

Retek[®] Customer Order Management[™] 11.0.1

Installation Guide

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- Exact error message received.
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Chapter 1 – Database server installation instructions

Before you apply the RCOM 11.0.1 patch:

- • Make a backup of all your objects and database schema.
- • Review the enclosed RCOM 11.0.1 Patch Release Notes (rcom-1101-rn.pdf).

Before copying over any files:

- • Note whether customizations have been made to the module. If so, then the customizations must be reapplied over the new version of the module (or the fix may need to be applied to the custom version of the code).
- • Copy the original files to a different directory before copying over them in case they need to be referred to at a later date.



Note: These instructions refer to RCOM11DEV as the Oracle owning schema.

Mount CD-ROM on the Database Server

- 1 Copy the rcom1101dbpatch.zip file from the CD /dbserverunix directory to a newly created staging directory on your UNIX server.
- 2 Unzip the file by entering:

```
unzip rcom1101dbpatch.zip
```

Update DDL

- 1 Log in to UNIX as the retek user.
- 2 Change directories to <staging area>/
- 3 Log in to SQLPLUS as the RCOM11DEV user.
- 4 Enter the following command:

```
SQL> @patch1101dbcs.sql
```
- 5 View the spool file patch1101dbcs.log when finished to verify that no errors were found.

Update control tables

- 1 Change directories to <staging area>/
- 2 Log in to SQLPLUS as the RCOM11DEV user.
- 3 Enter the following command:

```
SQL> @patch1101ctl.sql
```
- 4 View the spool file patch1101ctl.log when finished to verify that no errors were found.

Chapter 2 – RCOM WebSphere Configuration

This section describes the configuration of the RIB JMS Provider and the RCOM DataSource configuration after installation of WebSphere 5.1.1 and RIB 11.0.1. It assumes a clean install of WebSphere. Following the RCOM install, the **ribforrcom** application should be installed and configured as outlined in the RIB 11.0.1 Installation Guide(J2EE Integration chapter). It should be noted that RCOM needs to be installed on WebSphere 5.1.1 but ribforrcom needs to be installed on a separate WebSphere 5.1 instance. The WebSphere version of these 2 products will be synchronized in a future release.

The environment variables \$WAS_HOME and \$WAS_INSTANCE_HOME should be defined as outlined in chapter 6. This document will refer to \$WAS_HOME as your WebSphere installation directory for the initial, root instance of WebSphere. (example: /opt/ibm/WebSphere/AppServer).

The \$WAS_INSTANCE_HOME specified in the instructions needs to be either the instancePath specified in the WebSphere wsinstance.sh command, or the \$WAS_HOME value if this is the first (example: /opt/ibm/WebSphere/AppServer) instance installed. \$WAS_INSTANCE_HOME must be exported as an environment variable.

In the follow documentation, \$RCOM_INSTALL_BASE is a directory on the AIX server where the rcom1101appserver.zip was extracted.



Note: The following steps must be completed for *each instance* of WebSphere that RCOM will be deployed to.

Deploy RCOM configuration packaging

1. Create the directory \$WAS_INSTANCE_HOME/config-scripts. Copy the contents of directory \$RCOM_INSTALL_BASE/was-config/config-scripts to \$WAS_INSTANCE_HOME/config-scripts


```
mkdir $WAS_INSTANCE_HOME/config-scripts
cp $RCOM_INSTALL_BASE/was-config/config-scripts/* $WAS_INSTANCE_HOME/config-scripts/.
```
2. Create the directory \$WAS_INSTANCE_HOME/rcom. Copy \$RCOM_INSTALL_BASE/was-config/rcom to \$WAS_INSTANCE_HOME/rcom


```
mkdir $WAS_INSTANCE_HOME/rcom
cp $RCOM_INSTALL_BASE/was-config/rcom/* $WAS_INSTANCE_HOME/rcom/.
```
3. Create the directory \$WAS_INSTANCE_HOME/oracle. Copy \$RCOM_INSTALL_BASE/was-config/oracle to \$WAS_INSTANCE_HOME/oracle


```
mkdir $WAS_INSTANCE_HOME/oracle
cp $RCOM_INSTALL_BASE/was-config/oracle/* $WAS_INSTANCE_HOME/oracle/.
```

Configure WebSphere using jacl scripts

- 1 Change directory to the \$WAS_INSTANCE_HOME/config-scripts folder (e.g. /opt/ibm/WebSphere/AppServer/config-scripts).
- 2 Change the file permissions by executing: 'chmod 755 *.sh'
- 3 Edit the definitions for the following variables in mainScript.jacl so that they contain the correct configuration for your instance of WebSphere to which RCOM will be installed.
 - scriptRunPath – the path to the config-scripts directory (e.g./opt/ibm/WebSphere/AppServer/config-scripts).
 - oracleJarPath – the path to the Oracle jar file from the RIB install (e.g \$RCOM_INSTALL_BASE /oracle/ojdbc14.jar).
 - cell – the cell name of the websphere instance (e.g. msppc004736). This will be the machine name of the host.
 - node – the node name of the websphere instance (e.g. msppc004736).
 - server_name – the server name of the WebSphere instance (the default is server1).
 - rcomJ2CAlias – the J2C alias name that will be setup in WebSphere with the values stated in rcomUserId and rcomPassword.
 - rcomJdbcUrl – the JDBC URL to the RCOM database (e.g. jdbc:oracle:thin:@mspdev32:1521:comtst9i).
 - rcomUserId – the Oracle user name for the RCOM database (e.g. comint102user)
 - rcomPassword – the Oracle password for the RCOM database (e.g. retek)
 - rmsJ2CAlias – the J2C alias name that will be setup in WebSphere with the values stated in rmsUserId and rmsPassword
 - rmsJdbcUrl – the JDBC URL to the RMS database (e.g. jdbc:oracle:thin:@mspdev32:1521:comtst9i).
 - rmsUserId – the Oracle user name for the RMS database (e.g. rmsint100user).
 - rmsPassword – the Oracle password for the RMS database (e.g. retek).
- 4 With the target WebSphere instance up and running, execute the following command:

```
sh gojacl.sh mainScript.jacl
```

Configuring WebSphere's JVM

- 1 Log into the WebSphere admin console with your web browser. The default URL is [http://\[server_name\]:9091/admin](http://[server_name]:9091/admin)
- 2 From the explorer on the left side of the screen, select **Servers**, then **Application Servers**
- 3 From the list of servers, select your server that RCOM will be installed on (e.g. **server1**)
- 4 From the list of **Additional Properties**, select **Process Definition**
- 5 From the new list of **Additional Properties**, select **Java Virtual Machine**
- 6 From the list of **Additional Properties** at the bottom of the page, select **Custom Properties**
- 7 Click on the **New** button

- 8 In the **Name** field enter `log4j.configuration` and in the **Value** field enter file:///WAS_INSTANCE_HOME/rcom/log4j.properties where `WAS_INSTANCE_HOME` is the actual path store in the environment variable `$WAS_INSTANCE_HOME`. Also, note the three slashes following file: in the URL is necessary on Unix systems.
 - 9 Click on the OK button
 - 10 You will be brought back to the Java Virtual Machine page. Again, from the list of Additional Properties at the bottom of the page, select Custom Properties
 - 11 Click on the New button
 - 12 In the Name field enter `retek.server.instance` and in the Value field enter `true`
 - 13 Click on the OK button
 - 14 Click on the save hyperlink at the top of the screen
 - 15 Click on the Save button on the Save page
- Your server should now be ready for RCOM application installation

Chapter 3 – RCOM Ear Installation

This section describes steps to compilation, packaging, and deployment of the RCOM ear.

In the follow documentation, \$RCOM_INSTALL_BASE is the directory on the AIX server where the rcom1101appserver.zip installation file was extracted or the installation CD-ROM is mounted.

Configuration of the build.properties file

- 1 Change directory to \$RCOM_INSTALL_BASE/rcom-rmm-11_0_1-ga/targets
- 2 Copy the file build.annotated-example.properties to build.properties
- 3 Edit the following properties in the newly created build.properties file:
 - **build.version** –The build identifier. It needs to be a unique name per deployment instance of RCOM.
 - **web.client.url** - The fully qualified HTTP URL address to the web container where the RCOM application ear is deployed. (e.g. <http://mspdev35.retek.int:9080/rcom>)
 - **server.node.name** - The name of the WebSphere node where the RCOM application will be deployed.
 - **ldap.authenticationprovider.url** - Microsoft Active Directory 2000 LDAP settings for your network.(e.g.ldap://64.238.67.60:389/)
 - **ldap.user.basedn** - Microsoft Active Directory 2000 LDAP settings for your network. (e.g. ou=RCOM,dc=rcomad,dc=local)
 - **ldap.authenticationmode** - Microsoft Active Directory 2000 LDAP settings for you network. (e.g. simple)
 - **ldap.batch.url** - Microsoft Active Directory 2000 LDAP settings for you network. (e.g. ldap://64.238.67.60:389/)
 - **deploy.server.hostname** - The fully qualified hostname of the WebSphere instance where the RCOM application ear will be installed. (e.g. mspdev35.retek.int)
 - **deploy.server.jndi.port** - The JNDI TCP/IP port number of the server specified in deploy.server.hostname above. (e.g. 2809, which is the WebSphere default BOOTSTRAP_ADDRESS port)
 - **deploy.batch.enabled** - Enables deployment of the RCOM batch scripts and client jars. (e.g. true)
 - **deploy.batch.dir** - The base directory where the RCOM batch scripts and client jars will be installed. (e.g. /opt/ibm/WebSphere/AppServer/batch)
 - **deploy.websphere.home** - The WebSphere home directory. (e.g. /opt/ibm/WebSphere/AppServer)
 - **deploy.instance.home** - The home directory of WebSphere instance to install to. This will be the same as \$WAS_HOME for single node installs. (e.g. /opt/ibm/WebSphere/AppServer)

- **rib.server.hostname** - The fully qualified hostname of the WebSphere instance running rib-rcom (See the RIB installation guide).
 - **rib.server.jndi.port** - The Bootstrap port of the WebSphere instance running rib-rcom.
- 4 The necessary client files are included with the build and instructions are available in the Client Installation section. The base rcom url will contain links to allow users to download and install Java products. In order for the links to work, the following parameters need to be added to build.properties with the appropriate environment settings where the java components can be downloaded from:

```
# ibmjre.url is the URL for downloading the IBM JRE needed to run
the client
```


```
ibmjre.url=http://mspdev37:8180/dev/rcom_client_install/ibmjre-
combined.zip
```


```
# websphere.url is the URL for downloading the Java WebStart
installation # program needed to run the client
```

```
webstart.url=http://mspdev37:8180/dev/rcom_client_install/j2re-
1_4_2_03-windows-i586-p.exe
```

Building and installing the ear

- 1 Change directory to \$WAS_HOME/properties
- 2 Update the file wsadmin.properties setting the scripting port to the SOAP port of the server on which RCOM will be installed.

 **Example:** com.ibm.ws.scripting.port=8881

 **Note:** If RCOM is NOT installed on the default server (server1) navigate to \$RCOM_INSTALL_BASE/buildutil and update the files updaterrcom.jacl.template, updaterrcom.jacl, startRCOM.sh, and stopRCOM.sh replacing 'server1' with the name of the server where RCOM will be installed.

- 3 Change directory to \$RCOM_INSTALL_BASE/ rcom-rmm-11_0_1-ga
- 4 Change file permissions by running

```
chmod 755 *.sh
```

and

```
chmod 755 a+x buildutil/rcom-tools/jakarta-ant/bin/ant
```

- 5 Edit \$WAS_HOME/bin/wsadmin.sh and add the line:

```
-Xmx256M \
```

after the existing line:

```
-Xbootclasspath/p:"$WAS_BOOTCLASSPATH" \
```

- 6 Run the following:

```
sh deploy.sh build.properties deploy
```

- 7 At the end of a successful deployment process, you should see the following message displayed:

```
Completed deploy
```

If you see this message, the deploy was successful!

In case of deployment failure

There is a known problem with deploying to WebSphere via its scripting interface where an application will successfully install, but fail to start. This happens if the application is being newly installed and not simply updating an existing install of the same application. A consequence of this in our deployment is that the final step of the install--the deployment of the batch scripts and jar files, will not be executed.

To complete the batch install, we need run it by itself from the deployment script. Assuming you are in the same directory where the build was started, execute the following steps:

- 1 From \$RCOM_INSTALL_BASE/rcom-rmm change to the \$RCOM_INSTALL_BASE/rcom_rmm/dist directory:

```
cd dist
```
- 2 Run the following:

```
./deploy.sh build.properties init deploy-batch
```

After successful deployment of the batch files, bounce the server and RCOM will start normally.

Online Help Setup

There are two sets of online help documentation, one for RCOM and one for RMM. The Application.Properties file's HelpFileUrl property for both RCOM and RMM will need to be setup to point to online help for RCOM and RMM respectively. The Application.properties files for both application will need to be edited. This will be done by un-jarring the rcom-gui.war file located at \$RCOM_INSTALL_BASE/rcom-rmm-11_0_1-ga/package/rcom, editing the 2 Application.properties files, and re-jarring and signing the jar file.

Extract RCOM help

Copy the rcom11help.zip file from \$RCOM_INSTALL_BASE/online-help to a location on the application server where the rcom helpfiles will reside. Unzip the file to extract its contents. Edit the IBMHttpServer's httpd.conf file to create an alias to this directory.



Example: Alias /rcomhelp/ /u00/webximck/WebSphere/AppServer/rcomhelp/

Extract RMM help

Copy the rmm11help.zip file from \$RCOM_INSTALL_BASE/online-help to a location on the application server where the rmm helpfiles will reside. Unzip the file to extract its contents. Edit the IBMHttpServer's httpd.conf file to create an alias to this directory.



Example: Alias /rmmhelp/ /u00/webximck/WebSphere/AppServer/rmmhelp/

Edit the RCOM and RMM Applications.properties files

Workstation Instructions

- 1 Copy rcom-gui.war from
\$WAS_HOME/installedApps/<cell>/RCOM_RMM_Production.ear/ to a temporary directory on your workstation.

- 2 Extract the jar file with the following command:

```
jar xvf rcom-gui.jar
```



Note: Java 1.4.2 needs to be installed on your workstation

- 3 Using WordPad, edit the files Application.properties and
com\retex\rmm\Application.properties . Replace the setting for HelpFileURL with the alias
for the location of each of the product's helpfiles.



Example:

RCOM

HelpFileURL=http://<server_name>:<port>/rcomhelp/start.htm

RMM

=http://<server_name>:<port>/rmmhelp/start.htm

- 4 Re-jar rcom-gui.jar by removing the old jar file and running the following:

```
jar cvf rcom-gui.jar *
```

Server Instructions

- 1 Change directories to RCOM_INSTALL_BASE/jar-utility

```
cd . $RCOM_INSTALL_BASE/jar-utility
```


unzip rcom-utility.zip in this directory
- 2 Recursively change the permissions of the extracted files

```
chmod -R 755 *
```
- 3 Change directories to rcom-utility/jars/tosign
- 4 FTP the updated rcom-gui.jar file to this directory and do the following:
 - Change directories to \$RCOM_INSTALL_BASE/jar-utility/rcom-utility.
 - Resign the jar file by running signjars.sh
 - The re-signed rcom-gui.jar file is now located in \$RCOM_INSTALL_BASE /jar-utility/rcom-utility/jars/signed . Copy the jar file back to
\$WAS_HOME/installedApps/<cell>/RCOM_RMM_Production.ear/ .
 - Bounce WebSphere. Online help is now hooked up

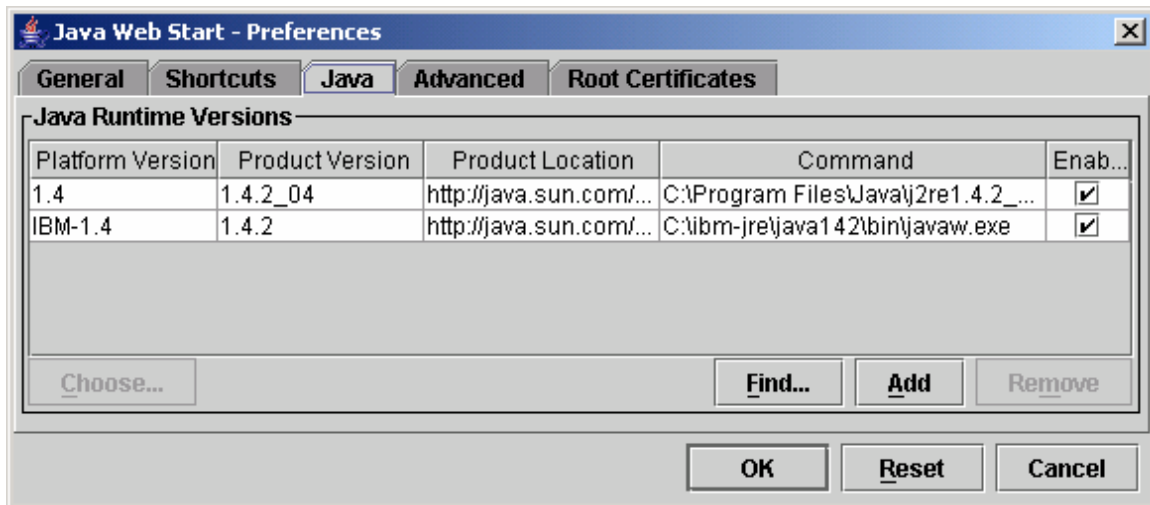
Chapter 4 – RCOM Client Install

This documents the installation of the client side software components needed to launch the RCOM application. In the installation instructions, \$RCOM_INSTALL_BASE refers to the directory into which the RCOM installation was unzipped.

RCOM Client Software Install

Two programs, the IBM Java runtime environment and WebStart, must be installed on all client machines that will run RCOM. To install them, follow these steps:

- 1 The two installation files needed are located in \$RCOM_INSTALL_BASE/client. Copy both ibm-jre-142.zip and j2re-1_4_2_04-windows-i586-p.exe to a temporary directory on the client PC (ie C:\temp).
- 2 On the client PC, install WebStart by installing the Sun 1.4.2 JRE by clicking on the icon for C:\temp\j2re-1_4_2_04-windows-i586-p.exe and following the installation instructions. Upon completion, an icon for WebStart will be placed on the desktop.
- 3 Unzip ibmjre.zip to a suitably named directory such as C:\ibm-jre
- 4 Click on the WebStart icon to start the Java WebStart Application Manager. A window will appear. From the menu, click on File -> Preferences. The display will change. Click on the Java tab.
- 5 The Java tab display area has a four column table. Click the Add button to add a new entry to the table and entry IBM-1.4 in the Platform Version column, 1.4.2 in the Product Version column, and the full path to the javaw.exe unzipped in Step 3 (ie C:\java\ibm-jre\java142\bin\javaw.exe) in the Command column. When filled in, the window should look similar to the screen capture below:



Note: These values must be entered **exactly** as specified or WebStart will be unable to launch the RCOM application.

- 6 Click OK and close the Java Web Start Application Manager.

If the RCOM application has been installed to WebSphere, RCOM and RMM can be started from the *RCOM Application Clients* page by pointing your browser at the RCOM WebStart client URL, which should be similar to the following URL (the port can be identified by checking what HostAlias_1 is set to in \$WAS_HOME/config/cells/<cell name>/virtualhosts.xml).

- `http://<Server_Name>:<Host1_Port>/rcom`
- `http://mspdev35.retek.int:9080/rcom`

Chapter 5 – Environment installation

This procedure describes how to RCOM on a computer running AIX.

Prerequisites

To run this procedure, the following hardware and software must be installed:

- Microsoft Active Directory.
- Oracle: Version 9.2.0.X
- RCOM, RMS schemas are synchronized to version of RCOM to be installed – each instance contains expected data.
- WebSphere Application Server: Version 5.1.1.
- Before the RCOM instance(s) can be configured, e*Gate/RIB must be installed and configured. Refer to the Retek Integration Guide for full instructions.
- Telnet or another Xterm emulator is available on the host (unix) machine, or an X Window capable terminal emulator on a PC, such as Hummingbird Exceed

Depending on the settings used to logon to the AIX host, you may not have execute permissions for files expanded from zip files etc. If you experience problems with execution permissions on files created from a ZIP file, change to the directory where the files were unzipped and use the following command to recursively make all files executable:

```
chmod -R u+x *
```

Initial steps

The first steps for each installation of the RCOM application are to create environment variables and directories on the server

Perform these steps:

- 1 Create environment variables that will be used by various scripts, as well as during this install process (you can define these in the .profile file so that the user does not have to set them each time they log in). The variables are:
 - **WAS_HOME** – This variable represents the complete path to the WebSphere installation files that were installed (For example /files1/ibm/WebSphere/AppServer).
 - **WAS_INSTANCE_HOME** – This variable represents the complete path to the WebSphere server instance that RCOM will be installed to. This could be the same as \$WAS_HOME or if it was created using wsinstance.sh it will be something else (For example /files1/ibm/WebSphere/instance2).
 - **JAVA_HOME** – This variable represents the complete path to the Java JVM that shipped with WebSphere installation (For example \$WAS_HOME/java).

Examples of .profile entries for the WAS_HOME and JAVA_HOME variables are:

- export WAS_HOME=/files1/ibm/WebSphere/AppServer
- export WAS_INSTANCE_HOME=\${WAS_HOME}
- export JAVA_HOME=\${WAS_HOME}/java

- 2 In the .profile file, add the path to the Java executables to the beginning of the \$PATH variable :

```
export PATH=$JAVA_HOME/bin:$PATH:
```



Note: \$RCOM_INSTALL_BASE is the directory on the AIX server where the wscom106.zip installation file was extracted or the installation CD-ROM is mounted. All installation documentation referred to below is relative to the base documentation directory \$RCOM_INSTALL_BASE/docs.

Set up the environment

- 3 Run Seed_install_script.sql script to load all RCOM seed data. It can be found in the following directory: Rcom-tools\dbscripts\seed-data. Following is the list of all the scripts that are run.

Script Name	Table Name	Description	Dependencies
Seed_cor_inse rt_script.sql	COR_ORDER_PARTIAL_ LINE_REASON	These are the reasons for a partial order.	Values: M - Missing D - Damaged
Seed_cor_inse rt_script.sql	COR_ORDER_CANCEL_R EASON	These are reasons for a cancelled order.	Values: 1 – System Cancel – Pending Order 2 – Wrong Color 3 – Substitute 4 – Order Entry Error 5 – No Longer Available 6 – Direct Ship Vendor Cancel 7 – Promotion Benefit Cancel
Seed_cor_inse rt_script.sql	COR_ACCOMMODATIO N_REASON	These are reasons for accommodations on orders.	Values: T – Tax Credit TL – Tax Credit

Script Name	Table Name	Description	Dependencies
Seed_cor_insert_script.sql	COR_PENDING_REASON	These are the reasons for a pending order.	Values: 1 – Failed Payment Authorization 4 – Waiting for Authorization 5 – Needs Manual Authorization 6 – Mail Order Has Balance 7 – Mail Order Invalid Service Line 8 – Mail Order Shipping Restriction Failed 9 – Mail Order Invalid Personal Hold Date 10 – Mail Order Invalid Event Hold 11 – Under Payment Tolerance Exceeded 13 – Component Return on Item Reserved as Pack 14 – Pended to Generate Internet Summary 15 – Internet Manual Pend 16 – Waiting Tax Authorization (Default Task Id assigned is –1000)
Seed_cor_insert_script.sql	COR_SUPP_RETURN_DISPOSITION	Description of Return Disposition	Valid flags: 0 Non-disposed 1 Disposed
Seed_rdw_insert_script.sql	RDW_LAST_BATCH_PROCESS	For RDW export of when the last batch was run.	CustomerOrderPromotion ReturnLine CustomerOrderLine OrderLinePositionalInventory ServiceLine Customer CustomerOrder MediaSellingItem MediaSellingItemSellingSku MediaSellingItemDepiction ActivityRequest CatalogRequest

Script Name	Table Name	Description	Dependencies
Seed_crs_inse rt_script.sql	CRS_CORRESPONDENCE _TYPE	Correspondence types	Values: 1 - Recalled Product 2 - Changes in Order 3 - Declined Credit Card 4 - Custom 5 - Order Confirmation 6 - Ship Confirmation 7 - First Backorder Notification 8 - Subsequent Backorder Notification 9 - Mail Order Backorder Notification 10 - Gift Recipient Letters 11 - Return Confirmations 12 - NLA Notification
Seed_cst_inse rt_script.sql	CST_MATCH_CODE_ CRITERIA	Match Code Criteria – Installs match code criteria.	
Seed_cst_inse rt_script.sql	CST_CHANGE_REASON	Reason codes for customer updates. R00 <ul style="list-style-type: none"> Correction Same customer, same household R01 <ul style="list-style-type: none"> New customer in this household New customer, new household R02 <ol style="list-style-type: none"> New Customer not related to this household New Customer, new household R03 <ul style="list-style-type: none"> Move for entire Household The person changed address, this change applies 	These IDs should not be changed. Otherwise, the functionality that stems from them will not work.

Script Name	Table Name	Description	Dependencies
		<p>to all members of this household</p> <p>R04</p> <ul style="list-style-type: none"> Move for Customer The person changed address, this change applies to this customer only or to specific members of this household 	
Seed_cst_inse rt_script.sql	CST_ACTIVITY_REQUES T_TYPE	Activity request types.	<p>Values:</p> <p>C - Card Card Request</p> <p>G - General Request</p> <p>I - Item Instructions Request</p> <p>L - Label Request</p> <p>P - Partial Request</p> <p>R - Gift Certificate/Refund Check</p> <p>T - Return Request</p> <p>S - Special Order Request</p> <p>W - WISMO Request</p> <p>F - Forward Address Request</p>
Seed_cst_inse rt_script.sql	CST_INACTIVE_REASON	Reasons the customer becomes inactive.	<p>Values:</p> <p>1 – Deceased</p> <p>2 – Multiple Customer Records</p> <p>3 – Customer Request</p>
Seed_itm_inse rt_script.sql	INV_INVENTORY_ QUANTITY_CONFIG	Inventory Bucket Configuration	Needed to configure the ATP module. ATP will not work without these configurations.
Seed_cst_inse rt_script.sql	ITM_ATTRIBUTE	Item Attributes - global attribute user-friendly display labels	
Seed_loc_inse rt_script.sql	LOC_COUNTRY	Country	<p>Values:</p> <p>1 – USA</p> <p>2 - CAN</p>
Seed_loc_inse rt_script.sql	LOC_CALL_CENTER_LO CATION	Default Call center location.	<p>Values:</p> <p>-999 – Default Call Center</p>

Script Name	Table Name	Description	Dependencies
Seed_org_inse rt_script.sql	ORG_PREFERENCE	Banner Preferences – Installs all banner parameters.	<p>Must be run before banners are imported from RMS to RCOM.</p> <p>Values:</p> <ul style="list-style-type: none"> 1 – Event hold days 2 – Credit card authorization lead days 3 – Default cancel day 4 – Monogramming Fee 5 – Personalization Fee 6 – Shipping Method Id 7 – Minimum Amount For Merchandise Credit 8 – Personal Hold Delivery Date Limit 9 – Default Backorder Delivery Days 10 – Sales Audit Shipping Handling Export Sku 11 – Sales Audit VAS Personalization Export Sku 12 – Sales Audit VAS Monogram Export Sku 13 – Sales Audit VAS Gift Card Export Sku 14 – Sales Audit VAS Gift Wrap Export Sku 15 – Backorder Notification Lead Days 16 – Backorder Notification Delay Days 17 – Return Threshold Amount 18 – Sales Audit VAS General Export Sku 19 – Under Payment Amount Tolerance 20 – Under Payment Percent Tolerance 21 – Merchandise Credit As Certificate 22 – Default Return Warehouse 23 – Internet Summary Pend Cancel Days
Seed_org_inse rt_script.sql	ORG_ORDER_SOURCE	Order Source - This script installs the order sources that are valid in RCOM.	<p>The values are required in order for the application to work.</p> <ul style="list-style-type: none"> T – Telephone M – Mail Order I – Internet G – Gift Registry

Script Name	Table Name	Description	Dependencies
Seed_pay_insert_script.sql	PAY_AVS_CODE	<p>Reasons why authorization would fail.</p> <p>AVS codes are part of fraud functionality within RCOM. Fraud rules can be set up to include specific AVS codes.</p> <p>If AVS codes are not set up, then a fraud rule cannot be set up to use them. No other functionality will be adversely impacted.</p>	<p>A – Street Address Match. The street addresses match but the postal/zip codes do not, or the request does not include the postal/zip code.</p> <p>B – Street Address Match. Postal/zip code not verified due to the incompatible formats (Acquirer sent both street address and postal/zip code)</p> <p>C – Street address and postal/zip code not verified due to incompatible formats. (Acquirer sent both street address and postal/zip code)</p> <p>D – Street address and postal/zip codes match.</p> <p>F – Street address and postal/zip codes match. Applies to U.K. domestic transactions only</p> <p>G – Address information not verified for global transaction</p> <p>I – Address information not verified</p> <p>M – Street address and postal/zip match.</p> <p>N – No Match. Acquirer sent postal/zip code only or street address only or both street address and postal/zip code.</p> <p>P – Postal/zip codes match. Acquirer sent postal/zip code and street address, but street address not verified due to incompatible formats.</p> <p>R – Retry: System unavailable or timed out. Issuer ordinarily performs its own address verification but was unavailable. Available for U.S. issuers only.</p> <p>S – Not Applicable. If present, replaced with U by V.I.P. Available for U.S. issuers only</p> <p>U – Address not verified for domestic transaction. V.I.P. tried in request.</p> <p>W – Not Applicable.</p> <p>X – Not Applicable.</p> <p>Y – Street address and postal Code match.</p> <p>Z – Postal/Zip Code matches, street address Does not match</p>

Script Name	Table Name	Description	Dependencies
	PAY_TENDER_TYPE_GROUP	These are the tender type groups (payment methods).	All codes and descriptions must match exactly with RMS/Sales Audit. Otherwise payments will not work in RCOM. PAY_TENDER_TYPE_GROUP must be run before PAY_TENDER_TYPE. Values: Cash Check CCard CSLI GoodW Vouch Vouchr
Seed_pay_insert.sql	PAY_TENDER_TYPE	These are the tender types (payment methods).	Values: 4060 – VOUCH – Gift Card 4520 – VOUCHR – Gift Card Redemption 4070 – VOUCH – Merchandise Card 4530 – VOUCHR – Merchandise Card Redemption 4050 – VOUCH – Reward Certificate 10300 – CSLI – Reward Certificate Redemption 10100 – CSLI – Check Redemption 10500 – CSLI – Merchandise Voucher Refund 10600 – CSLI – Check Refund 11000 – GOODW – Customer Goodwill 10200 – CSLI – Cash Redemption 1000 – CASH – Cash - primary currency 2000 – CHECK – Personal Check 3000 – CCARD – Visa 3010 – CCARD – Mastercard 3020 – CCARD – American Express 3030 – CCARD – Discover 3040 – CCARD – Diners Club - N. America 3080 – CCARD – enRoute 3090 – CCARD – Japanese Credit Bureau 4000 – VOUCH – Merchandise Voucher 4030 – VOUCH – Gift Certificate 6000 – MORDER – Money Orders

Script Name	Table Name	Description	Dependencies
			VOUCHR – Gift Certificate Redemption VOUCHR – Merch. Voucher Redemption CSLI – Merchandise Card Refund
Seed_pay_insert.sql	PAY_CREDIT_CARD_NUMBER_RULE	Credit Card Number Rules – Installs the tender type IDs for credit cards as well as their account number length and account number prefixes.	Must be run after PAY_TENDER_TYPE.
Seed_sec_insert.sql	SEC_PERMISSION	These are security permissions.	The values are required in order for the application to work.
Seed_sec_insert.sql	SEC_SUPER_USER_PASSWORD	Generic super user password	The values are required in order for the application to work.
Seed_sec_insert.sql	SEC_USER	System security users	The values are required in order for the application to work. Values: System User Bootstrap User Batch User
Seed_sys_insert.sql	SYS_SYSTEM_PARAMETER	System Parameters – Installs all system parameters.	Needed to set up system options. Required to run the system.
Seed_tsk_insert.sql	TSK_TASK_TYPE	Type of task.	Values: 1 – Activity Request 2 – Additional Review 3 – General Pend 4 – Supervisor Approval 5 – Personal Reminder
Seed_tsk_insert.sql	TSK_ROUTING_ATTRIBUTE	How the task will be routed.	Values: 1 – Work List 2 – Print File 3 – Personal Reminder Screen
Seed_tsk_insert.sql	TSK_TASK	Default fro Personal Reminders.	Values: 9999 – Personal Reminder

Script Name	Table Name	Description	Dependencies
Seed_hst_type_insert.sql	HST_EVENT_TYPE	History Event Types	<ol style="list-style-type: none"> 1. Csr_Customer_Comment 2. Csr_Order_Comment 3. Catalog_Request 4. Customer_Created 5. Customer_Updated 6. Customer_Preferences_Updated 7. Order_Created 8. Activity_Request_Created 9. Pick_Exception 10. Bo_Notification 11. Order_Cancel 12. Manual_Release 13. Customer_Accommodation 14. Gift_Certificate 15. Order_Line_Cancel 16. Order_Closed 17. Order_Line_Hold 18. Return_Order_Line_Created 19. Partial_Order_Line_Created 20. Cancellation_Attempt 21. Mail_Order_Received 22. Exchange_Return_Order_Line_Created 23. Customer_Correspondence 24. Exchange_Sale_Line_Created 25. Miscellaneous_Event 26. Replacement_Created 27. Address_Modified 28. Credit_Card_Authorized_Manually 29. Component_Return_On_Pack 30. Gift_Recipient 31. Call_Tag_Created 32. Stored_Value_Card_Cashout 33. Order_Line_Req_Qty_Modification 34. Return_Qty_Discrepancy
Seed_pers_insert_script.sql	SUP_PERSONALIZATION_TYPE	Personalization Types	EB - Embroidery EG - Engraving EM - Embossing PA - Painting
Seed_pers_insert_script.sql	SUP_PERSONALIZATION_STYLE	Personalization Styles	MO – Monogramming PR – Personalization

- 4 Create the following data in RMS and verify it made it to RCOM. Data needs to be set up in RMS and imported to RCOM in the order below. Reference the Integration Guide for details about any RIB messages.

Codes

- CHTY – Channel types – ORG_CHANNEL_TYPE. The Rcom Application.Properties file will have a Channel Type specified as the Default Channel Type. This channel type must be created.
- SARR – Return reason types – COR_ORDER_RETURN_REASON
- ISLV – Item service level (carrier service) – SHP_SHIP_METHOD
- TRRC – Routing type (Carrier) – SHP_CARRIER

Banners – ORG_BANNER

Channels – ORG_CHANNEL

Diff Types – ITM_DIFF_TYPE

Diffs – ITM_DIFF

Diff Groups – ITM_DIFF_GROUP, ITM_DIFF_GROUP_DETAIL

UDA LOV – ITM_UDA, ITM_UDA_VALUE

Vendor (Supplier) – SUP_SUPPLIER –

- 5 Create a standard supplier and supplier addresses

Supplier addresses – SUP_SUPPLIER_LOCATION

Warehouses – LOC_WAREHOUSE

- Warehouse address must be valid and contain the following fields: City, State, County, Postal Code, and Country. Vertex validates this information, but RMS does not. So the user must ensure they enter a valid address.
- Create at least one physical warehouse associated to at least one virtual warehouse.

Stores – LOC_STORE

- Need to create a virtual (non-stockholding) store and related virtual warehouse for each channel being used.

Items

- Item location – ITM_ITEM_LOCATION
- Item UDA – ITM_ITEM_UDA_VALUE
- Pack information (note that in this release packs cannot be applied to media) – ITM_PACK_ITEM
- Item supplier – ITM_ITEM_SUPPLIER, ITM_ITEM_SUPPLIER_COUNTRY ,
- All items must have a valid default carrier service. These are set up in the RMM, Inventory Item Tab, Edit shipping methods button.
- All items must be associated to both the virtual store and virtual warehouse for each channel from which the item is being sold.
- Items need to be set up at transaction levels 1 and 2 (style and SKU).

6 Import users from Active Directory – SEC_USER



Note: If there is no banner in the system at this point, then at least one banner needs to be created and sent from RMS to Rcom. This should be done before logging in as a bootstrap user. Reference the Integration Guide for details about RIB messages.

- The seed data scripts will create a default call center location in loc_call_center_location with an id of -999.
- Go into Active Directory and create an initial user associated with that default call center location id (-999).
- Change directories to \$WAS_HOME/batch/bin and run securityUserUpdateBatch to import that user.
- Log into RCOM as user “bootstrap” and go into user maintenance. You should see the newly created user in the list of users. Give this “startup” user permission to create call center locations. This can be done by granting the “startup” user the “Security” and “Application Access RCOM” roles. Note: the password for the bootstrap user can be found in the RCOM database schema in table SEC_SUPER_USER_PASSWORD .
- Log out of RCOM, and then back in as the “startup” user.
- Create the call center locations you need.
- In Active Directory, associate the rest of your users with your new call center location(s).
- The users in Active Directory should have all valid location fields (city, county, state, postal code) populated; the import program verifies the location information. Invalid data will be reported to an error log, the location of which is specified as a run time command line parameter.
- Run securityUserUpdateBatch again. The user(s) you associated with new call center location(s) should be imported into RCOM.
- If you wish, you may now manually remove your startup user and default call center location from the RCOM database and remove your startup user from Active Directory.
- After the users are loaded, you have to log in as bootstrap user to set up user roles and associate them to users. Password for bootstrap user is in SEC_SUPER_USER_PASSWORD. This must be set up before any user will have access to RCOM/RMM. If the user should have access to all functionality do not check the “View Only for All Customer Orders” checkbox, but check all the other checkboxes.

7 Create a purposeful fail in the hospital and make sure hospital retry works. Example: Turn off diff id away. In RMS, create a diff ID and a diff group using that diff ID. Send it across the RIB. The diff detail for that group goes in the hospital. Turn on the diff id away so the diff ID comes across the RIB. After the diff ID makes it into RCOM, the diff group should be retried in the hospital and inserted successfully into RCOM.

8 Manually enter any Name titles in the CST_NAME_TITLE table:

- Name_Title_Code
- Name_Title_Description

9 Manually enter any Name suffixes in the CST_NAME_SUFFIX table:

- Name_Suffix_Code
- Name_Suffix_Description

10 Manually enter any Sub-Concepts in the MED_SUB_CONCEPT table:

- Sub_Concept_ID
- Sub_Concept_Description

11 Manually enter Item Collection Codes in ITM_COLLECTION table.

Collection_ID	Code	Description	Version
Unique Id	Unique Code	Description	1

12 Manually enter banner/channel type relationships in the ORG_BANNER_CHANNEL_TYPE table.

Banner_Channel_Type_Id	Banner_Id	Channel_Type_Id
Unique value	Banner Id from ORG_BANNER	Channel type id from ORG_CHANNEL_TYPE

13 Create one item with six SKUs in RMS. These will be used only for Sales Audit purposes and should not be associated to a media. Using the banner ID from ORG_BANNER, manually populate the ORG_BANNER_PREFERENCE table:

Banner_ID	Preference_ID	Preference_Value
Banner_ID from ORG_BANNER	10	Sales Audit Shipping Handling Export SKU
Banner_ID from ORG_BANNER	11	Sales Audit VAS Personalization Export SKU
Banner_ID from ORG_BANNER	12	Sales Audit VAS Monogram Export SKU
Banner_ID from ORG_BANNER	13	Sales Audit VAS Gift Card Export SKU
Banner_ID from ORG_BANNER	14	Sales Audit VAS Gift Wrap Export SKU
Banner_ID from ORG_BANNER	18	Sales Audit VAS General Export SKU



Notes:

The ORG_PREFERENCES listed above need to have corresponding items set up in RMS. There can be one style setup at item level 1, transaction level 2 with the associated SKUs setup as transaction level 2. These items must be associated in RMS to each channel in RCOM. If a new channel is created in RMS, the items must be associated to that new channel's virtual store and warehouse before this channel's items may be sent to Sales Audit.

If a new banner is created in RCOM, the above preferences must be manually inserted into ORG_BANNER_PREFERENCE with the corresponding SKUs for the new banner. This allows shipping and handling, VAS, and gifting audit information to be sent to Sales Audit.

The SKUs created for Sales Audit use should not be used on orders in RCOM.

- 14 Manually enter gift wrap and gift card (Banner gift service) in the ORG_BANNER_GIFT_SERVICE table:

Banner_Gift_Service_ID	Banner_ID	Price	Gift_Service_Type_Code
Unique value	Banner_ID from ORG_BANNER table	Price of the service	Gift Type Code, possible values: GW: Gift Wrap GC: Gift Card



Note: If a gift service other than Gift Wrap and Gift Card are entered, code changes are required in RCOM to use the gift services. Each banner can only have one active GW and GC record.

- 15 For gift wrap and gift cards to show up in RCOM, the following will have to be manually entered gift wrap and gift card types in the ORG_BANNER_GIFTING_SEASON table:

Banner_Gifting_Season_ID	Banner_Gift_Service_ID	Description	Start_Date	End_Date	Season_Start_Month	Season_Start_Day_Of_Month	Season_End_Month	Season_End_Day_Of_Month
Unique ID	Banner_Gift_Service_ID from the ORG_BANNER_GIFT_SERVICE table	Gift wrap or gift card description	Start date for the gift wrap or gift card	End date for the gift wrap or gift card	Month number when the gift wrap or gift card should start	Date number when the gift wrap or gift card should start	Month number when the gift wrap or gift card should end	Date number when the gift wrap or gift card should end

- 16 Manually enter tender type order source relationships in the ORG_TENDER_TYPE_ORDER_SOURCE table.

Banner_Channel_Type_Id	Order_Source_Code	Tender_Type_Id	Tender_Type_Code
From ORG_BANNER_CHANNEL_TYPE table: Banner_Channel_Type_Id	From ORG_ORDER_SOURCE table: Order_Source_Code	From PAY_TENDER_TYPE table: Tender_Type_Id	Valid Tender Type Codes: G – Non –Credit Card tender type CC – Credit Card tender type



Notes:

In order to use (PLCC) Private Label Credit Cards, the following tables will need to be manually populated PAY_TENDER_TYPE, ORG_TENDER_TYPE_ORDER_SOURCE, PAY_PAYMENT_PLAN and PAY_TENDER_TYPE_PAYMENT_PLAN.

If a new tender type or ID is added to RMS/Sales Audit, code changes are required in RCOM to use this tender type or ID.

Payment Types are restricted by Order Source.

- 17 Manually enter Correspondence Templates in the CRS_CORRESPONDENCE_TEMPLATE table.

Correspondence_Template_Id	Description
Unique value	Description of Correspondence Template

- 18 In SYS_SYSTEM_PARAMETER table,

- Manually change the system parameter system.defaultDestinationId to a default warehouse Id for orders in the warehouse management system.
- Manually change the system parameter atp.fulfillmentChannelType value to a Channel Type from ORG_CHANNEL_TYPE table. Note: this channel type should be a default channel type that will be used for fulfilling orders in RCOM.



Note: It is important that this is set to correct channel type. Without setting this parameter, the reservations will not work and orders will not be created.


- 19 Manually enter colors and fonts that will be used for personalization

SUP_PERS_COLOR

Pers_Color_Id	Color_Number	Description	Version
Unique value (e.g. 1)	Unique number (e.g. 02)	Description (e.g. Blue)	1

SUP_PERS_FONT

Pers_Font_Id	Font_N1umber	Description	Version
Unique value (e.g. 1)	Unique number (e.g. 01)	Description (e.g. Ariel)	1

- 20 The system.defaultReturnDispositionCode in the SYS_SYSTEM_PARAMETER table will need to be manually updated with a value from the COR_SUPP_RETURN_DISPOSITION table: Supp_Return_Disposition_ID.
- 21 Start the RCOM application using the bootstrap user. The following needs to be set up in Security before using the application:
- Create a security role and associate it to a user.
-  **Note:** If the user should have access to all functionality check all permissions except “View Only For All Customer Orders.”
- 22 Start the RMM application. The following needs to be set up in Admin before using the application to create Media (Note: please refer to user guide on how to use these):
- In RMM, Admin primary tab: Setup at least one media type and one media season. Setup organization attributes, supplier (call schedule) and warehouse information, and shipping restrictions if any.
 - To create items that will be direct shipped, in RMM Inventory Item primary tab, edit item supplier information to add supplier inventory.
 - To make an item personalizable, in RMM Inventory Item primary tab, edit item master to check Personalization available checkbox. In RMM Admin’s supplier secondary tab, check supplier personalization checkbox, and add personalization attributes for supplier. Finally, in RMM Inventory primary tab’s Item Supplier secondary tab, setup item supplier personalization attributes at item supplier level.
 - In RMM Inventory Item tab, edit item master, check inventory indicator check box to make item inventoriable. Other attributes maybe modified as desired. Edit shipping methods to add at least one shipping method to items, and edit shipping restrictions (optional).
 - To setup personal holds events for Items at banner, or at supplier and item supplier levels (for direct ship items), go to Events primary tab. Follow instructions from user or online help guide.

- 23 Start the RCOM application. The following needs to be set up in Admin before using the application:
- In RCOM, Admin primary tab: Prior to creating orders in RCOM, at least one default carrier must be created for each carrier service associated to the items that were created in RMS.
 - In RCOM, Admin – System Administration section setup at least one call center location. After setting the call center location up the following users should be updated with the corresponding call center location id, in the SEC_USER table: System, Bootstrap and Batch.
 - In RCOM, Admin – Order Fulfillment section setup zip code ranges for the USA country.
 - In RCOM, Admin – Order Fulfillment section setup Warehouse Priorities.

RCOM assumptions

If the shipping warehouse cannot proceed with ship confirmations for an extended period of time, due to communication issues or anything else that prevents communications to RCOM, the running of the Sales Audit batch should be stopped until communication is correctly functioning. The creation of the RTLOG will not continue processing if the system tries to send a previous day's transaction after that day's DCLOSE has already been sent. That is, the RTLOG batch will not process a transaction for the 15th if the DCLOSE for the 15th has already been processed. This will result in the batch program failure.

The parameter values in the **SYS_SYSTEM_PARAMETER** table for the following tax parameters are protected constants:


- tax.shippingAndHandlingTaxCode
- tax.personalizationTaxCode
- tax.giftingTaxCode
- tax.returnTaxCreditReasonCode
- tax.accommodationTaxCreditReasonCode
- tax.taxAccommodationTaxCreditReasonCode. they

These will need to match the tax codes from tax system being used Since these are recorded in tax system.

Test environment after set up

After all data is set up, run the following tests to ensure the environment is working properly:

- 1 Create a media in RMM.
 - Add drop code(s) and source code(s).
 - Add shipping and handling rates to the media.
 - Add item(s) to the media and edit the selling SKU prices.
 - Add reporting information to the media.
- 2 Run the Update Media Status Batch program to release the media.

The media should now be in Active or Released status, if all fields in the Create/Edit Media and Media Reporting have been entered. Otherwise, the media will stay in Worksheet status and items cannot be used on an order in RCOM.
- 3 Bring up Online help from RCOM
- 4 Create a customer in RCOM. Verify that it persisted with the correct information.
- 5 Create an order with reserved and backordered item(s) using the newly created media and customer.
- 6 Add a valid payment to the order
 -  **Note:** Regarding payment validation, this is a third-party integration point that will need to be in place with client payment systems.
- 7 Submit the order.
- 8 Recall the order in Order Main.
- 9 Verify reserved items are in Fulfilling status and backordered items remain in Backordered status.
- 10 Verify that the reservation counts have been updated correctly in the database.
- 11 Create an order and pend it. Verify the order is pending in the database.
- 12 Cancel an order from Order Entry AND Order Main. Verify the order is cancelled in database.
- 13 Cancel an order line from Order Entry AND Order Main. Verify the order line is cancelled in database.
- 14 Bring up Online help from RCOM