exclude features in the packages, Installation Manager will automatically enforce any dependencies with other features and display the updated download size and disk space requirements for the installation.
 - c. To return to the default features selected for the packages, click **Restore default**.
6. After selecting the features, click **Next** to continue.
 7. On the Summary page, you can review your selections.
 - a. You can view the features that you will be adding in the Adding Feature page. If you want to change the choices you made on previous pages, click **Back**.
 - b. If you are satisfied with your choices, click **Modify**. A progress indicator shows the percentage of installation completed.

When the installation process is completed, a message confirming the success of the installation is displayed on the top of the page.

8. (Optional) Click **View log file** to open the installation log file for the current session in a new window. You must close the Installation Log window to continue.
9. Click **Finish** to complete the modification.

Chapter 11. Modifying Application Installation using the IBM Installation Manager Command Line on Unix or Linux

Before you begin

You cannot run the IBM Installation Manager in both GUI and command line mode. Hence, ensure that you have closed the GUI of the IBM Installation Manager.

About this task

You can modify the application installation using the IBM Installation Manager command line (imcl) installation command. The **imcl** command provides a text-based (non-GUI) interface.

Procedure

1. Execute the **imcl** command as follows:

- `<IM_INSTALL_DIR>\eclipse\tools\imcl -consoleMode`

Here,

<IM_INSTALL_DIR>

Indicates the directory where the IBM Installation Manager is installed.

2. Modify the Application Installation as follows:

- a. Type 3 to modify and press Enter.
- b. Type 1 to select IBM Sterling Selling and Fulfillment Suite package and press Enter.
- c. type N and press Enter.
- d. Type the number of the Feature you want to install.

Note: You cannot uninstall the applications you have already installed, hence you must not deselect features that are installed.

- e. type N and press Enter.
- f. You will see a summary of the packages to be installed. Type M to modify the package. A progress indicator shows the percentage of installation completed.
- g. When the installation is complete, the installation status is displayed.

Chapter 12. Upgrading Applications using IBM Installation Manager

Before you begin

1. Ensure that you have installed Sterling Selling and Fulfillment Foundation using IBM Installation Manager, with the Enable Upgrade option selected. For more information, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

The upgrade procedure described below is applicable to the following applications:

- Sterling Call Center
- Sterling Store
- Sterling Field Sales
- Sterling Store Inventory Management

Procedure

Install the Application using the IBM Installation Manager.

Complete upgrading your application, as specified in the following guides:

- For Sterling Call Center upgrade instructions, refer to the *Sterling Call Center: Upgrade Guide*.
- For Sterling Store upgrade instructions, refer to the *Sterling Store: Upgrade Guide*.
- For Sterling Field Sales upgrade instructions, refer to the *Sterling Field Sales: Upgrade Guide*.

Chapter 13. Load the IBM Sterling Store Inventory Management Factory Setup Data

Load the IBM Sterling Store Inventory Management Factory Setup Data on Windows

This topic describes the steps to load the Sterling Store Inventory Management factory setup data on Windows.

About this task

To load the factory defaults, perform the following steps:

Procedure

1. Ensure that the path to the Java executable is in your system path.
2. Ensure that your <INSTALL_DIR> environment variable is setup correctly.
3. Load the factory defaults by executing the following ant script from the <INSTALL_DIR>/bin directory.

```
.\sci_ant.cmd -f sop_load_defaults.xml -logfile <logfile>
```

The script also activates the event handlers and user exit implementations.

Load the IBM Sterling Store Inventory Management Factory Setup Data on Unix or Linux

This topic describes the steps to load the Sterling Store Inventory Management factory setup data on Unix or Linux.

About this task

To load the factory defaults, perform the following steps:

Procedure

1. Ensure that the path to the Java executable is in your system path.
2. Ensure that your <INSTALL_DIR> environment variable is setup correctly.
3. Load the factory defaults by executing the following ant script from the <INSTALL_DIR>/bin directory.

```
./sci_ant.sh -f sop_load_defaults.xml -logfile <logfile>
```

The script also activates the event handlers and user exit implementations.

Chapter 14. Install the IBM Sterling Call Center Language Pack

Install the IBM Sterling Call Center Language Pack on Windows

Before you begin

Before you install the Sterling Call Center language pack, ensure that you install the Sterling Selling and Fulfillment Foundation language pack. For more information about installing the Sterling Selling and Fulfillment Foundation language pack, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

This topic describes the procedure to install the language pack:

Procedure

From the language pack CD, copy the contents into <INSTALL_DIR>.

Creating the Resource JAR File on Windows

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.cmd -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to recreate the resource JAR file and the EAR file.

Install the IBM Sterling Call Center Language Pack on Unix or Linux

Before you begin

Before you install the Sterling Call Center language pack, ensure that you install the Sterling Selling and Fulfillment Foundation language pack. For more information about installing the Sterling Selling and Fulfillment Foundation language pack, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

This topic describes the procedure to install the language pack:

Procedure

From the language pack CD, copy the contents into <INSTALL_DIR>.

Creating the Resource JAR File

About this task

To create the resource JAR, run `<INSTALL_DIR>/bin/deployer.sh -t resourcejar` command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to re-create the resource JAR file and the EAR file.

Chapter 15. Load the Localized Factory Setup Data for IBM Sterling Call Center on Windows

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

Note: Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Call Center: Localization Guide*.

Loading the Localized IBM Sterling Call Center Factory Setup Data on Windows

About this task

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL_DIR>/bin directory as follows:

```
sci_ant.cmd -f localizedstringreconciler.xml import -Dbasename=  
ycdfpcaliterals2translate  
-Dsrc=<INSTALL_DIR>/repository/factorysetup/COM/XMLS
```

Creating the Resource JAR File on Windows

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.cmd -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to recreate the resource JAR file and the EAR file.

Chapter 16. Load the Localized Factory Setup Data for IBM Sterling Call Center on Unix or Linux

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

Note: Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Call Center: Localization Guide*.

Loading the Localized Factory Setup Data on Unix or Linux

About this task

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL_DIR>/bin directory as follows:

```
./sci_ant.sh -f localizedstringreconciler.xml import  
-Dbasefilename= ycdfpcaliterals2translate  
-Dsrc=<INSTALL_DIR>/repository/factorysetup/COM/XMLS
```

Creating the Resource JAR File

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.sh -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to re-create the resource JAR file and the EAR file.

Chapter 17. Recreate the IBM Sterling Call Center Client Application

About this task

You can recreate the Sterling Call Center client application. For information about how to create the Sterling Call Center client application, refer to the *Sterling Call Center: Deployment Guide*.

For each language pack, perform the following steps:

Procedure

1. Create a copy of the `com.zip` file.
2. Copy the `com.ini.sample` file to `com.ini` file.
3. In the `com.ini` file, modify the `-nl` entry from `en_US` to `<language>_<country or region>`. For example, French in France is represented as `fr_FR`.

Chapter 18. Install the IBM Sterling Store Language Pack

Install the IBM Sterling Store Language Pack on Windows

Before you begin

Before you install Sterling Store language pack, ensure that you install the Sterling Selling and Fulfillment Foundation language pack. For more information about installing the Sterling Selling and Fulfillment Foundation language pack, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

This topic describes the procedure to install the language pack:

Procedure

From the language pack CD, copy the contents into <INSTALL_DIR>.

Creating the Resource JAR File on Windows

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.cmd -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to recreate the resource JAR file and the EAR file.

Install the IBM Sterling Store Language Pack on Unix or Linux

Before you begin

Before you install Sterling Store language pack, ensure that you install the Sterling Selling and Fulfillment Foundation language pack. For more information about installing the Sterling Selling and Fulfillment Foundation language pack, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

This topic describes the procedure to install the language pack:

Procedure

From the language pack CD, copy the contents into <INSTALL_DIR>.

Creating the Resource JAR File

About this task

To create the resource JAR, run `<INSTALL_DIR>/bin/deployer.sh -t resourcejar` command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to re-create the resource JAR file and the EAR file.

Chapter 19. Load the Localized Factory Setup Data for IBM Sterling Store on Windows

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

Note: Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Store: Localization Guide*

Loading the Localized IBM Sterling Call Center Factory Setup Data on Windows

About this task

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL_DIR>/bin directory as follows:

```
sci_ant.cmd -f localizedstringreconciler.xml import -Dbasename=  
ycdfpcaliterals2translate  
-Dsrc=<INSTALL_DIR>/repository/factorysetup/COM/XMLS
```

Creating the Resource JAR File on Windows

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.cmd -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to recreate the resource JAR file and the EAR file.

Chapter 20. Load the Localized Factory Setup Data for IBM Sterling Store on Unix or Linux

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

Note: Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Store: Localization Guide*

Loading the Localized Factory Setup Data on Unix or Linux

About this task

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL_DIR>/bin directory as follows:

```
./sci_ant.sh -f localizedstringreconciler.xml import  
-Dbasename= ycdfpcaliterals2translate  
-Dsrc=<INSTALL_DIR>/repository/factorysetup/COM/XMLS
```

Creating the Resource JAR File

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.sh -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to re-create the resource JAR file and the EAR file.

Chapter 21. Recreate the IBM Sterling Store Client Application

About this task

You can recreate the Sterling Store client application. For information about how to create the Sterling Store client application, refer to the *Sterling Store: Deployment Guide*.

For each language pack, perform the following steps:

Procedure

1. Create a copy of the som.zip file.
2. Copy the som.ini.sample file to som.ini file.
3. In the som.ini file, modify the -nl entry from en_US to <language>_<country or region>. For example, French in France is represented as fr_FR.

Chapter 22. Install the IBM Sterling Field Sales Language Pack

Install the IBM Sterling Field Sales Language Pack on Windows

Before you begin

Before you install the Sterling Field Sales language pack, ensure that you install the Sterling Selling and Fulfillment Foundation language pack. For more information about installing the Sterling Selling and Fulfillment Foundation language pack, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

This topic describes the procedure to install the language pack:

Procedure

From the language pack CD, copy the contents into <INSTALL_DIR>.

Creating the Resource JAR File on Windows

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/launcher.cmd -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to recreate the resource JAR file and the EAR file.

Install the IBM Sterling Field Sales Language Pack on Unix or Linux

Before you begin

Before you install the Sterling Field Sales language pack, ensure that you install the Sterling Selling and Fulfillment Foundation language pack. For more information about installing the Sterling Selling and Fulfillment Foundation language pack, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

This topic describes the procedure to install the language pack:

Procedure

From the language pack CD, copy the contents into <INSTALL_DIR>.

Creating the Resource JAR File on Unix or Linux

About this task

To create the resource JAR, run `<INSTALL_DIR>/bin/deployer.sh -t resourcejar` command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to re-create the resource JAR file and the EAR file.

Chapter 23. Load the Localized Factory Setup Data for IBM Sterling Field Sales on Windows

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

Note: Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Field Sales: Localization Guide*.

Loading the Localized IBM Sterling Field Sales Factory Setup Data for Windows

About this task

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL_DIR>/bin directory as follows:

```
sci_ant.cmd -f localizedstringreconciler.xml import
-Dbasename= sfsliterals2translate
-Dsrc=<INSTALL_DIR>/repository/factorysetup/sfs/XMLS
```

Creating the Resource JAR File on Unix or Linux

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.sh -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to re-create the resource JAR file and the EAR file.

Chapter 24. Load the Localized Factory Setup Data for IBM Sterling Field Sales on Unix or Linux

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

Note: Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see the *Sterling Field Sales: Localization Guide*.

Loading the Localized IBM Sterling Field Sales Factory Setup Data for Unix or Linux

About this task

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL_DIR>/bin directory as follows:

```
./sci_ant.sh -f localizedstringreconciler.xml import  
-Dbasename= sfsliterals2translate  
-Dsrc=<INSTALL_DIR>/repository/factorysetup/sfs/XMLS
```

Creating the Resource JAR File on Unix or Linux

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.sh -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to re-create the resource JAR file and the EAR file.

Chapter 25. Install the IBM Sterling Store Inventory Management Language Pack

Install the IBM Sterling Store Inventory Management Language Pack on Windows

Before you begin

Before you install the Sterling Store Inventory Management language pack, ensure that you install the Sterling Selling and Fulfillment Foundation language pack. For more information about installing the Sterling Selling and Fulfillment Foundation language pack, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

This topic describes the procedure to install the language pack:

Procedure

From the language pack CD, copy the contents into <INSTALL_DIR>.

Creating the Resource JAR File on Windows

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.cmd -t resourcejar command:

After creating the resources JAR, recreate the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to recreate the resource JAR file and the EAR file.

Install the IBM Sterling Store Inventory Management Language Pack on Unix or Linux

Before you begin

Before you install the Sterling Store Inventory Management language pack, ensure that you install the Sterling Selling and Fulfillment Foundation language pack. For more information about installing the Sterling Selling and Fulfillment Foundation language pack, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

About this task

This topic describes the procedure to install the language pack:

Procedure

From the language pack CD, copy the contents into <INSTALL_DIR>.

Creating the Resource JAR File on Unix or Linux

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.sh -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to re-create the resource JAR file and the EAR file.

Chapter 26. Load the Localized Factory Setup Data for IBM Sterling Store Inventory Management on Windows

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

Note: Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see *Sterling Store Inventory Management: Localization Guide*

Loading the Localized Add-in Factory Setup Data for IBM Sterling Store Inventory Management on Windows

About this task

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL_DIR>/bin directory as follows:

```
sci_ant.cmd -f localizedstringreconciler.xml import
-Dbasename=sopfcaddinliterals2translate
-Dsrc=<INSTALL_DIR>/repository/factorysetup/SOP_Add-in/XMLS
```

Loading the Localized Factory Setup Data for IBM Sterling Store Inventory Management on Windows

About this task

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL_DIR>/bin directory as follows:

```
sci_ant.cmd -f localizedstringreconciler.xml import
-Dbasename=sopfcpcaliterals2translate
-Dsrc=<INSTALL_DIR>/repository/factorysetup/SOP/XMLS
```

Creating the Resource JAR File on Windows

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.cmd -t resourcejar command:

After creating the resources JAR, recreate the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to recreate the resource JAR file and the EAR file.

Chapter 27. Load the Localized Factory Setup Data for IBM Sterling Store Inventory Management on Unix or Linux

Factory setup data includes configuration data, such as error codes, item descriptions, and so on. The database can be localized to store values in a language-specific format. This ensures that the user interface literals are displayed in the localized language. After you have localized the factory setup data, you have to load this data so that the applications can use the localized data in the application user interface.

Note: Ensure that you have localized the application before loading the localized factory setup data. For more information about localizing the application, see *Sterling Store Inventory Management: Localization Guide*

Loading the Localized Add-in Factory Setup Data for IBM Sterling Store Inventory Management on Unix or Linux

About this task

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL_DIR>/bin directory as follows:

```
./sci_ant.sh -f localizedstringreconciler.xml import
-Dbasename=sopfcaddinliterals2translate
-Dsrc=<INSTALL_DIR>/repository/factorysetup/SOP_Add-in/XMLS
```

Loading the Localized Factory Setup Data for IBM Sterling Store Inventory Management on Unix or Linux

About this task

To load the localized factory setup data with custom localization literals, run the LocalizedStringReconciler tool in IMPORT mode from the <INSTALL_DIR>/bin directory as follows:

```
./sci_ant.sh -f localizedstringreconciler.xml import
-Dbasename=sopfcpcaliterals2translate
-Dsrc=<INSTALL_DIR>/repository/factorysetup/SOP/XMLS
```

Creating the Resource JAR File on Unix or Linux

About this task

To create the resource JAR, run <INSTALL_DIR>/bin/deployer.sh -t resourcejar command:

After creating the resources JAR, re-create the EAR file. This file is the Sterling Selling and Fulfillment Foundation EAR package. For more information about creating and deploying the EAR file, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: After installing the language pack, ensure to re-create the resource JAR file and the EAR file.

Chapter 28. Recreate the IBM Sterling Store Inventory Management Client Application

About this task

For information about how to create the Sterling Store Inventory Management client application, refer to the *Sterling Store Inventory Management: Deployment Guide*.

For each language pack, perform the following steps:

Procedure

1. Create a copy of the `sop.zip` file.
2. Copy the `sop.ini.sample` file to `sop.ini` file.
3. In the `sop.ini` file, modify the `-nl` entry from `en_US` to `<language>_<country or region>`. For example, French in France is represented as `fr_FR`.

Chapter 29. Introduction to Installing Reference Implementation

The reference implementation factory setup comprises the following components:

- Configuration Data — This consists of the basic configuration data required for an application, including new organizations, common codes, and rules.
- Activator — In the Activated mode, the newly provided events, user exits, and pipelines in the factory setup are activated. During the validation process, if any of the records exist in a state that is different from the standard IBM Sterling Selling and Fulfillment Foundation factory setup, the validation process fails. Otherwise, it succeeds.
- Demo Data — This comprises Master Data which consists of an example data that can be used to demonstrate the application, including sample items. It is expected that this data is not used in a production environment. The master data comprises the following data: Items, UOMs, Associations for the Product Catalog, Region and Resource pools for Value Added Services, Users, User Groups, and Queues.

Before you run the reference implementation data, ensure to install the reference implementation using the IBM Installation Manager.

Reference implementation can be run multiple times for a single installation, with different enterprises to create multiple online business channels, for a single company.

The following table provides a list of targets that can be used with the ant scripts provided to run the reference implementation data.

Table 1.

Ant Target	Description
install	This is the default target that installs all the components of reference implementation. This target invokes the validate, activator, and noactivator targets.
validate	This target validates the existing data, but does not insert data.
activator	This target activates the data.
noactivator	This target installs only the configuration data and demo data (if -Drunmasterdata is set to Y).

The following table provides the -D option for the ant targets described earlier in this topic.

Table 2.

-D option	Description
runmasterdata	This target can be used to install the demo data as long as it is used with the install and noactivator ant targets.

Chapter 30. Customize the Reference Implementation Data on Windows

To use the Reference Implementation data, configure the `ycd_oms_ref_variable.properties` file located in the `<INSTALL_DIR>/resources` directory.

For more information about the organization model provided in the reference implementation, see the *Sterling Selling and Fulfillment Suite: Applications Reference Implementation Guide*.

Reference Implementation Data Variables on Windows

The variables described in the following table are used to create participants, users, dealers, and so on, as part of reference implementation.

Table 3. Reference Implementation Data Variables on Windows

Variable Name	Description
Image_Server	Use this variable to specify the path where the images are stored.
Effective_Start_Date	Use this variable to define the availability start date for an item.
Effective_End_Date	Use this variable to define the availability end date for an item.
Corporate_Enterprise_Code	Use this variable to define the organization code of the company.
Corporate_Enterprise_Name	Use this variable to define the name of the company.
Corporate_Enterprise_Suffix	Use this variable to define a suffix for the company.
Corporate_Enterprise_BillTo_Company_Name	Use this variable to define the bill-to address of the company.
Corporate_Enterprise_OS_skin	Use this variable to define the company theme.
Corporate_Enterprise_Company_Name	Use this variable to define the corporate address of the company.
Corporate_CSR_Username	This is the unique user name used to create a CSR for the company.
Corporate_CSR_Lead_Username	This is the unique user name used to create a CSR Lead for the company.
Corporate_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the company.
Corporate_SalesRep_UserName	This is the unique user name used to create a sales representative for the company.

Table 3. Reference Implementation Data Variables on Windows (continued)

Variable Name	Description
Corporate_SalesMgr_UserName	This is the unique user name used to create a sales manager for the company.
Corporate_SalesVp_UserName	This is the unique user name used to create a sales vice president for the company.
Corporate_CSR_Name	Use this variable to define a name for the CSR.
Corporate_CSR_Lead	Use this variable to define a name for the CSR Lead
Corporate_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Corporate_SalesRep_Name	Use this variable to define a name for the sales representative.
Corporate_SalesMgr_Name	Use this variable to define a name for the sales manager.
Corporate_SalesVp_Name	Use this variable to define a name for the sales vice president.
Retail_Channel_Enterprise_Code	Use this variable to define the organization code of the retail company.
Retail_Channel_Enterprise_Name	Use this variable to define the name of the retail company.
Retail_Channel_Enterprise_Suffix	Use this variable to define a suffix for the retail company.
Retail_Channel_Enterprise_OS_Skin	Use this variable to define the retail enterprise theme.
Retail_Channel_Enterprise_BillTo_Company_Name	Use this variable to define the bill-to address of the retail company.
Retail_Channel_CSR_Username	This is the unique user name used to create a CSR for the retail company.
Retail_Channel_CSR_Lead_Username	This is the unique user name used to create a CSR Lead for the retail company.
Retail_Channel_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the retail company.
Retail_Channel_SalesRep_UserName	This is the unique user name used to create a sales representative for the retail company.
Retail_Channel_SalesMgr_UserName	This is the unique user name used to create a sales manager for the retail company.

Table 3. Reference Implementation Data Variables on Windows (continued)

Variable Name	Description
Retail_Channel_SalesVp_UserName	This is the unique user name used to create a sales vice president for the retail company.
Retail_Channel_CSR_Name	Use this variable to define a name for the CSR.
Retail_Channel_CSR_Lead	Use this variable to define a name for the CSR Lead
Retail_Channel_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Retail_Channel_SalesRep_Name	Use this variable to define a name for the sales representative.
Retail_Channel_SalesMgr_Name	Use this variable to define a name for the sales manager.
Retail_Channel_SalesVp_Name	Use this variable to define a name for the sales vice president.
Business_Channel_Enterprise_Code	Use this variable to define the organization code of the business channel.
Business_Channel_Enterprise_Name	Use this variable to define the name of the business channel.
Business_Channel_Enterprise_OS_Skin	Use this variable to define the business enterprise theme.
Business_Channel_Enterprise_Suffix	Use this variable to define a suffix for the business channel.
Business_Channel_CSR_Username	This is the unique user name used to create a CSR for the business channel.
Business_Channel_CSR_Lead_Username	This is the unique user name used to create a CSR Lead for the business channel.
Business_Channel_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the business channel.
Business_Channel_SalesRep_UserName	This is the unique user name used to create a sales representative for the business channel.
Business_Channel_SalesMgr_UserName	This is the unique user name used to create a sales manager for the business channel.
Business_Channel_SalesVp_UserName	This is the unique user name used to create a sales vice president for the business channel.
Business_Channel_CSR_Name	Use this variable to define a name for the CSR.
Business_Channel_CSR_Lead	Use this variable to define a name for the CSR Lead

Table 3. Reference Implementation Data Variables on Windows (continued)

Variable Name	Description
Business_Channel_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Business_Channel_SalesRep_Name	Use this variable to define a name for the sales representative.
Business_Channel_SalesMgr_Name	Use this variable to define a name for the sales manager.
Business_Channel_SalesVp_Name	Use this variable to define a name for the sales vice president.
Manufacturing_Enterprise_Code	Use this variable to define the organization code of the manufacturing company.
Manufacturing_Enterprise_BillTo_Company_Name	Use this variable to define the bill-to address of the manufacturing company.
Manufacturing_Enterprise_Name	Use this variable to define the name of the manufacturing company.
Manufacturing_Enterprise_Suffix	Use this variable to define a suffix for the manufacturing company.
Manufacturing_Enterprise_OS_Skin	Use this variable to define the manufacturing enterprise theme.
Manufacturing_CSR_UserName	This is the unique user name used to create a CSR for the manufacturing company.
Manufacturing_CSR_Lead_UserName	This is the unique user name used to create a CSR Lead for the manufacturing company.
Manufacturing_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the manufacturing company.
Manufacturing_SalesRep_UserName	This is the unique user name used to create a sales representative for the manufacturing company.
Manufacturing_SalesMgr_UserName	This is the unique user name used to create a sales manager for the manufacturing company.
Manufacturing_SalesVp_UserName	This is the unique user name used to create a sales vice president for the manufacturing company.
Manufacturing_CSR_Name	Use this variable to define a name for the CSR.
Manufacturing_CSR_Lead_Name	Use this variable to define a name for the CSR Lead
Manufacturing_Admin_Name	Use this variable to define a name for the item and pricing administrator.

Table 3. Reference Implementation Data Variables on Windows (continued)

Variable Name	Description
Manufacturing_SalesRep_Name	Use this variable to define a name for the sales representative.
Manufacturing_SalesMgr_Name	Use this variable to define a name for the sales manager.
Manufacturing_SalesVp_Name	Use this variable to define a name for the sales vice president.
Dealer_1_Enterprise_Code	Use this variable to define the organization code of dealer #1.
Dealer_1_Enterprise_BillTo_Company_Name	Use this variable to define the bill-to address of the dealer #1.
Dealer_1_Enterprise_Name	Use this variable to define the name of the dealer #1.
Dealer_1_Enterprise_Suffix	Use this variable to define a suffix for the dealer #1.
Dealer_1_Enterprise_OS_Skin	Use this variable to define the dealer enterprise theme.
Dealer_1_CSR_UserName	This is the unique user name used to create a CSR for the dealer #1.
Dealer_1_CSR_Lead_UserName	This is the unique user name used to create a CSR Lead for the dealer #1.
Dealer_1_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the dealer #1.
Dealer_1_SalesRep_UserName	This is the unique user name used to create a sales representative for the dealer #1.
Dealer_1_SalesMgr_UserName	This is the unique user name used to create a sales manager for the dealer #1.
Dealer_1_SalesVp_UserName	This is the unique user name used to create a sales vice president for the dealer #1.
Dealer_1_CSR_Name	Use this variable to define a name for the CSR.
Dealer_1_CSR_Lead_Name	Use this variable to define a name for the CSR Lead
Dealer_1_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Dealer_1_SalesRep_Name	Use this variable to define a name for the sales representative.
Dealer_1_SalesMgr_Name	Use this variable to define a name for the sales manager.
Dealer_1_SalesVp_Name	Use this variable to define a name for the sales vice president.
Dealer_2_Enterprise_Code	Use this variable to define the organization code of dealer #2.

Table 3. Reference Implementation Data Variables on Windows (continued)

Variable Name	Description
Dealer_2_Enterprise_BillTo_Company_ Name	Use this variable to define the bill-to address of the dealer #2.
Dealer_2_Enterprise_Name	Use this variable to define the name of the dealer #2.
Dealer_2_Enterprise_Suffix	Use this variable to define a suffix for the dealer #2.
Dealer_2_Enterprise_OS_Skin	Use this variable to define the dealer enterprise theme.
Dealer_2_CSR_UserName	This is the unique user name used to create a CSR for the dealer #2.
Dealer_2_CSR_Lead_UserName	This is the unique user name used to create a CSR Lead for the dealer #2.
Dealer_2_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the dealer #2.
Dealer_2_SalesRep_UserName	This is the unique user name used to create a sales representative for the dealer #2.
Dealer_2_SalesMgr_UserName	This is the unique user name used to create a sales manager for the dealer #2.
Dealer_2_SalesVp_UserName	This is the unique user name used to create a sales vice president for the dealer #2.
Dealer_2_CSR_Name	Use this variable to define a name for the CSR.
Dealer_2_CSR_Lead_Name	Use this variable to define a name for the CSR Lead
Dealer_2_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Dealer_2_SalesRep_Name	Use this variable to define a name for the sales representative.
Dealer_2_SalesMgr_Name	Use this variable to define a name for the sales manager.
Dealer_2_SalesVp_Name	Use this variable to define a name for the sales vice president.

Chapter 31. Customize the Reference Implementation Data on Unix or Linux

To use the Reference Implementation data, configure the `ycd_oms_ref_variable.properties` file located in the `<INSTALL_DIR>/resources` directory.

For more information about the organization model provided in the reference implementation, see the *Sterling Selling and Fulfillment Suite: Applications Reference Implementation Guide*.

Reference Implementation Data Variables for Unix or Linux

The variables described in the following table are used to create participants, users, dealers, and so on, as part of reference implementation.

Table 4. Reference Implementation Data Variables

Variable Name	Description
Image_Server	Use this variable to specify the path where the images are stored.
Effective_Start_Date	Use this variable to define the availability start date for an item.
Effective_End_Date	Use this variable to define the availability end date for an item.
Corporate_Enterprise_Code	Use this variable to define the organization code of the company.
Corporate_Enterprise_Name	Use this variable to define the name of the company.
Corporate_Enterprise_Suffix	Use this variable to define a suffix for the company.
Corporate_Enterprise_BillTo_Company_Name	Use this variable to define the bill-to address of the company.
Corporate_Enterprise_OS_skin	Use this variable to define the company theme.
Corporate_Enterprise_Company_Name	Use this variable to define the corporate address of the company.
Corporate_CSR_Username	This is the unique user name used to create a CSR for the company.
Corporate_CSR_Lead_Username	This is the unique user name used to create a CSR Lead for the company.
Corporate_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the company.
Corporate_SalesRep_UserName	This is the unique user name used to create a sales representative for the company.

Table 4. Reference Implementation Data Variables (continued)

Variable Name	Description
Corporate_SalesMgr_UserName	This is the unique user name used to create a sales manager for the company.
Corporate_SalesVp_UserName	This is the unique user name used to create a sales vice president for the company.
Corporate_CSR_Name	Use this variable to define a name for the CSR.
Corporate_CSR_Lead	Use this variable to define a name for the CSR Lead
Corporate_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Corporate_SalesRep_Name	Use this variable to define a name for the sales representative.
Corporate_SalesMgr_Name	Use this variable to define a name for the sales manager.
Corporate_SalesVp_Name	Use this variable to define a name for the sales vice president.
Retail_Channel_Enterprise_Code	Use this variable to define the organization code of the retail company.
Retail_Channel_Enterprise_Name	Use this variable to define the name of the retail company.
Retail_Channel_Enterprise_Suffix	Use this variable to define a suffix for the retail company.
Retail_Channel_Enterprise_BillTo_Company_Name	Use this variable to define the bill-to address of the retail company.
Retail_Channel_CSR_Username	This is the unique user name used to create a CSR for the retail company.
Retail_Channel_CSR_Lead_Username	This is the unique user name used to create a CSR Lead for the retail company.
Retail_Channel_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the retail company.
Retail_Channel_SalesRep_UserName	This is the unique user name used to create a sales representative for the retail company.
Retail_Channel_SalesMgr_UserName	This is the unique user name used to create a sales manager for the retail company.
Retail_Channel_SalesVp_UserName	This is the unique user name used to create a sales vice president for the retail company.

Table 4. Reference Implementation Data Variables (continued)

Variable Name	Description
Retail_Channel_CSR_Name	Use this variable to define a name for the CSR.
Retail_Channel_CSR_Lead	Use this variable to define a name for the CSR Lead
Retail_Channel_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Retail_Channel_SalesRep_Name	Use this variable to define a name for the sales representative.
Retail_Channel_SalesMgr_Name	Use this variable to define a name for the sales manager.
Retail_Channel_SalesVp_Name	Use this variable to define a name for the sales vice president.
Business_Channel_Enterprise_Code	Use this variable to define the organization code of the business channel.
Business_Channel_Enterprise_Name	Use this variable to define the name of the business channel.
Business_Channel_Enterprise_Suffix	Use this variable to define a suffix for the business channel.
Business_Channel_CSR_Username	This is the unique user name used to create a CSR for the business channel.
Business_Channel_CSR_Lead_Username	This is the unique user name used to create a CSR Lead for the business channel.
Business_Channel_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the business channel.
Business_Channel_SalesRep_UserName	This is the unique user name used to create a sales representative for the business channel.
Business_Channel_SalesMgr_UserName	This is the unique user name used to create a sales manager for the business channel.
Business_Channel_SalesVp_UserName	This is the unique user name used to create a sales vice president for the business channel.
Business_Channel_CSR_Name	Use this variable to define a name for the CSR.
Business_Channel_CSR_Lead	Use this variable to define a name for the CSR Lead
Business_Channel_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Business_Channel_SalesRep_Name	Use this variable to define a name for the sales representative.

Table 4. Reference Implementation Data Variables (continued)

Variable Name	Description
Business_Channel_SalesMgr_Name	Use this variable to define a name for the sales manager.
Business_Channel_SalesVp_Name	Use this variable to define a name for the sales vice president.
Manufacturing_Enterprise_Code	Use this variable to define the organization code of the manufacturing company.
Manufacturing_Enterprise_BillTo_Company_Name	Use this variable to define the bill-to address of the manufacturing company.
Manufacturing_Enterprise_Name	Use this variable to define the name of the manufacturing company.
Manufacturing_Enterprise_Suffix	Use this variable to define a suffix for the manufacturing company.
Manufacturing_Enterprise_OS_Skin	Use this variable to define the manufacturing enterprise theme.
Manufacturing_CSR_UserName	This is the unique user name used to create a CSR for the manufacturing company.
Manufacturing_CSR_Lead_UserName	This is the unique user name used to create a CSR Lead for the manufacturing company.
Manufacturing_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the manufacturing company.
Manufacturing_SalesRep_UserName	This is the unique user name used to create a sales representative for the manufacturing company.
Manufacturing_SalesMgr_UserName	This is the unique user name used to create a sales manager for the manufacturing company.
Manufacturing_SalesVp_UserName	This is the unique user name used to create a sales vice president for the manufacturing company.
Manufacturing_CSR_Name	Use this variable to define a name for the CSR.
Manufacturing_CSR_Lead_Name	Use this variable to define a name for the CSR Lead
Manufacturing_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Manufacturing_SalesRep_Name	Use this variable to define a name for the sales representative.
Manufacturing_SalesMgr_Name	Use this variable to define a name for the sales manager.
Manufacturing_SalesVp_Name	Use this variable to define a name for the sales vice president.

Table 4. Reference Implementation Data Variables (continued)

Variable Name	Description
Dealer_1_Enterprise_Code	Use this variable to define the organization code of dealer #1.
Dealer_1_Enterprise_BillTo_Company_Name	Use this variable to define the bill-to address of the dealer #1.
Dealer_1_Enterprise_Name	Use this variable to define the name of the dealer #1.
Dealer_1_Enterprise_Suffix	Use this variable to define a suffix for the dealer #1.
Dealer_1_Enterprise_OS_Skin	Use this variable to define the dealer enterprise theme.
Dealer_1_CSR_UserName	This is the unique user name used to create a CSR for the dealer #1.
Dealer_1_CSR_Lead_UserName	This is the unique user name used to create a CSR Lead for the dealer #1.
Dealer_1_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the dealer #1.
Dealer_1_SalesRep_UserName	This is the unique user name used to create a sales representative for the dealer #1.
Dealer_1_SalesMgr_UserName	This is the unique user name used to create a sales manager for the dealer #1.
Dealer_1_SalesVp_UserName	This is the unique user name used to create a sales vice president for the dealer #1.
Dealer_1_CSR_Name	Use this variable to define a name for the CSR.
Dealer_1_CSR_Lead_Name	Use this variable to define a name for the CSR Lead
Dealer_1_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Dealer_1_SalesRep_Name	Use this variable to define a name for the sales representative.
Dealer_1_SalesMgr_Name	Use this variable to define a name for the sales manager.
Dealer_1_SalesVp_Name	Use this variable to define a name for the sales vice president.
Dealer_2_Enterprise_Code	Use this variable to define the organization code of dealer #2.
Dealer_2_Enterprise_BillTo_Company_Name	Use this variable to define the bill-to address of the dealer #2.
Dealer_2_Enterprise_Name	Use this variable to define the name of the dealer #2.
Dealer_2_Enterprise_Suffix	Use this variable to define a suffix for the dealer #2.

Table 4. Reference Implementation Data Variables (continued)

Variable Name	Description
Dealer_2_Enterprise_OS_Skin	Use this variable to define the dealer enterprise theme.
Dealer_2_CSR_UserName	This is the unique user name used to create a CSR for the dealer #2.
Dealer_2_CSR_Lead_UserName	This is the unique user name used to create a CSR Lead for the dealer #2.
Dealer_2_Admin_UserName	This is the unique user name used to create an item and pricing administrator for the dealer #2.
Dealer_2_SalesRep_UserName	This is the unique user name used to create a sales representative for the dealer #2.
Dealer_2_SalesMgr_UserName	This is the unique user name used to create a sales manager for the dealer #2.
Dealer_2_SalesVp_UserName	This is the unique user name used to create a sales vice president for the dealer #2.
Dealer_2_CSR_Name	Use this variable to define a name for the CSR.
Dealer_2_CSR_Lead_Name	Use this variable to define a name for the CSR Lead
Dealer_2_Admin_Name	Use this variable to define a name for the item and pricing administrator.
Dealer_2_SalesRep_Name	Use this variable to define a name for the sales representative.
Dealer_2_SalesMgr_Name .	Use this variable to define a name for the sales manager
Dealer_2_SalesVp_Name	Use this variable to define a name for the sales vice president.

Chapter 32. Reference Implementation Installation Overview

When the reference implementation is installed, the .restart files are created under the <INSTALL_DIR>/database/FactorySetup/oms/install directory and its sub-directories. The .restart files record the points in the reference implementation that are complete.

If the reference implementation installation fails and if you re-run the installation scripts, the .restart files are read to resume installation from the point where the installation failed.

If you want to start the installation of the reference implementation from the beginning, ensure that you delete the .restart files before re-running the installation.

You can either install all the components of the reference implementation or individual components of the reference implementation. The installation of individual components of the reference implementation consists of the following tasks:

- Installing Demo Data and Configuration Data
- Validating and Activating the Reference Implementation Data

Ensure that the <INSTALL_DIR> environment variable is set correctly.

Chapter 33. Install all the Reference Implementation Components on Windows

About this task

To install all the components of reference implementation, run the following command from the <INSTALL_DIR>/bin directory.

```
.\sci_ant.cmd -f ycd_load_oms_ref_impl.xml <target> <-D optional property>  
-logfile <logfile>
```

For example:

(loads configuration data, demo data, and activator)

```
.\sci_ant.cmd -f ycd_load_oms_ref_impl.xml -Drunmasterdata=Y -logfile logfile.txt
```

For more information about the Ant targets and the -D options that can be specified in this command, see Chapter 29, “Introduction to Installing Reference Implementation,” on page 57.

Chapter 34. Install the Reference Implementation Configuration Data and Demo Data on Windows

About this task

You can install individual components (configurationdata and demodata) of reference implementation. To install configuration data and demo data, run the following command from the <INSTALL_DIR>/bin directory.

```
.\sci_ant.cmd -f ycd_load_oms_ref_impl.xml noactivator -Drunmasterdata=Y  
-logfile <logfile>
```

Chapter 35. Validate and Activate the Reference Implementation Data on Windows

About this task

You can validate and activate the reference implementation data. To validate the existing configuration, run the following command from the <INSTALL_DIR>/bin directory.

```
.\sci_ant.cmd -f ycd_load_oms_ref_impl.xml validate -logfile <logfile>
```

When the validator runs, the following configurations are validated:

- User Exit Implementation—IBM Sterling Call Center, and IBM Sterling Store applications provide implementation for some of the user exits. If the user exit implementations are not modified or overridden, the validation process succeeds. Otherwise, it fails.

An implementation is provided for the following user exits:

- YFSCollectionCreditCardUE
- YFSCollectionOthersUE
- YFSCollectionStoredValueCardUE
- YFSBeforeCreateOrderUE
- YFSBeforeChangeOrderUE
- YFSProcessOrderHoldTypeUE
- OMPGetCarrierServiceOptionsForOrderingUE

- Pipeline Determination—IBM Sterling Call Center, and IBM Sterling Store applications provide pipelines and the associated pipeline determination rules. The validation process succeeds if the pipeline determination rules are not modified or overridden. Otherwise, the validation process fails.

The pipeline determination rules for the following process types are validated:

- ORDER_FULFILLMENT
- RETURN_FULFILLMENT

- Events—IBM Sterling Call Center, and IBM Sterling Store applications provide event handlers for some of the transactions. If the event handlers are modified or overridden, the validation fails. Otherwise, the validation succeeds.

The following table lists the events for which the event handlers are configured.

Table 5. Lists of events for which the event handlers are configured

Event	Transaction ID
On Collection Failure	PAYMENT_EXECUTION
On Backorder	ORDER_RELEASE_CHANGE
On Cancel	ORDER_RELEASE_CHANGE
On Success	DRAFT_ORDER_CONFIRM
On Success	ORDER_CHANGE
On Success	ORDER_CREATE
On Backorder	SCHEDULE.0001
On Cancel	SCHEDULE.0001

Table 5. Lists of events for which the event handlers are configured (continued)

Event	Transaction ID
On Backorder	RELEASE.0001
On Cancel	RELEASE.0001
On hold type status change	ORDER_CHANGE
On hold type status change	ORDER_CREATE
On hold type status change	DRAFT_ORDER_CONFIRM
On hold type status change	ORDER_RELEASE_CHANGE
On Success	CHAINED_ORDER_CREATE
On Success	YCD_FRAUD_CHECK.0001
On hold type status change	YCD_FRAUD_CHECK.0001
On Fraudulent Order	YCD_FRAUD_CHECK.0001
On Success	YCD_DUPLICATE_ORDER.0001
On hold type status change	YCD_DUPLICATE_ORDER.0001
On Duplicate Order	YCD_DUPLICATE_ORDER.0001
Address Verification Failed	YCD_VERIFY_ADDRESS.0001
Send Notification	YCD_SHIP_NOTIFICATION.0001

To activate the data, run the following command from the <INSTALL_DIR>/bin directory.

```
.\sci_ant.cmd -f ycd_load_oms_ref_impl.xml activator -logfile <logfile>
```

Chapter 36. Install all the Reference Implementation Components on Unix or Linux

About this task

To install all the components of reference implementation, run the following command from the <INSTALL_DIR>/bin directory.

```
./sci_ant.sh -f ycd_load_oms_ref_impl.xml <target> <-D optional property>  
-logfile <logfile>
```

For example:

(loads configuration data, demo data, and activator)

```
./sci_ant.sh -f ycd_load_oms_ref_impl.xml -Drunmasterdata=Y -logfile logfile.txt
```

For more information about the Ant targets and the -D options that can be specified in this command, see Chapter 29, “Introduction to Installing Reference Implementation,” on page 57.

Chapter 37. Install the Reference Implementation Configuration Data and Demo Data on Unix or Linux

About this task

You can install individual components (configuration data and demo data) of reference implementation. To install configuration data and demo data, run the following command from the <INSTALL_DIR>/bin directory.

```
./sci_ant.sh -f ycd_load_oms_ref_impl.xml noactivator -Drunmasterdata=Y  
-logfile <logfile>
```

Chapter 38. Validate and Activate the Reference Implementation Data on Unix or Linux

About this task

You can validate and activate the reference implementation data. To validate the existing configuration, run the following command from the <INSTALL_DIR>/bin directory.

```
./sci_ant.sh -f ycd_load_oms_ref_impl.xml validate -logfile <logfile>
```

When the validator runs, the following configurations are validated:

- User Exit Implementation—IBM Sterling Call Center, and IBM Sterling Store applications provide implementation for some of the user exits. If the user exit implementations are not modified or overridden, the validation process succeeds. Otherwise, it fails.

An implementation is provided for the following user exits:

- YFSCollectionCreditCardUE
- YFSCollectionOthersUE
- YFSCollectionStoredValueCardUE
- YFSBeforeCreateOrderUE
- YFSBeforeChangeOrderUE
- YFSProcessOrderHoldTypeUE
- OMPGetCarrierServiceOptionsForOrderingUE

- Pipeline Determination—IBM Sterling Call Center, and IBM Sterling Store applications provide pipelines and the associated pipeline determination rules. The validation process succeeds if the pipeline determination rules are not modified or overridden. Otherwise, the validation process fails.

The pipeline determination rules for the following process types are validated:

- ORDER_FULFILLMENT
- RETURN_FULFILLMENT

- Events—IBM Sterling Call Center and IBM Sterling Store applications provide event handlers for some of the transactions. If the event handlers are modified or overridden, the validation fails. Otherwise, the validation succeeds.

The following table lists the events for which the event handlers are configured.

Table 6. Lists of events for which the event handlers are configured

Event	Transaction ID
On Collection Failure	PAYMENT_EXECUTION
On Backorder	ORDER_RELEASE_CHANGE
On Cancel	ORDER_RELEASE_CHANGE
On Success	DRAFT_ORDER_CONFIRM
On Success	ORDER_CHANGE
On Success	ORDER_CREATE
On Backorder	SCHEDULE.0001
On Cancel	SCHEDULE.0001

Table 6. Lists of events for which the event handlers are configured (continued)

Event	Transaction ID
On Backorder	RELEASE.0001
On Cancel	RELEASE.0001
On hold type status change	ORDER_CHANGE
On hold type status change	ORDER_CREATE
On hold type status change	DRAFT_ORDER_CONFIRM
On hold type status change	ORDER_RELEASE_CHANGE
On Success	CHAINED_ORDER_CREATE
On Success	YCD_FRAUD_CHECK.0001
On hold type status change	YCD_FRAUD_CHECK.0001
On Fraudulent Order	YCD_FRAUD_CHECK.0001
On Success	YCD_DUPLICATE_ORDER.0001
On hold type status change	YCD_DUPLICATE_ORDER.0001
On Duplicate Order	YCD_DUPLICATE_ORDER.0001
Address Verification Failed	YCD_VERIFY_ADDRESS.0001
Send Notification	YCD_SHIP_NOTIFICATION.0001

To activate the data, run the following command from the <INSTALL_DIR>/bin directory.

```
./sci_ant.sh -f ycd_load_oms_ref_impl.xml activator -logfile <logfile>
```

Chapter 39. Install IBM Sterling Store Inventory Management Reference Implementation

About this task

Note: Before installing the Sterling Store Inventory Management reference implementation, ensure to run the command for loading factory defaults. For more information about loading the Sterling Store Inventory Management factory setup data on Windows, see “Load the IBM Sterling Store Inventory Management Factory Setup Data on Windows” on page 25. For Unix or Linux, see “Load the IBM Sterling Store Inventory Management Factory Setup Data on Unix or Linux” on page 25.

When loading the reference implementation data, the Sterling Store Inventory Management uses the Data Migrator. For more information about the Data Migrator, see the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Note: Before installing the Sterling Store Inventory Management reference implementation, ensure to install and load the Sterling Reference implementation.

To customize the Reference Implementation, configure the `sop_ref_variable.properties` file located in the `<INSTALL_DIR>/resources` directory.

The following table describes the variables used to create participants and users for the reference implementation.

Table 7.

Variable Name	Description
Corporate_Enterprise_Code	Use this variable to define the organization code of the company.
Retail_Channel_Enterprise_Code	Use this variable to define the organization code of the company's retail business channel.
Retail_Channel_Enterprise_UserId	Use this variable to define the identifier for an administrator of the retail business channel.
Retail_Channel_Enterprise_UserName	Use this variable to define the user name for the administrator of the retail business channel.
Non_Integrated_Node	Use this variable to define the organization code created for a distribution center node of the retail business channel.
Non_Integrated_Node_Name	Use this variable to define the name of the distribution center code.
No_Loc_Model_Store_Admin_UserId	Use this variable to define the identifier for a store administrator of a model store with no location.
No_Loc_Model_Store_Admin_UserName	Use this variable to define the user name for the store administrator of a model store with no location.

Table 7. (continued)

Variable Name	Description
No_Loc_Model_Store_CSR_UserId	Use this variable to define the identifier for a CSR of a model store with no location.
No_Loc_Model_Store_CSR_UserName	Use this variable to define the user name for the CSR of a model store with no location.
No_Loc_Model_Store_BIA_UserId	Use this variable to define the identifier for a backroom associate of a model store with no location.
No_Loc_Model_Store_BIA_UserName	Use this variable to define the user name for the backroom associate of a model store with no location.
One_Loc_Model_Store_UserId	Use this variable to define the identifier for a store administrator of a model store with one location.
One_Loc_Model_Store_Admin_UserName	Use this variable to define the user name for the store administrator of a model store with one location.
One_Loc_Model_Store_CSR_UserId	Use this variable to define the identifier for a CSR of a model store with one location.
One_Loc_Model_Store_CSR_UserName	Use this variable to define the user name for the CSR of a store with one location.
One_Loc_Model_Store_BIA_UserId	Use this variable to define the identifier for a backroom associate of a store with one location.
One_Loc_Model_Store_BIA_UserName	Use this variable to define the user name for the backroom associate of a model store with one location.
Three_Loc_Model_Store_UserId	Use this variable to define the identifier for a store administrator of a model store with three locations.
Three_Loc_Model_Store_Admin_UserName	Use this variable to define the user name for the store administrator of a model store with three locations.
Three_Loc_Model_Store_CSR_UserId	Use this variable to define the identifier for a CSR of a model store with three locations.
Three_Loc_Model_Store_CSR_UserName	Use this variable to define the user name for the CSR of a model store with three locations.
Three_Loc_Model_Store_BIA_UserId	Use this variable to define the identifier for a backroom associate of a model store with three locations.
Three_Loc_Model_Store_BIA_UserName	Use this variable to define the user name for the backroom associate of a model store with three locations.
Three_Loc_Model_Store_Admin_UserName	Use this variable to define the user name for the backroom associate of a model store with three locations.
Multi_Loc_Model_Store_CSR_UserId	Use this variable to define the identifier for a CSR of a model store with multiple locations.

Table 7. (continued)

Variable Name	Description
Multi_Loc_Model_Store_CSR_UserName	Use this variable to define the user name for the CSR of a model store with multiple locations.
Multi_Loc_Model_Store_BIA_UserId	Use this variable to define the identifier for a backroom associate of a model store with multiple locations.
Multi_Loc_Model_Store_BIA_UserName	Use this variable to define the user name for the backroom associate of a model store with multiple locations.
Multi_Loc_Model_Store_Admin_UserName	Use this variable to define the user name for the store administrator of a model store with multiple locations.
No_Loc_Store_Admin_UserId	Use this variable to define the identifier for a store administrator of a store with no locations.
No_Loc_Store_Admin_UserName	Use this variable to define the user name for the store administrator of a store with no locations.
No_Loc_Store_CSR_UserId	Use this variable to define the identifier for a CSR of a store with no locations.
No_Loc_Store_CSR_UserName	Use this variable to define the user name for the CSR of a store with no locations.
No_Loc_Store_BIA_UserId	Use this variable to define the identifier for a backroom associate of a store with no locations.
No_Loc_Store_BIA_UserName	Use this variable to define the user name for the backroom associate of a store with no locations.
One_Loc_Store_Admin_UserId	Use this variable to define the identifier for a store administrator of a store with one location.
One_Loc_Store_Admin_UserName	Use this variable to define the user name for the store administrator of a store with one location.
One_Loc_Store_CSR_UserId	Use this variable to define the identifier for a CSR of a store with one location.
One_Loc_Store_CSR_UserName	Use this variable to define the user name for the CSR of a store with one location.
One_Loc_Store_BIA_UserId	Use this variable to define the identifier for a backroom associate of a store with one location.
One_Loc_Store_BIA_UserName	Use this variable to define the user name for the backroom associate of a store with one location.
Three_Loc_Store_Admin_UserId	Use this variable to define the identifier for a store administrator of a store with three locations.
Three_Loc_Store_Admin_UserName	Use this variable to define the user name for the store administrator of a store with three locations.

Table 7. (continued)

Variable Name	Description
Three_Loc_Store_CSR_UserId	Use this variable to define the identifier for a CSR of a store with three locations.
Three_Loc_Store_CSR_UserName	Use this variable to define the user name for the CSR of a store with three locations.
Three_Loc_Store_BIA_UserId	Use this variable to define the identifier for a backroom associate of a store with three locations.
Three_Loc_Store_BIA_UserName	Use this variable to define the user name for the backroom associate of a store with three locations.
Multi_Loc_Store_Admin_UserId	Use this variable to define the identifier for a store administrator of a store with multiple locations.
Multi_Loc_Store_Admin_UserName	Use this variable to define the user name for the store administrator of a store with multiple locations.
Multi_Loc_Store_CSR_UserId	Use this variable to define the identifier for a CSR of a store with multiple locations.
Multi_Loc_Store_CSR_UserName	Use this variable to define the user name for the CSR of a store with multiple locations.
Multi_Loc_Store_BIA_UserId	Use this variable to define the identifier for a backroom associate of a store with multiple locations.
Multi_Loc_Store_BIA_UserName	Use this variable to define the user name for the backroom associate of a store with multiple locations.
Not_Onboarded_Store1_UserId	Use this variable to define the identifier for a store administrator of store 1 that is not yet brought onboard.
Not_Onboarded_Store1_UserName	Use this variable to define the user name for a store administrator of store 1 that is not yet brought onboard.
Not_Onboarded_Store1_CSR_UserId	Use this variable to define the identifier for a CSR of store 1 that is not yet brought onboard.
Not_Onboarded_Store1_CSR_UserName	Use this variable to define the user name for a CSR of store 1 that is not yet brought onboard.
Not_Onboarded_Store1_BIA_UserId	Use this variable to define the identifier for a backroom associate of store 1 that is not yet brought onboard.
Not_Onboarded_Store1_BIA_UserName	Use this variable to define the user name for a backroom associate of store 1 that is not yet brought onboard.
Not_Onboarded_Store2_UserId	Use this variable to define the identifier for a store administrator of store 2 that is not yet brought onboard.
Not_Onboarded_Store2_UserName	Use this variable to define the user name for a store administrator of store 2 that is not yet brought onboard.

Table 7. (continued)

Variable Name	Description
Not_Onboarded_Store2_CSR_UserId	Use this variable to define the identifier for a CSR of store 2 that is not yet brought onboard.
Not_Onboarded_Store2_CSR_UserName	Use this variable to define the user name for the CSR of store 2 that is not yet brought onboard.
Not_Onboarded_Store2_BIA_UserId	Use this variable to define the identifier for a backroom associate of store 2 that is not yet brought onboard.
Not_Onboarded_Store2_BIA_UserName	Use this variable to define the user name for a backroom associate of store 2 that is not yet brought onboard.
Not_Onboarded_Store3_UserId	Use this variable to define the identifier for a store administrator of store 3 that is not yet brought onboard.
Not_Onboarded_Store3_UserName	Use this variable to define the user name for a store administrator of store 3 that is not yet brought onboard.
Not_Onboarded_Store3_CSR_UserId	Use this variable to define the identifier for a CSR of store 3 that is not yet brought onboard.
Not_Onboarded_Store3_CSR_UserName	Use this variable to define the user name for the CSR of store 3 not yet brought onboard.
Not_Onboarded_Store3_BIA_UserId	Use this variable to define the identifier for a backroom associate of store 3 that is not yet brought onboard.
Not_Onboarded_Store3_BIA_UserName	Use this variable to define the user name for a backroom associate of store 3 that is not yet brought onboard.
Vendor_1	Use this variable to define the vendor 1 of the retail channel enterprise.
Vendor_2	Use this variable to define the vendor 2 of the retail channel enterprise.
Vendor_3	Use this variable to define the vendor 3 of the retail channel enterprise.
Buyer_1	Use this variable to define the buyer 1 of the retail channel enterprise.
Buyer_2	Use this variable to define the buyer 2 of the retail channel enterprise.
Buyer_3	Use this variable to define the buyer 3 of the retail channel enterprise.
No_Loc_Model_StoreId	Use this variable to define the identifier of a model store with no locations.
No_Loc_Model_StoreName	Use this variable to define the name of a model store with no locations.
One_Loc_Model_StoreId	Use this variable to define the identifier of a model store with one location.
One_Loc_Model_StoreName	Use this variable to define the name of a model store with one location.

Table 7. (continued)

Variable Name	Description
Three_Loc_Model_StoreName	Use this variable to define the name of a model store with three locations.
Multi_Loc_Model_StoreId	Use this variable to define the identifier of a model store with multiple locations.
Multi_Loc_Model_StoreName	Use this variable to define the name of a model store with multiple locations.
No_Loc_StoreId	Use this variable to define the identifier of a store with no locations.
No_Loc_StoreName	Use this variable to define the store name of a store with no locations.
One_Loc_StoreId	Use this variable to define the identifier of a store with one location.
One_Loc_StoreName	Use this variable to define the name of a store with one location.
Three_Loc_StoreId	Use this variable to define the identifier of a store with three locations.
Three_Loc_StoreName	Use this variable to define the name of a store with three locations.
Multi_Loc_StoreId	Use this variable to define the identifier of a model store with multiple locations.
Multi_Loc_StoreName	Use this variable to define the name of a model store with multiple locations.
Not_Onboarded_Store1Id	Use this variable to define the identifier of store 1 that is not yet brought onboard.
Not_Onboarded_Store1Name	Use this variable to define the name of store 1 that is not yet brought onboard.
Not_Onboarded_Store2Id	Use this variable to define the identifier of store 2 that is not yet brought onboard.
Not_Onboarded_Store2Name	Use this variable to define the name of store 2 that is not yet brought onboard.
Not_Onboarded_Store3Id	Use this variable to define the identifier of store 3 that is not yet brought onboard.
Not_Onboarded_Store3Name	Use this variable to define the name of store 3 that is not yet brought onboard.
Not_Onboarded_Store4Id	Use this variable to define the identifier of store 4 that is not yet brought onboard.
Not_Onboarded_Store4Name	Use this variable to define the name of store 4 that is not yet brought onboard.
Not_Onboarded_Store5Id	Use this variable to define the identifier of store 5 that is not yet brought onboard.
Not_Onboarded_Store5Name	Use this variable to define the name of store 5 that is not yet brought onboard.
Not_Onboarded_Store6Id	Use this variable to define the identifier of store 6 that is not yet brought onboard.
Not_Onboarded_Store6Name	Use this variable to define the name of store 6 that is not yet brought onboard.

Table 7. (continued)

Variable Name	Description
Limited_Loc_Model_Store_UserId	Use this variable to define the identifier for a store user of a model store with limited locations.
Limited_Loc_Model_Store_UserName	Use this variable to define the username for a store user of a model store with limited locations.
Limited_Loc_Model_Store_CSR_UserId	Use this variable to define the identifier for a store CSR of a model store with limited locations.
Limited_Loc_Model_Store_CSR_UserName	Use this variable to define the username for a store CSR of a model store with limited locations.
Limited_Loc_Model_Store_BIA_UserId	Use this variable to define the identifier for a store BIA of a model store with limited locations.
Limited_Loc_Model_Store_BIA_UserName	Use this variable to define the username for a store BIA of a model store with limited locations.
Limited_Loc_Model_StoreId	Use this variable to define the store identifier for a model store with limited locations.
Limited_Loc_Model_StoreName	Use this variable to define the store name for a model store with limited locations.
Multi_Loc_Model_Store_UserId	Use this variable to define the identifier for a store user of a model store with multiple locations.
Multi_Loc_Model_Store_UserName	Use this variable to define the username for a store user of a model store with multiple locations.
Multi_Loc_Model_Store_CSR_UserId	Use this variable to define the identifier for a store CSR of a model store with multiple locations.
Multi_Loc_Model_Store_CSR_UserName	Use this variable to define the username for a store CSR of a model store with multiple locations.
Multi_Loc_Model_Store_BIA_UserId	Use this variable to define the identifier for a store BIA user of a model store with multiple locations.
Multi_Loc_Model_Store_BIA_UserName	Use this variable to define the username for a store BIA user of a model store with multiple locations.
Manifest_Date	Use this variable to define the manifest date.
Shipper_Account_No	User this variable to define the account number of the shipper.
Store_Parcel_Scac	Use this variable to define the standard carrier alpha code for a store parcel.
Store_TL_CarrierService	Use this variable to define the carrier service for the truck load of the store.
Store_LTL_CarrierService	Use this variable to define the carrier service for the "less-than truck load" of the store.

Table 7. (continued)

Variable Name	Description
Store_Parcel_CarrierService	Use this variable to define the carrier service for a store parcel
Store_TL_ScacAndService_Key	Use this variable to define the service key and the standard carrier alpha code for the truck load of the store.
Store_LTL_ScacAndService_Key	Use this variable to define the standard carrier alpha code, and service key for the "less-than truck load" of the store.
Store_PARCEL_ScacAndService_Key	Use this variable to define the standard carrier alpha code and service key for the store parcel.

The Sterling Store Inventory Management reference implementation can be configured multiple times for a single installation. You can configure this data with different Enterprise and Node variables used to create multiple online business channels all relating to a single company.

Note: Although the reference implementation can be configured multiple times for a single installation, it is recommended NOT to run the reference implementation with the same `sop_ref_variable.properties` file.

The reference implementation factory setup is broken up into the following different components:

- Configuration Data — This consists of the basic configuration data required for the application including new organizations, common codes, and rules.
- Master Data — This consists of some example data that can be used to demo the application including sample items. It is expected that this data is not be used in a production environment.
- Transaction Data — The transaction data is configured such that the basic processes explained in the documentation are fulfilled. Transaction Data can be optionally run at the time of installing Sterling Store Inventory Management.

To run the reference implementation with master data and configuration data, run the following command from the <INSTALL_DIR> directory:

For Windows:

```
.\sci_ant.cmd -f bin\sop_load_reference_implementation.xml all -logfile <logfile>
```

For Unix or Linux:

```
./sci_ant.sh -f bin/sop_load_reference_implementation.xml all -logfile <logfile>
```

To run individual components of the reference implementation, run the following commands from <INSTALL_DIR> directory:

- Configuration data installation

For Windows:

```
.\sci_ant.cmd -f bin/sop_load_reference_implementation.xml configdata -logfile <logfile>
```

For Unix or Linux:

```
./sci_ant.sh -f bin/sop_load_reference_implementation.xml configdata  
-logfile <logfile>
```

- Master data installation

For Windows:

```
.\sci_ant.cmd -f bin/sop_load_reference_implementation.xml masterdata  
-logfile <logfile>
```

For Unix or Linux:

```
./sci_ant.sh -f bin/sop_load_reference_implementation.xml masterdata  
-logfile <logfile>
```

- Transaction Data

Note: Before running the transaction data, update the pipeline determination rule to use the store pipeline.

- For cycle count, use the Store Cycle Count Execution Pipeline.

- For Physical Count, use the Store Physical Count Execution Pipeline.

If you fail to update the pipeline determination rule, the data will be inconsistent. You must recreate the schema and reload the data.

For Windows:

```
.\sci_ant.cmd -f bin/sop_load_reference_implementation.xml transactiondata  
-logfile <logfile>
```

For Unix or Linux:

```
./sci_ant.sh -f bin/sop_load_reference_implementation.xml transactiondata  
-logfile <logfile>
```

Note: When the reference implementation is installed, the .restart files are created in the <INSTALL_DIR>/database/FactorySetup/sop/install directory.

The .restart files record the points in the reference implementation that are complete.

- For Configuration data installation, the ref_sop_configdata_installer.xml.restart is created.

- For Master data installation, the ref_sop_masterdata_installer.xml.restart is created.

If the reference implementation installation fails and if you re-run the installation scripts, the .restart files are read to resume the installation from the point where the installation failed.

If you want to start a fresh installation of the reference implementation, ensure that you delete the .restart files before re-running the installation.

If you do not want to use the reference implementation, and want to create your own pipelines, see the *Sterling Store Inventory Management: Implementation Guide*

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.

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

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 fictitious 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](http://www.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 <http://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

A

Application Installer
 overview task list 1

C

customize the reference implementation
 data
 unix or linux 65
 windows 59

I

imcl 9, 13
install
 reference implementation components
 on Unix or Linux 79
 reference implementation components
 on windows 73
 reference implementation
 configuration data and demo data
 on unix or linux 81
 reference implementation
 configuration data and demo data
 on windows 75
 reference implementation
 overview 71
installing applications
 system requirements 3
installing sterling field sales language
 pack 43
installing sterling store inventory
 management language pack 49
installing Sterling Store language
 pack 27, 35

R

reference implementation data
 validate and activate on unix or
 linux 83
 validate and activate on windows 77

T

tasklists
 installing and upgrading 5



Printed in USA