



Installation and Upgrade Guide

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INTRODUCTION

The installation and implementation of the CyberStore 2 for SYSPRO software application falls into two categories: a Client/Server installation, and a Stand-Alone installation. The focus of this workbook is the Client/Server installation.

Prior to starting the installation of the CyberStore 2 for SYSPRO software, there are a number of pre-requisite check-points that must be performed to ensure that your installation of the CyberStore 2 for SYSPRO is successful. Once the pre-requisites have been performed, you can then install the software.

After the successful installation of the software, a number of post-requisite check-points are required to ensure the successful implementation of the CyberStore 2 for SYSPRO software.

The following is an outline of the steps required for a successful installation and implementation of the CyberStore 2 for SYSPRO application:

- Installation Pre-Requisites – these steps and checks must be performed to ensure that your system meets at least the minimum requirements for a successful installation. These checks will include hardware settings, and security.
- Install the CyberStore 2 for SYSPRO software on the web server
- Post Installation Checks and Configuration
- Configure CyberStore 2 for SYSPRO
- Customize site pages to meet design specification
- Populate CyberStore 2 for SYSPRO data and images
- Perform tests on: The layout of the site, The data displayed in the CyberStore, Place order via the CyberStore and test these orders
- Once the site has been thoroughly tested, you are ready to go live with CyberStore 2 for SYSPRO

This installation package of the CyberStore 2 for SYSPRO software is compatible with **32-bit** Windows and 64-bit with 32-bit applications enabled architectures.

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PRE-REQUISITES

CHECK-POINTS

The pre-requisite check-points detailed in this chapter must be performed prior to attempting the installation of the CyberStore 2 for SYSPRO software.

These pre-requisite check-points cover the following aspects of your installation:

- Network, Web Server and Internet Connectivity
- Windows Server Security
- SYSPRO and SYSPRO e.Net

1 WEB SERVER PRE-REQUISITES

It is recommended that the CyberStore 2 for SYSPRO software is installed on a dedicated server separate from the SYSPRO ERP software server. This web-server will act as a stand-alone server.

1.1 Hardware Requirements

The minimum hardware requirements for the web server are:

- Pentium 4 - 2.5 GHz (dual processor preferred)
- 2 GB RAM
- 100 MB of available hard drive space for the CyberStore 2 for SYSPRO software
- 1 GB of available hard drive space for documents and other images which may be required to customize/personalize the installation of CyberStore

1.2 Software Requirements

CyberStore can be simply installed on most Windows systems. However, you must first make sure that you have the proper prerequisite software installed.

Prior to installing, please make sure you have the following software installed or properly updated:

Microsoft Windows Server 2008, Server 2008 R2 (64-bit)

CyberStore runs in a 32-bit environment. If you are installing on a 64-bit operating system, you will need to enable 32 applications within Internet Information Server (IIS). Information on this procedure is available in a Microsoft TechNet Article ([http://technet.microsoft.com/en-us/library/cc755457\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc755457(WS.10).aspx))

Any of the **Full** Windows Server Editions including **Standard, Enterprise, or Data Center** or the Special Purpose Edition **Web** is adequate. However, do NOT use “*Server Core Installation*” versions as these do not have a GUI interface.

WARNING: Your installation of Windows **must** have a **NTFS** partition which CyberStore and associated content files will exist on.

Microsoft Internet Information Services (IIS) 7.x

On Windows Server 2008: This requirement can be installed through Start -> All Programs -> Administrative Tools -> Server Manager. You will then need to add the *Web Server (IIS) Role*.

IMPORTANT: IIS 7.x will have separate Application Pools per virtual site by default.

Additional Configuration of Internet Information Services 7 Role Services

The Internet Information Services (IIS) 7 Pre-Requisites listed below are required for Windows 2008 and Windows 2008 R2 web servers.

Install the Web Server (IIS) Role

- Open the Server Manager in the Administrative Tools
- Select Roles
- Locate the Web Server (IIS) section and click “Add Role Services”. If the “Web Server (IIS)” role is not already present, click “Add Roles” and select the “Web Server (IIS)” role to be added.
- Choose the appropriate IIS Modules to be installed. See Figure 1-1. IIS 7 Installation Options and Figure 1-1. IIS 7 Installation Options
- for details of which modules should be installed.

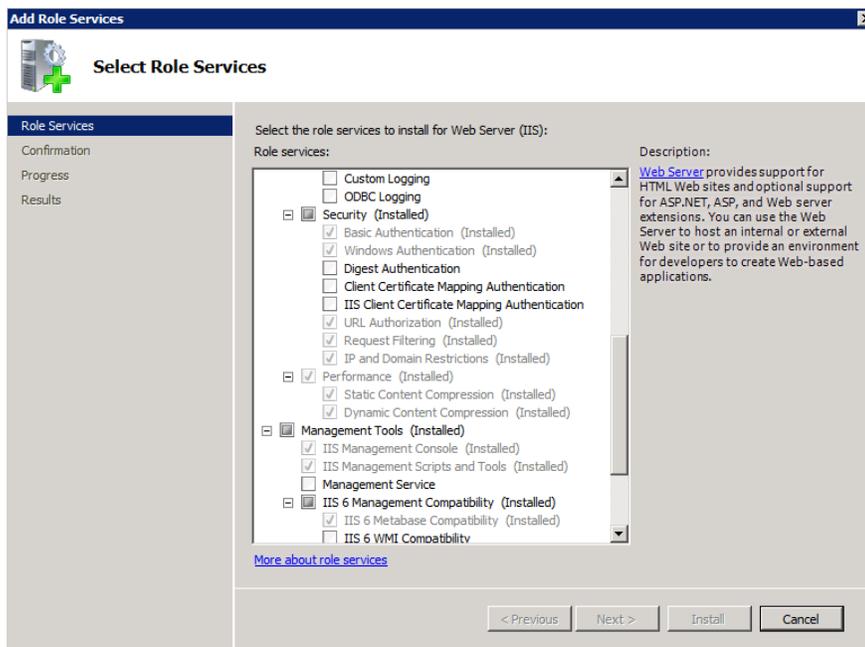
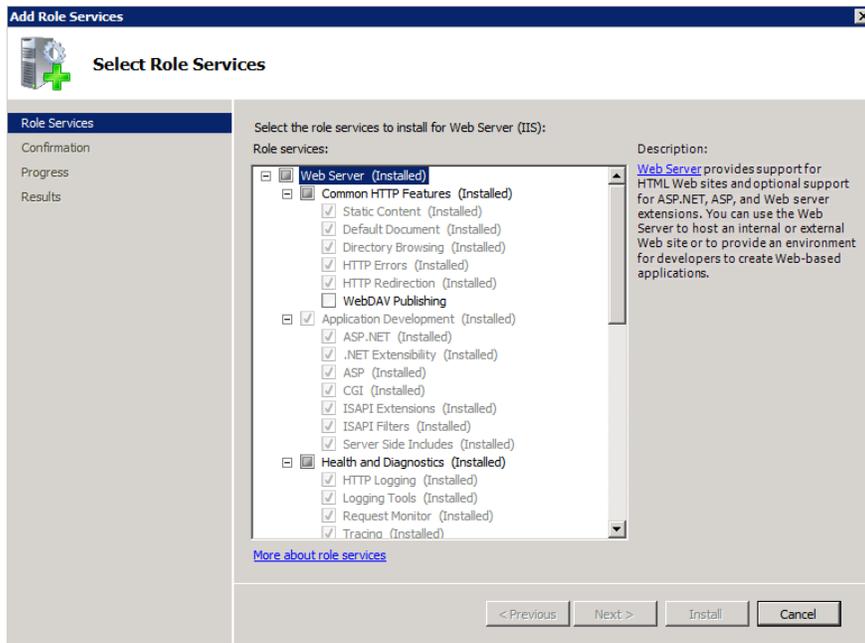


Figure 1-1. IIS 7 Installation Options

Set Role Service Options

In the Confirm Installation Selections interface, review the selections and set the following Role Service Options:

Common HTTP Features (Partial)

- WebDAV Publishing – Uncheck
- All other options – Check

Application Development (All)

- All options – Check

Health and Diagnostics (Partial)

- Custom Logging – Uncheck
- ODBC Logging – Uncheck

Security (Partial)

- Digest Authentication – Uncheck
- Client Certificate Mapping Authentication – Uncheck
- IIS Client Certificate Mapping Authentication – Uncheck
- All other options – Check

Performance (All)

- All options – Checked

Management Tools (Partial)

- Management Service – Unchecked
- All other options – Checked

IIS 6 Management Compatibility (Partial)

- IIS 6 Metabase Compatibility – Checked (Optional)

Then click Install. Allow the installation process to complete and then click Close.

Microsoft .NET Framework Version 4.0

Ensure .NET Framework Version 4.0 is installed

Depending on the version of Windows Server 2008 that was installed the .NET Framework version 4.0 may already be installed!

For more information on installing .NET Framework 4.0, please read this Microsoft Article (<http://www.microsoft.com/download/en/details.aspx?id=17851>).

Virtual Website in IIS

The CyberStore will reside within a virtual website. You may either use the default, an existing site or create a new one.

The “Ecommerce” and “Console” Virtual Directories will be created within this Virtual Website during the CyberStore application installation.

Create a new web site on the webserver

- ➔ Open IIS7 (Start > Run > inetmgr)
- ➔ Expand the webserver
- ➔ Right-click on Sites
- ➔ Click “Add Web Site”

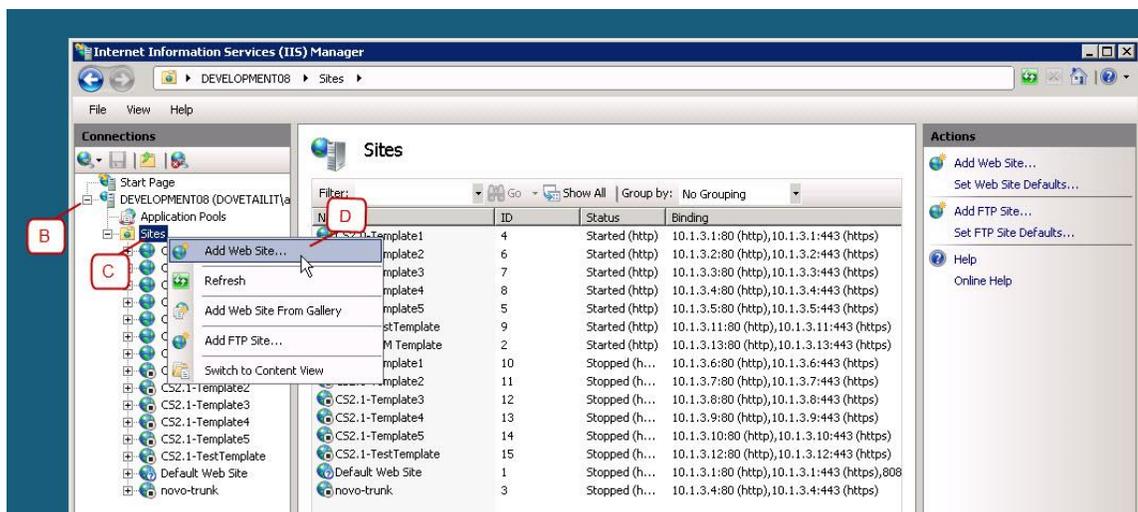


Figure 1-2. Adding a new website

Complete the dialog box

- ➔ Enter a name to reference your site. **Note:** Any name is fine--
Example A: “www.theoutdoorscompany.com”
Example B: “CyberStore2”
- ➔ Click the browse button (“...”) Select the physical path where you would like the website root to be placed.
Example A: “C:\inetpub\CyberStore2root”
Example B: “D:\www.theoutdoorscompany.com\wwwroot”
Note: It is common to place non-system files on a separate partition such as D:\ from the system files which are usually on C:\
- ➔ Click “Make New Folder” button
- ➔ Enter the physical directory name for your site.
Note: Any name is fine. However, for simplicity you may want to use the typical website root folder name “CyberStore2root”.
- ➔ Click “OK”

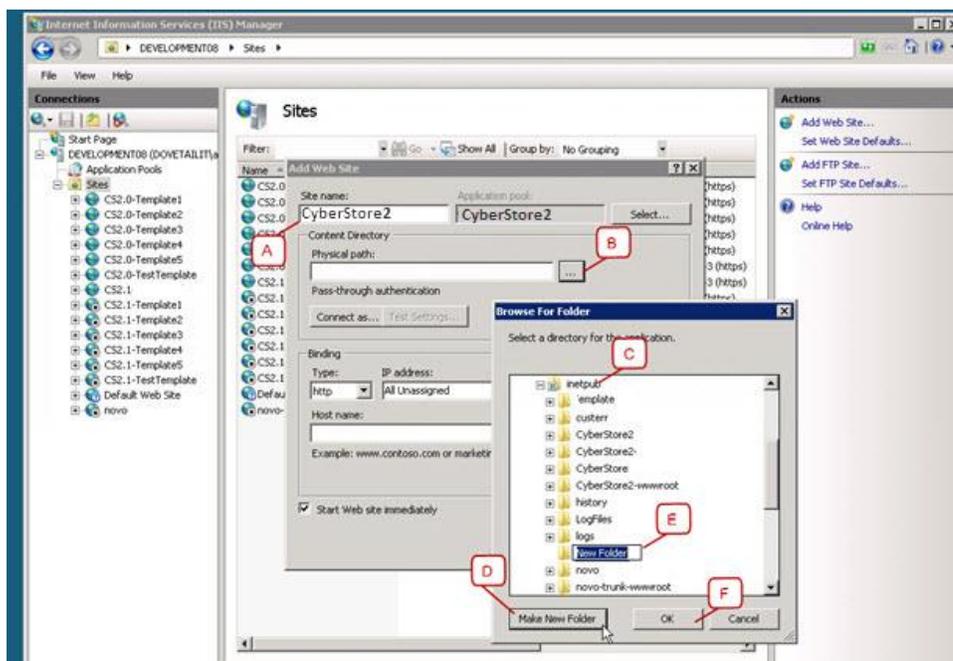


Figure 1-3. Naming your new website

Enter website addressing information

- IP address – To start with use an Internal IP.

IMPORTANT: The Internal IP will be updated with an External IP before you Go Live unless you are using Natural Address Translation (NAT).

- Leave Host name blank.
- Click “OK”

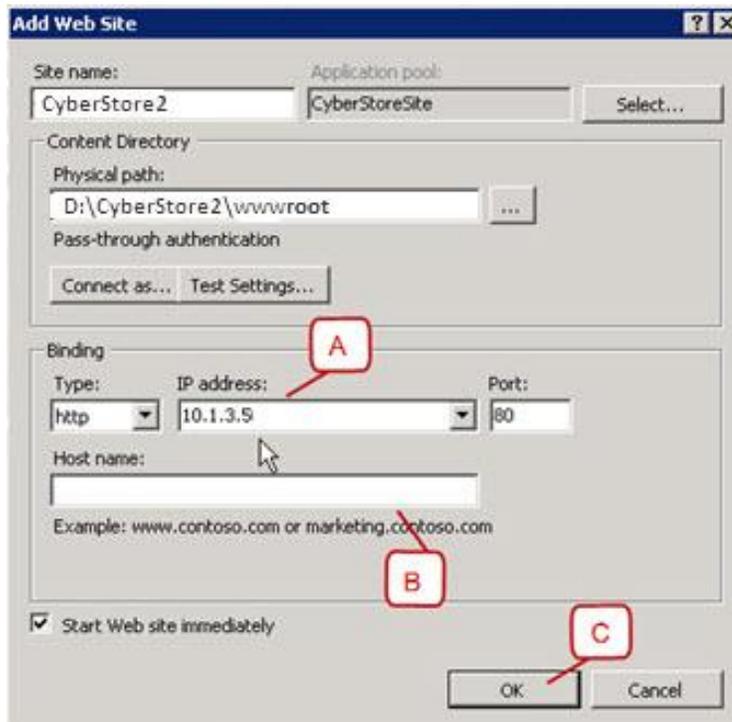


Figure 1-4. Setting addressing for your new website

IP Address

- Setup the Network (firewall and router), Server (NIC) and Web Site (IIS) to respond to the assigned IP address.

NOTE: If you are on the web server you may refer to the default website as (*localhost*)

IMPORTANT: If using a private IP while staging the site then a public IP must be configured at Go Live.

Patch O/S and IIS

- Install all Security Updates
- Review and install any Important or Critical Windows updates that relate to required components being used.

SSL Certificate

An SSL Certificate for full “Common Name” of the website--subdomain and domain name of CyberStore site (e.g. ecommerce.yourdomain.com will be necessary for Go Live.

Beginning the process to determine first the Common Name that will be used for the CyberStore site.

- Review the types of SSL certificates and decide which you will want.
- Generate the request and begin the process to obtain a certificate.

Note: For more information or to order a certificate visit:

<http://www.CyberStoreForSYSPRO.com/SSL-COMPARISON-CHART>

Note: You may consider using a self-signed certificate for demo or test sites.

2 WEB DATABASE SERVER PRE-REQUISITES

The CyberStore SQL Databases will be on a separate server from the Web Server.

2.1 Hardware Requirements

The minimum hardware requirements for the web server are:

- Pentium 4 - 2.5 GHz (dual processor preferred)
- 2 GB RAM
- 100 MB of available hard drive space for the CyberStore 2 for SYSPRO software
- 1 GB of available hard drive space for documents and other images which may be required to customize/personalize the installation of CyberStore

2.2 Software Requirements

Microsoft SQL Server 2008, x64 SP1 or R2

Any of the *Full* SQL Server Editions including Standard, Enterprise or Datacenter or the Special Purpose Express Edition is adequate.

WARNING: Microsoft SQL Server 2008 may **NOT** be installed on the Microsoft Server 2008 Web Edition operating system.

Check the Version of your SQL Server

To determine the version of the client tools that are installed on your system, start Management Studio, and then click “About” on the Help menu. For other methods, please refer to the Microsoft Support article: (<http://support.microsoft.com/kb/321185>).



Figure 2-1. SQL Server 2008 R2 Installation Information

Enable Named Pipes

To enable named pipes do the following:

- Logon
- Run SQL Server Configuration Manager
- Navigate to SQL Server Network Configuration -> Protocols for MSSQLSERVER
- Confirm that Named Pipes is enabled

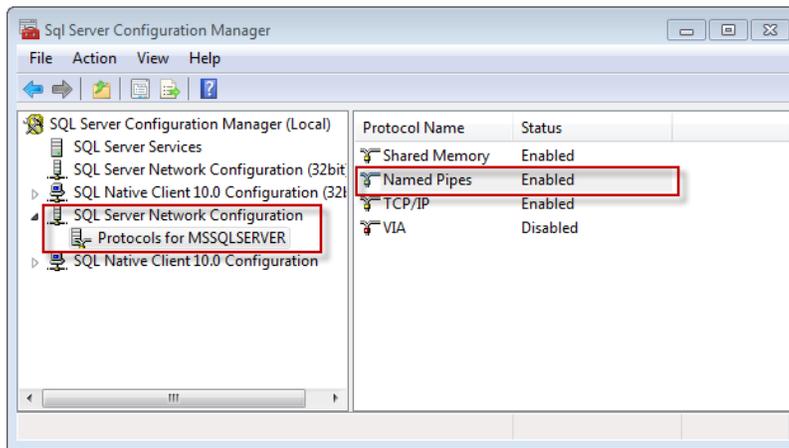


Figure 2-2. SQL Server Configuration Manager - Enable Named Pipes

3 NETWORK AND INTERNET CONNECTIVITY

The Web Server that will be used for CyberStore 2 for SYSPRO must be setup and hosted within the same physical network as the server hosting the core SYSPRO ERP application.

Prior to installation of the CyberStore 2 for SYSPRO software, the following must be in place.

3.1 Network Configuration

High speed internet

Confirm that high speed internet service is available to host your CyberStore 2 for SYSPRO installation. Please note that some Internet Service Providers (ISPs) have terms of service which may limit or forbid the use of a web server on their network. Consult your ISP's terms of service for more information.

Domain Name and URL

Select and register the domain name and URL that will be used for the website, for example *cyberstore.yourdomain.com*. Your ISP should be able to assist you with this.

External Public IP Address

Assign an external public IP address to the server that can be mapped from the World Wide Web to the virtual website. Your ISP should be able to assist you with this.

3.2 Network Security

Configure Network for HTTP and HTTPS access

Your network must be configured to allow HTTP (TCP port 80) and HTTPS (TCP port 443) access to the web server for the external public IP address that will be used for the website. This configuration must include any Gateway Router; Perimeter Firewall, software firewall, etc.

Acquire an SSL Certificate

This is required to encrypt data transmissions based on the domain name. Customers who place sales orders via your website will want to know that their information is safe and an SSL certificate is one way to ensure that the information your customers entrust to you via your website is secure.

Once the certificate has been installed, any pages using the SSL certificate, will display a small padlock on the browser status bar, indicating that the page is secure and a certain level of security is in force. Your internet service provider should be able to assist you with obtaining and installing this certificate on your web server.

NOTE: While it is possible to use CyberStore 2 for SYSPRO without an SSL certificate, it is highly recommended that every live site uses the SSL certificate. We typically recommend that the SSL certificate is obtained from a reputable organization such as Network Solutions or VeriSign.

3.3 Windows User Accounts

CyberStore 2 for SYSPRO relies on specific Windows User Accounts in order to operate.

Depending on the network architecture, either **local** user accounts on the servers or Active Directory (**AD**) user accounts may be used.

Web Server and Web Database Server

CyberstoreBrowsers and CyberStoreManagers

This user account may be created by the CyberStore Installation Wizard. If using LOCAL user accounts the Wizard must be run as the local system administrator. If using AD user accounts the Wizard must be run as a Domain Administrator.

Otherwise, the user account needs to be created manually prior to the installation of the CyberStore 2 for SYSPRO software. This user account is utilized transparently by site visitors to access web resources.

IMPORTANT: If you create users Manually they must be added to the local IIS Anonymous Group which is either called "IIS_USRS" or "IIS_WPG".

SYSPRO Server and SYSPRO Database Server

CyberstoreRemoting

This user account is created manually and used on the SYSPRO Application server if Microsoft .NET Remoting service is used for SYSPRO e.net communications between the Web server and the SYSPRO server. It is referred to as the "Service User" in section 0Natively, communication between SYSRPO and other applications through e.net is configured through standard Windows COM/DCOM communication. Though CyberStore 2 for SYSPRO can utilize that default setup, it is recommended that installation forgo the use of COM/DCOM and utilize one of the supported communication services instead.

CyberStore 2 for SYSPRO can be configured for either of the following communication protocols:

- CyberStore 2 for SYSPRO .NET Remoting Service
- SYSPRO Web Services

The following sections describe each option and how to go about installing and utilizing each.

Please note that it is neither necessary nor desired to install both .NET Remoting and SYSPRO Web Services for communication with SYSPRO.

For guidance on determining which method is best suited for your implementation, please consult with your CyberStore 2 for SYSPRO implementation team.

.NET Remoting Service . This is the user under which the .NET Remoting Windows Service runs.

4 SYSPRO SETUP PRE-REQUISITES

All interaction between CyberStore 2 for SYSPRO and the core SYSPRO ERP product is handled through SYSPRO e.net solutions.

When the CyberStore requires data, it does not directly access the SYSPRO database. Instead, it uses e.net Business Objects which in turn will access the SYSPRO data. This same path is followed when the CyberStore needs to write a transaction into SYSPRO, for example a sales order captured via your website.

4.1 Before CyberStore 2 for SYSPRO Installation

Before the CyberStore 2 for SYSPRO software is installed, the following needs to be in place:

SYSPRO ERP application is installed

CyberStore is integrated with the SYSPRO ERP application and therefore it must be installed first.

WARNING: Although multiple instances may be configured to exist on a single server the default SYSPRO e.net settings and installation wizard are designed to install one instance. If you have more than one instance on the same server SYSPRO technical support may be required to configure the e.net objects to interact with the instance that will be used by the CyberStore.

Upgrade the SYSPRO ERP application

To the current supported version and issue, including the current port level. The minimum requirement is SYSPRO 6.0 issue 10.

Install SYSPRO e.net solutions including the Diagnostics Tool

On the SYSPRO Server. On SYSPRO 6.1, this feature may be installed automatically. This is available as an option on the SYSPRO version 6 Issue 10 Installation CD for Networks and Servers.

4.2 SYSPRO Licensing

Configuring the SYSPRO e.net solutions licensing is accomplished in one of two ways:

SYSPRO e.net Runtime Licensing (recommended)

If **e.net runtime licensing** is being used, then you will see the CyberStore Product listed under the e.net Run Time Products button in the Company > Registration screen.

If you do not see the CyberStore license, then you will need to import a new license file. Navigate to Setup > Companies > Change > Registration Tab then select to *Import LICENSE.XML*. Locate and import the XML file as provided to you by SYSPRO, which contains the required license information.

SYSPRO e.net Business Object Licensing

If **e.net runtime licensing** is **NOT** being used, then you will need to allocate e.net licenses to the WEB and operator

To configure this, login to SYSPRO and then from the SYSPRO main window, select: **Setup > System Setup > Configure e.net License** Select *Business Objects*, then select each of the following functional areas, and mark the WEB operator as *Licensed*:

- A/R Primary Query
- Inventory Primary Query
- Sales Order Primary Query
- Sales Order Primary Posting

When you have completed this for each Functional Area, you may then close the window and click the *Finish* button on the final screen to apply the changes.

4.3 SYSPRO e.net Configurations

Verifying that e.net Browsers have been setup

Verify that the e.net Browsers required by the CyberStore 2 for SYSPRO exist. These browsers are normally included in the install of core SYSPRO. To check whether these Browsers have been created, from the SYSPRO main menu select: **SYSPRO main menu > e.net solutions > Browse Setup**

Check that the following Browsers exist:

- InvMaster
- ArCustomer
- TblSoShiplnst

If these browsers do not exist, then reference your SYSPRO documentation on how to create each Browse, or contact your Technical Support Consultant.

4.4 SYSPRO Operator and Group Setup

One Operator *Group* and one *Operator* Account must be created in SYSPRO. In addition, a Network User Account must also be created for this operator. As CyberStore 2 for SYSPRO makes use of e.net to read and write from/to SYSPRO data, it is necessary that the correct security is configured in SYSPRO against for this operator and group.

Creating Your Web Group

To access the Group setup in SYSPRO, from the SYSPRO main window, select: Setup > Security > Groups

Create an operator group called WEB, to be used by the CyberStore.

e.net Security By Operator Group

Assign e.net access permissions to the relevant e.net business components.

To configure these permissions, from the SYSPRO main window, select: Setup > Groups > Highlight the WEB Operator Group created above > Modify (aka "Hammer & Sickle")

In the Operator Group Maintenance screen, the business components (Programs) to be checked are listed within their respective Module. Sort the displayed list to make this task easier. Click on the Module button to sort the Modules. Then click

the Program column header to sort the Programs. Using the following list, ensure the required business components are checked to indicate Access allowed.

Module: e.net Solutions - Query	
ARSQCR	A/R Credit Management Query
ARSQRY	A/R Customer Query
INVQRW	Inventory Where-Referenced Query
INVQRY	Inventory Query
SORQCP	S/O Sales Order Contract Price Query
SORQDL	S/O List of Dispatch Notes
SORQDN	S/O Dispatch Note Query
SORQOV	S/O Sales Order Valuation Query
SORQRY	S/O Sales Order Query
SORQSO	S/O List of Sales Orders.ascx
Module: e.net Solutions - Transaction	
AUNTCT	Credit Card Transaction Import
SORRSH	S/O Build Sales Order Header
SORRSL	S/O Build Sales Order Line
SORTOI	S/O Sales Order Import
Module: e.net Solutions - Utility	
COMBRW	Generic Browse
COMFCH	Generic Fetch
COMFND	Generic Find
COMKEY	Get Previous/Next key
COMPRF	Profile Settings Query
COMQFM	Custom Form Query

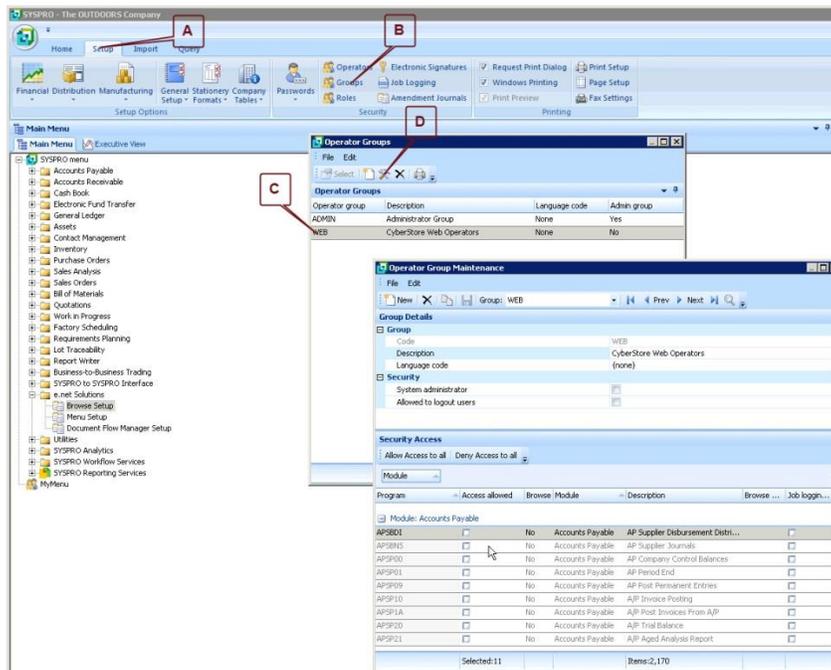


Figure 4-1. SYSPRO – Group Security Setup

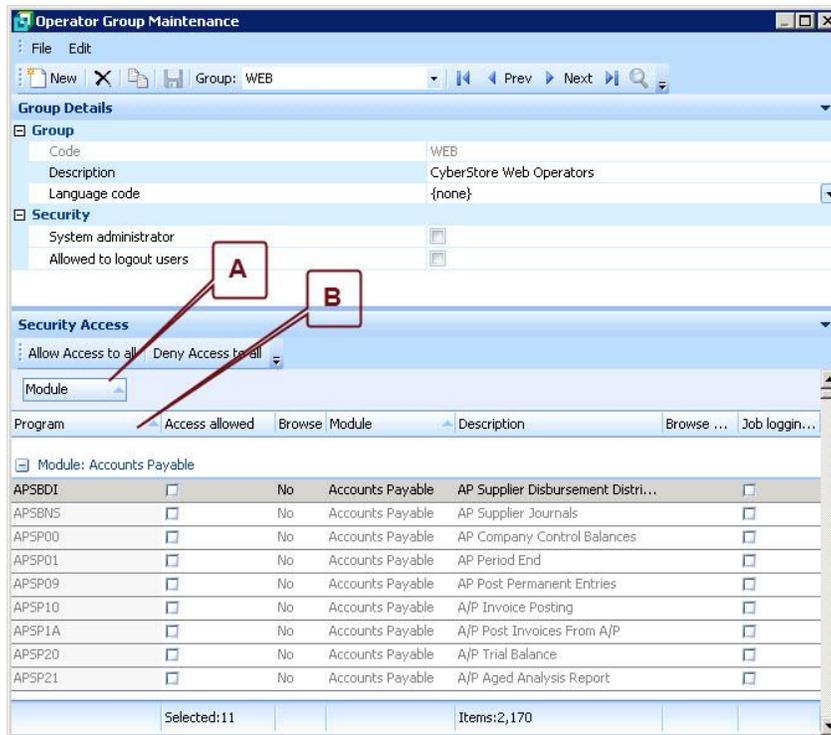


Figure 4-2. SYSPRO – Operator Group Maintenance – Security Access for SYSPRO e.net Objects/Modules

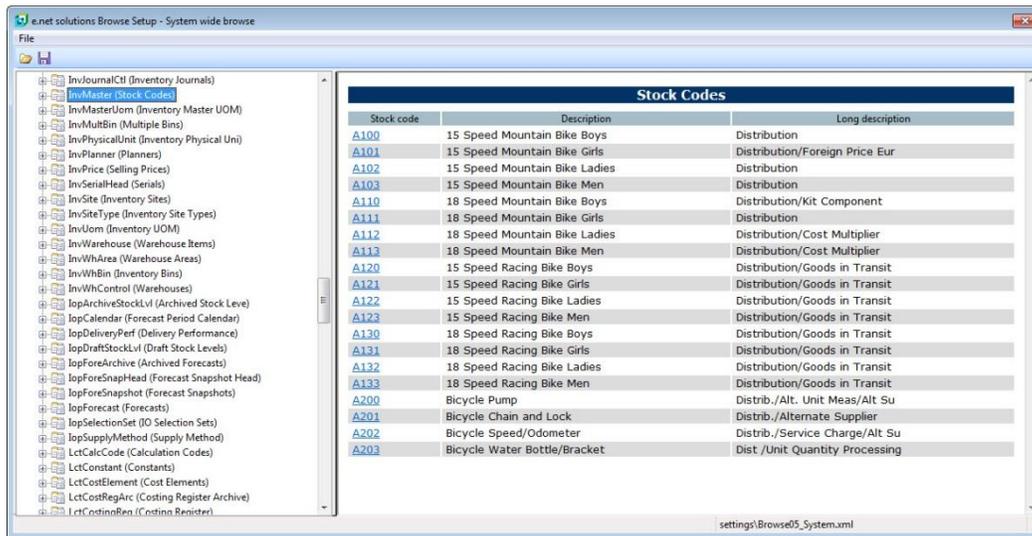


Figure 4-3. SYSPRO e.net solutions Browse Setup

Creating Your WEB Operator

- ➔ To access the Operator setup in SYSPRO, from the SYSPRO main window, select: Setup > Security > Operators
- ➔ Create one operator account, for example called WEB which will be used for reading and creating transactions through the CyberStore 2 for SYSPRO front-end application.
- ➔ This operator should be assigned to the Operator Group defined above. All Operator settings and security applied to this Operator will affect the website's users.
- ➔ Any Username and password changes that occur in SYSPRO will have to be applied to this operator via the CyberStore 2 for SYSPRO Management Console.
- ➔ Once the operator account has been created, define a password:
 - Select the Security Tab and enter a Password for the operator.
 - Please note: This Web Operator's password cannot be blank

4.5 SYSPRO Operator Default Settings

Define a Default Company for the WEB operator

- This operator must have a Default Company defined as this is the Company that the CyberStore 2 for SYSPRO will look to for Inventory and Customer information.
- To set the default company for each operator, from the SYSPRO main window, select: Setup > Security > Operators
- Select the operator account to maintain and then select Change.
- Navigate to the Defaults tab and at the Company prompt enter the default Company ID that you will use for CyberStore, for example 0 (zero)

Setting the Warehouses for the WEB Operator

- Warehouse visibility must also be defined for the WEB operator. For an item to be orderable, it must be in one of the Warehouses specified against the WEB Operator's Warehouse selection options.
- If any item in a customer's order is not in a specified warehouse, the order will not be submitted. An error message will be displayed informing the customer that there was an error processing the order and that the order has not been accepted.
- To define the Warehouse selections for the Web Operator, from within SYSPRO, select: Setup > Security > Operators
- Select the operator to maintain and then select Change. Navigate to the e.net tab, select the Customer Orders button, and then select Warehouses.

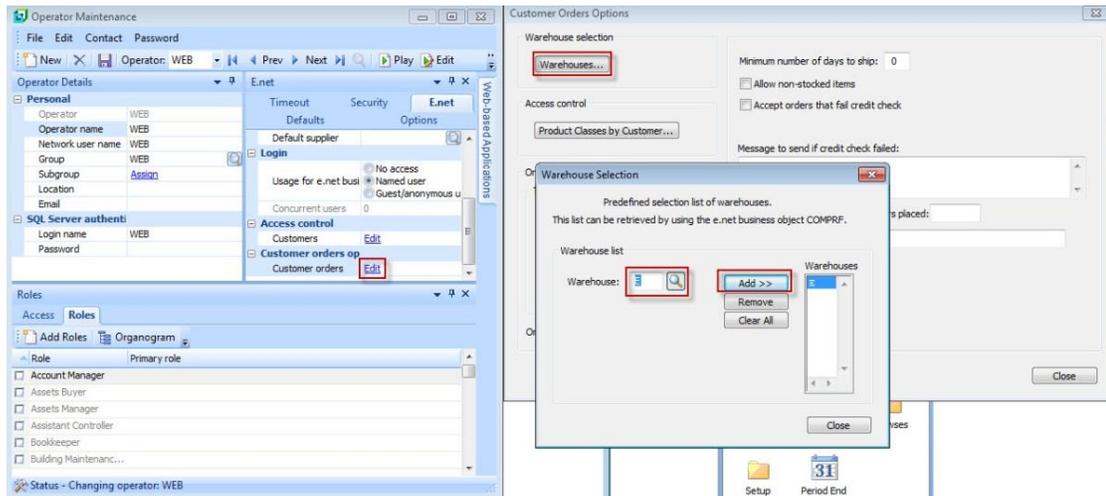


Figure 4-4. SYSPRO – Operator Maintenance – Warehouse selection

Setting up the Default Customer for CyberStore

- ➔ Create a Customer account in Accounts Receivable which will be used as the Default Web Customer for all B2C (consumer) purchases placed online through the CyberStore 2 for SYSPRO.
- ➔ These orders processed on the web are submitted through to the SYSPRO Sales Order program against a single customer, i.e. the web customer you created.
- ➔ Shipping details for each order received will be associated with the individual sales order within SYSPRO.
- ➔ To create a customer account, from the SYSPRO main menu, select: Accounts Receivable > Setup > Customers
- ➔ Enter a code and a name for the new web customer, and select a valid: Branch, Salesperson, Invoice Terms, and a currency code.

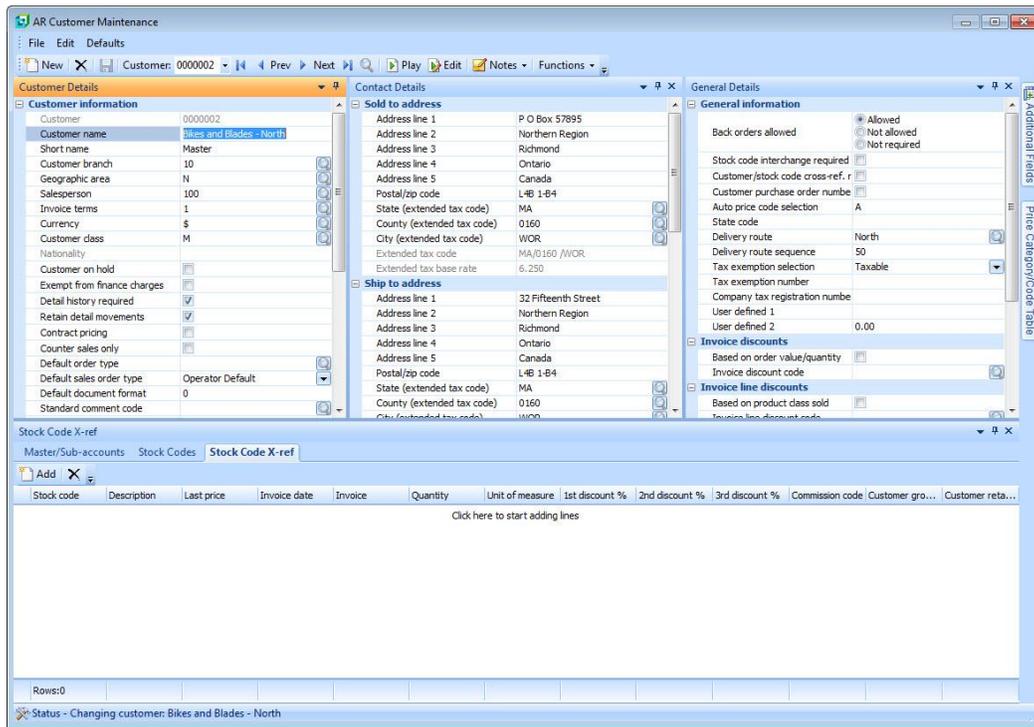


Figure 4-5. SYSPRO – AR Customer Maintenance – setup default customer example

Defining the Default Order Type Required for CyberStore

- Verify that a Default Order Type has been defined in SYSPRO. When Sales Orders are recorded in SYSPRO from CyberStore, a default Order Type is used. If a Default Order Type has not been defined, sales orders from CyberStore will fail to post to SYSPRO, if in SYSPRO the setup required that default order type must be validated.
- To define this default, select: Setup > Distribution Setup > Sales Orders > General 2 tab.

NOTE: The alternate key field will be set to “WEB” on all orders placed via the CyberStore 2 for SYSPRO.

**SYSPRO COMMUNICATION
SERVICES**

Natively, communication between SYSPRO and other applications through e.net is configured through standard Windows COM/DCOM communication. Though CyberStore 2 for SYSPRO can utilize that default setup, it is recommended that installation forgo the use of COM/DCOM and utilize one of the supported communication services instead.

CyberStore 2 for SYSPRO can be configured for either of the following communication protocols:

- CyberStore 2 for SYSPRO .NET Remoting Service
- SYSPRO Web Services

The following sections describe each option and how to go about installing and utilizing each.

Please note that **it is neither necessary nor desired to install both .NET Remoting and SYSPRO Web Services for communication with SYSPRO.**

For guidance on determining which method is best suited for your implementation, please consult with your CyberStore 2 for SYSPRO implementation team.

5 .NET REMOTING SERVICE

5.1 Overview

The .NET Remoting Service is a program that runs as an installed service on the SYSPRO Server and provides access to the e.net objects. This communication mechanism is intended for use with CyberStore 2 for SYSPRO only.

For the .NET Remoting Service installation to be successful, there are certain system requirements that must be adhered to. This section details those requirements and then takes you through the installation process.

5.2 Installation Requirements

- .NET framework. Version 4.0.30319 installed on the SYSPRO ERP Server
- The IP address of the SYSPRO ERP Server
- Port Number through which the servers can communicate and network connectivity between SYSPRO ERP Server and the Web Server on that port
- Service User credentials including a username and password of the User the service will logon as. This is usually **CyberStoreRemoting**.

5.3 Installation Process

Copy installation files to SYSPRO ERP Application Server

The installation files required for .NET Remoting Services may be downloaded from the CyberStoreForSYSPRO.com website. They should be unzipped and placed on the SYSPRO ERP server in the following directory: C:\Program Files (x86)\Dovetail\RemotingService_{version#}\

Configuring Permissions

- The user account used to run the service is referred to as the “Service User”. (Note: in a later step you will select this user account to *Register the Service*.)
- Grant the Service User MODIFY access to the SYSPRO Remoting Service Install Directory C:\Program Files (x86)\Dovetail\RemotingService_{version#}\
- Grant the Service User MODIFY access to SYSPRO Install Directory. This is usually C:\SYSPRO61 or C:\SYSPRO60
- Allow the Service User FULL access to the MicroFocus Registry Keys
 - Start > Run > regedit
 - HKEY_LOCAL_MACHINE\SOFTWARE\Micro Focus
 - For 64-bit Windows OS:
HKEY_LOCAL_MACHINE\SOFTWARE\wow6432Node\Micro Focus
- In an environment where the SYSPRO database is using Microsoft SQL, grant the Remoting Service User **datareader** and **datawriter** permissions to the SYSPRO databases for the base SYSPRO system and the specific SYSPRO Company CyberStore will connect to.

Configure the service

Next, configure the Remoting Service for your local environment.

- Open the RemotingService.exe.config file located in your C:\Program Files (x86)\Dovetail\RemotingService_{version#}\ folder
- Locate the following section and change the port if needed.

```
<channels>
  <channel port="8081" ref="tcp" />
</channels>
```

This sets the Port at which the service listens for incoming CyberStore requests for SYSPRO. All requests made to the service must use this port number.

Note: Simply for maintainability, Port 8081 is recommended for use by CyberStore 2 unless this port is already in use by another application, in which case try port 8082 and so on.

- Locate the following section and change the path in the ERL_ErrorLogLocation value as needed.

```
<add key="ERL_ErrorLogLocation"  
  value="C:\Program Files (x86)\Dovetail\RemotingService_{version#}\remotingservice-  
events.log">  
</add>
```

IMPORTANT- Two common issues may possibly arise at this point:

If the service registration fails with the error message “Exception occurred while initializing the installation... <Exception from HRESULT: 0x80131515 >” use Windows Explorer to check the properties of the remotingservice.exe file. If a button labelled “Unblock” is displayed then Windows is preventing the execution of this file. Click the “Unblock” button and re-attempt the registration process. (If necessary, do the same with the remotingservice.exe.config file.)

If after registering the service, the service starts but immediately stops, check to ensure the log file is located in the same folder as the remoting service, and the key value (above) contains the fully qualified drive path.

Register the service

The .NET Remoting Service must now be registered to your Server and the steps to do this are detailed next:

- Open a command prompt. On Windows 2008 or greater “Run as Administrator”
- Navigate to the .NET Framework folder. To do this, type the following command at the command prompt:

```
cd c:\windows\microsoft.net\framework\v4.0.30319\
```

- Once you are in the v4.0.30319 folder, type the following command to register the .NET Remoting Service:

```
installutil.exe "C:\Program Files (x86)\dovetail\remotingservice  
_{version#}\remotingservice.exe"
```

Note: be sure to include the double quotes

- This command, will install the .NET Remoting Service

If the above command is successful, a dialog box will be displayed that will prompt you for a username and password. The username must be in the format DOMAINNAME\USERNAME for an Active Directory user or COMPUTERTNAME\USERNAME for a local computer user..



Figure 5-1. Set Service Credentials in Remoting Service Installation

If the credentials you enter are incorrect, the service will not be installed and you will be shown an error message in the Command Prompt window stating "The transact install has failed... rolling back...".

START the service

Configuring CyberStore

- ➔ CyberStore 2 also must be configured to ensure it sends requests to the Remoting Service using the appropriate TCP port. If CyberStore 2 has already been installed (or, if not, then once it is) log into the Console and click through Set-up > Site Configuration > SYSPRO tab. Here you will find the settings for communicating with the Remoting Service. Ensure the TCP port matches the port entered previously in the Remoting Service configuration file and the IP address is correct for the SYSPRO server.

Configure the Firewall

If you have any type of firewall running on the SYSPRO server, create an exception for port 8081, or the custom port you have defined in the RemotingService.exe.config file, with a scope of the IP Address of the CyberStore 2 web server.

5.4 Upgrading .NET Remoting Service to a New Version

When a new version of the .NET Remoting Service is released, the previous version's installation files must be replaced with those of the new version. The following process outlines these steps.

Download the Updated Remoting Service Package

- In your web browser, visit www.CyberStoreForSYSPRO.com/download to download the latest Remoting Service installation package.

Stop the CyberStore for SYSPRO Remoting Service

- Open Windows Services administrator tool on the SYSPRO Server.
- Locate and select "CyberStore for SYSPRO Remoting Service."
- Choose Action -> Stop from the menu.
- Choose Action -> Properties from the menu.
- The value for "Path to executable" will indicate the installation directory
- Close the Properties window.

Backup Your Current Service Installation

- Using Windows Explorer, open the installation directory and create a new folder called "Backup".
- Copy all files in the installation directory into the newly created Backup folder.

Remove Your Current Installation

- Delete all files in the installation directory **except** RemotingService.exe.config and any .LOG files.

Install the Updated Files

- Copy the files from the updated Remoting Service .ZIP file to this installation directory.

DO NOT overwrite any files

Restart the CyberStore for SYSPRO Remoting Service

- Return to the Services administrator.
- Locate and select "CyberStore for SYSPRO Remoting Service."

- Choose Action -> Start.

5.5 Running Multiple Versions of .NET Remoting Service on the Same Server

Beginning with version 2.3.2288 of the .NET Remoting Service, it is possible to run multiple instances of the service on the same server so long as different version numbers are installed separately.

This is particularly important for users who meet the following criteria:

- You are running **multiple** CyberStore 2 sites connecting to the **same** SYSPRO server
- You are running a CyberStore 2 version **less than 2.3** on one instance, and
- You are running a CyberStore 2 version **2.3 or higher** on another instance.

An example of the above scenario would be where you are running a production site of 2.2.2033 and have a separate staging site that you would like to install and test 2.3 or higher on prior to rolling up the production instance.

Installation Differences When Installing Multiple Instances

You can simply follow the installation instructions in Section 5.3 above being aware of the following key differences.

- Skip modifying permissions on both the SYSPRO install directory and the MicroFocus registry keys.
- Create a separate peer installation directory on the SYSPRO server, incorporating the remoting service version number in the name. For example: C:\Program Files (x86)\Dovetail\Remoting Service_v2.3.2288\
- Ensure permissions are properly applied to this new directory.
- Be sure to update the .config file with the fully qualified drive path to the log file.
- Be sure to update the .config file with a different TCP/IP port than the other running service.
- Ensure that the corresponding instance of CyberStore 2 also points to this TCP port.

You will be able to differentiate the services from each other in the Windows Services administrator by the name which will contain the services version within when using version 2.3.2288 or higher.

6 SYSPRO WEB SERVICES

6.1 Installation Requirements

- Internet Information Service (IIS) 7.x installed on the SYSPRO ERP Server
- Service User credentials including a username and password of the User the service will logon as. This is usually **CyberStoreRemoting**.

Microsoft Internet Information Services (IIS) 7.x

On Windows Server 2008: This requirement can be installed through Start -> All Programs -> Administrative Tools -> Server Manager. You will then need to add the *Web Server (IIS) Role*.

IMPORTANT: IIS 7.x will have separate Application Pools per virtual site by default.

Additional Configuration of Internet Information Services 7 Role Services

The Internet Information Services (IIS) 7 Pre-Requisites listed below are required for Windows 2008 and Windows 2008 R2 web servers.

Install the Web Server (IIS) Role

- Open the Server Manager in the Administrative Tools
- Select Roles
- Locate the Web Server (IIS) section and click "Add Role Services". If the "Web Server (IIS)" role is not already present, click "Add Roles" and select the "Web Server (IIS)" role to be added.

Choose the appropriate IIS Modules to be installed. See the figure below for details of which modules should be installed.

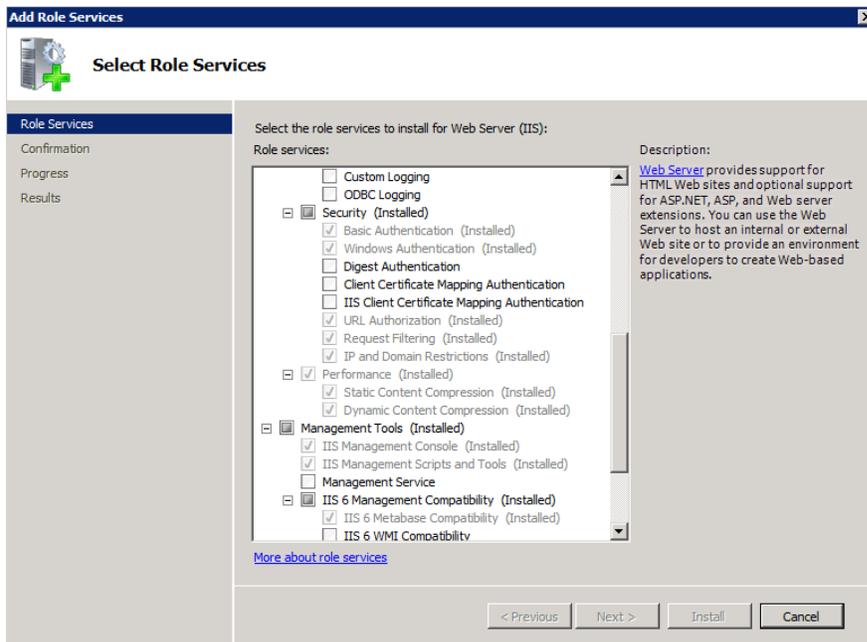
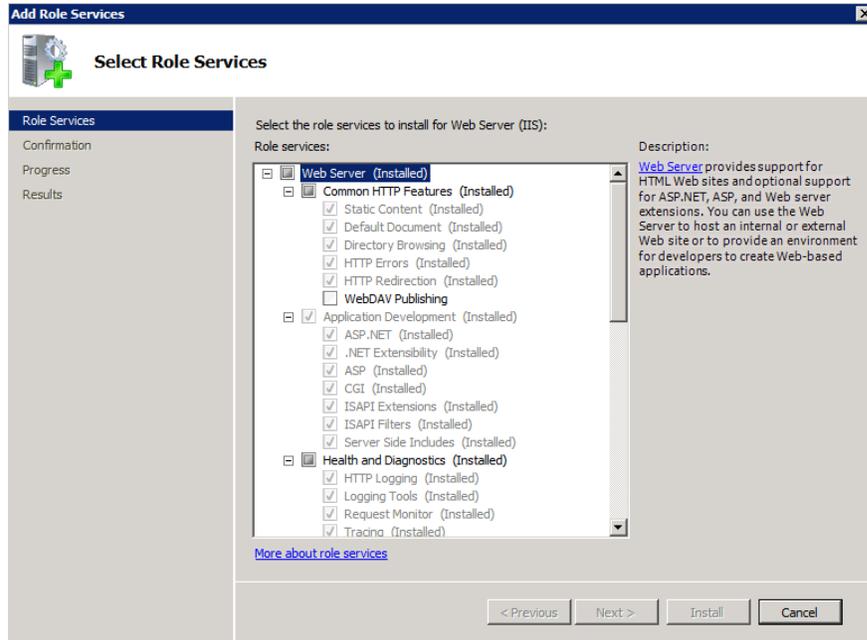


Figure 6-1. Base IIS 7 Installation Options for Web Services Setup

Set Role Service Options

In the Confirm Installation Selections interface, review the selections and set the following Role Service Options:

Common HTTP Features (Partial)

- WebDAV Publishing – Uncheck
- All other options – Check

Application Development (All)

- All options – Check

Health and Diagnostics (Partial)

- Custom Logging – Uncheck
- ODBC Logging – Uncheck

Security (Partial)

- Digest Authentication – Uncheck
- Client Certificate Mapping Authentication – Uncheck
- IIS Client Certificate Mapping Authentication – Uncheck
- All other options – Check

Performance (All)

- All options – Checked

Management Tools (Partial)

- Management Service – Unchecked
- All other options – Checked

IIS 6 Management Compatibility (Partial)

- IIS 6 Metabase Compatibility – Checked (Optional)

Then click Install. Allow the installation process to complete and then click Close.

Service User Credentials

Configuring Permissions

- The user account used to run the web service is referred to as “Service User” (note: in the next step you will select this user account to *Update the Application Pool*.)

IMPORTANT: When creating this user, it must be added to the local IIS Anonymous Group which is either called “IIS_USRS” or “IIS_WPG”.

- Grant the Service User MODIFY access to the SYSPRO Web Service Install Directory C:\inetpub\wwwroot\SYSPROWebServices\
 - Grant the Service User MODIFY access to SYSPRO Install Directory. This is usually C:\SYSPRO61 or C:\SYSPRO60
- Allow the Service User FULL access to the MicroFocus Registry Keys
 - Start > Run > regedit
 - HKEY_LOCAL_MACHINE\SOFTWARE\Micro Focus
 - For 64-bit Windows OS:
HKEY_LOCAL_MACHINE\SOFTWARE\wow6432Node\Micro Focus
- In an environment where the SYSPRO database is using Microsoft SQL, grant the Remoting Service User **datareader** and **datawriter** permission to the SYSPRO databases.

6.2 SYSPRO WEB SERVICE INSTALLATION

Insert the SYSPRO 6.1 DVD into your SYSPRO Application server. When the installer opens, choose “Installations”, then choose “SYSPRO Web Services”



Figure 6-2. SYSPRO Application Setup Screen for Web Services Installation

After the install, open the Internet Information Services (IIS) Manager from the Administrative Tools in your Start menu.

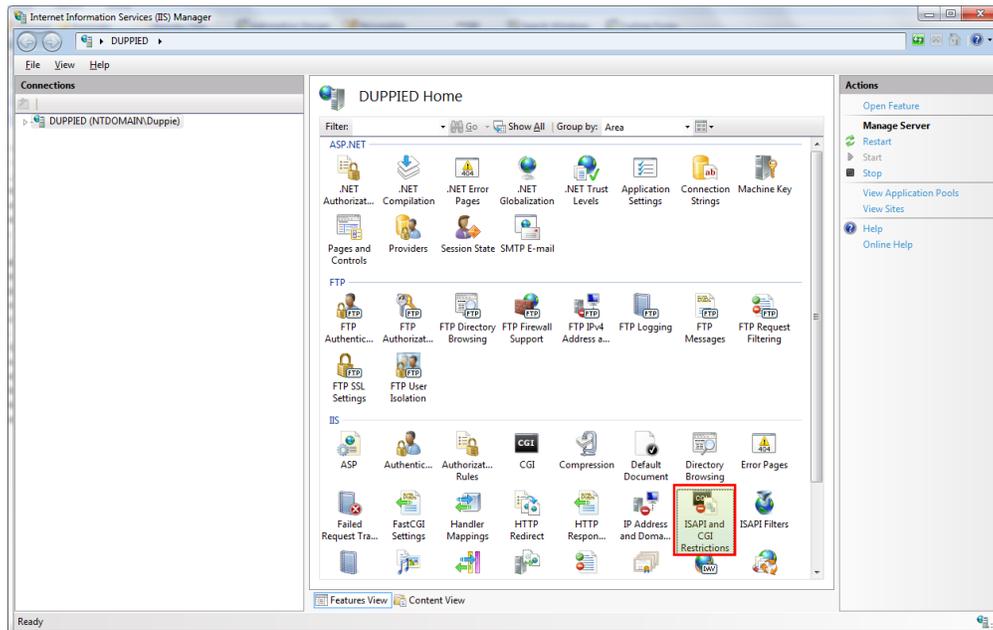


Figure 6-3. IIS 7 ISAPI and CGI Restrictions Feature

Within the IIS Manager, open the ISAPI and CGI Restrictions Feature

ISAPI and CGI Restrictions

Use this feature to specify the ISAPI and CGI extensions that can run on the Web server.

Description	Restriction	Path
Active Server Pages	Allowed	C:\Windows\system32\inetsrv\asp.dll
ASP.NET v1.1.4322	Not Allowed	C:\Windows\Microsoft.NET\Framework\v1.1.4322\aspnet_isapi.dll
ASP.NET v2.0.50727	Allowed	C:\Windows\Microsoft.NET\Framework64\v2.0.50727\aspnet_isapi.dll
ASP.NET v2.0.50727	Allowed	C:\Windows\Microsoft.NET\Framework\v2.0.50727\aspnet_isapi.dll
ASP.NET v4.0.30319	Allowed	C:\Windows\Microsoft.NET\Framework\v4.0.30319\aspnet_isapi.dll
ASP.NET v4.0.30319	Allowed	C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet_isapi.dll
WebDAV	Not Allowed	C:\Windows\system32\inetsrv\webdav.dll

Figure 6-4. Required Extensions for Web Services Support in IIS 7

Confirm that the following entries are set to “Allowed”

- Active Server Pages
- ASP.NET v2.050727
 - o There are two similar entries for ASP.NET v2.0. Please note the path should be to C:\Windows\Microsoft.Net\Framework\ and not to the 64 bit version

Add a new Application Pool by using a right click on Application Pools and select “Add Application Pool...”

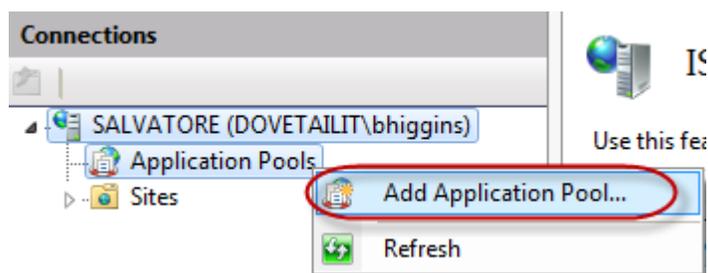


Figure 6-5. Adding an Application Pool in IIS 7

You should name your new Application Spool “SYSPRO”. Make sure that the .NET Framework version is “.NET Framework v2.0” and that Managed pipeline mode is “Classic”

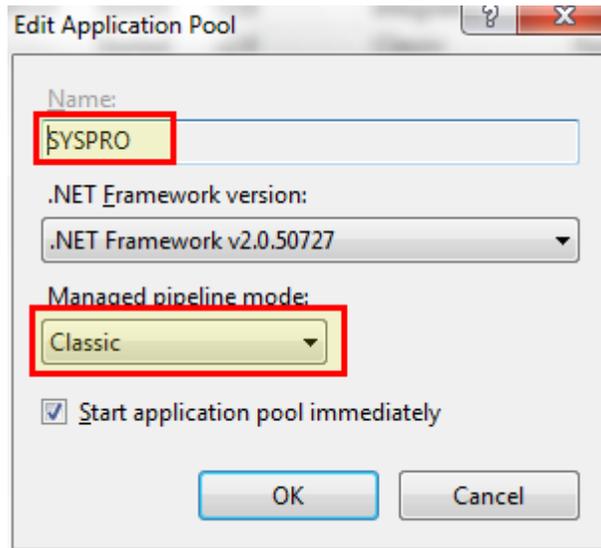


Figure 6-6. Application Pool Settings for Web Services

Update the Application Pool

Select Application Pools in the left hand window pane under your server. That will display all Application Pools in the primary pane of the window. Select your “SYSPRO” Application Pool then choose “Advanced Settings...” on the far right.

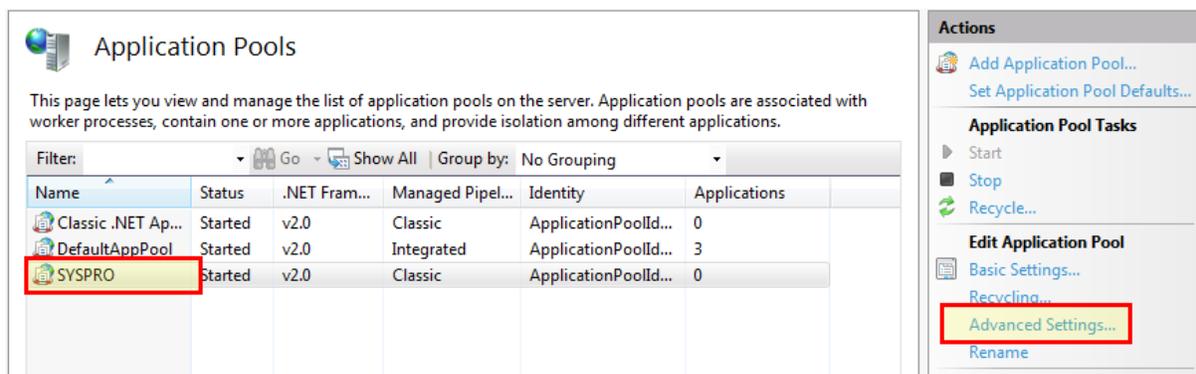


Figure 6-7. Updating the Application Pool

If you are running a 64-bit operating system, make sure that “Enable 32 bit Applications” is set to “True” and click OK.

Change the “Identity” to the “Service User” you created in the prerequisites.

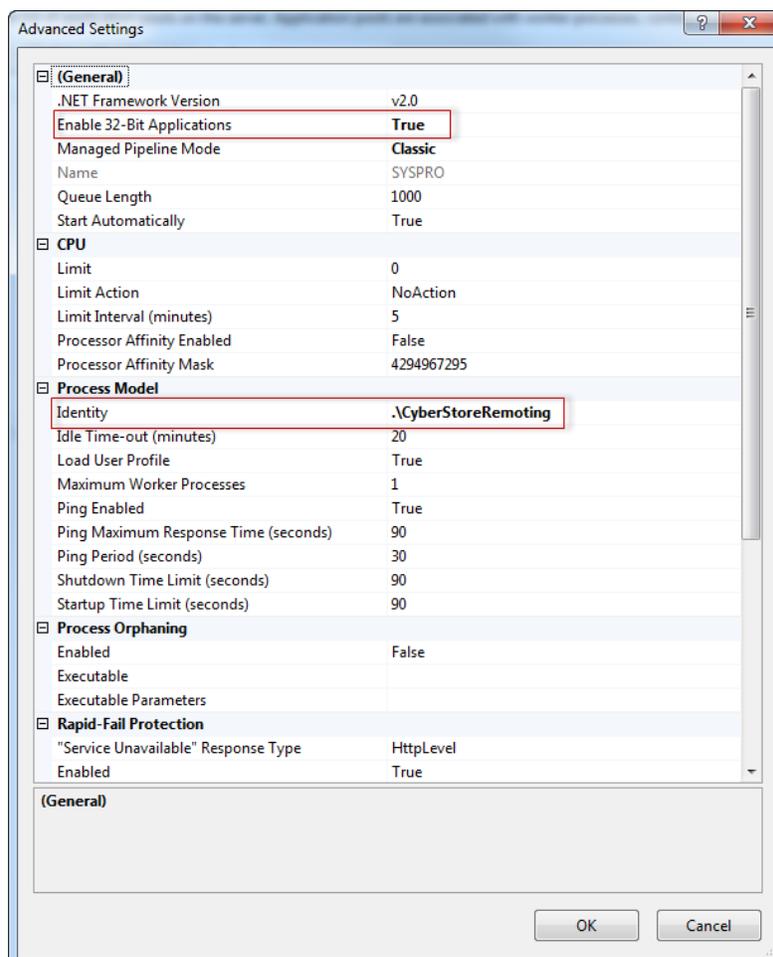


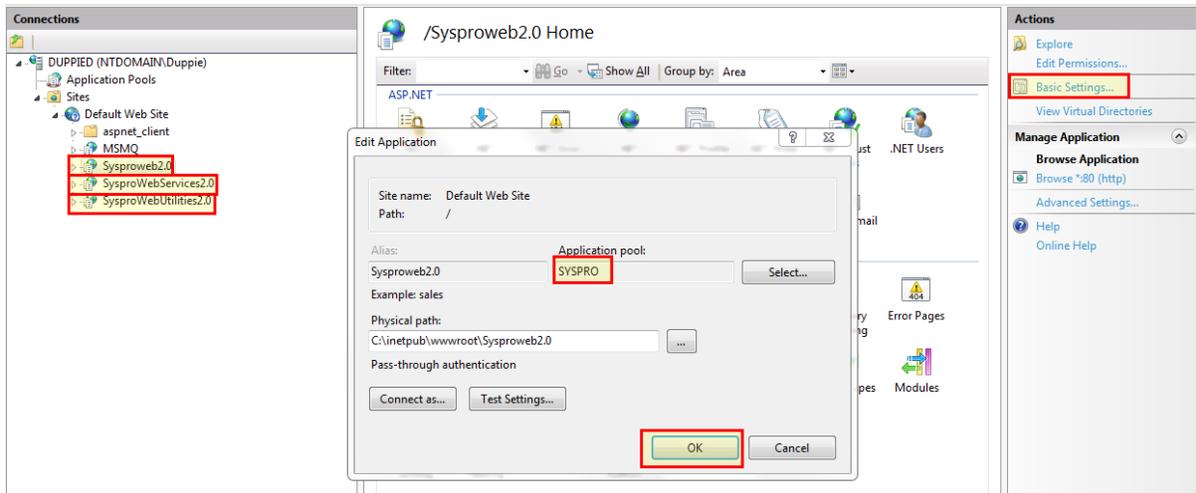
Figure 6-8. Configuring Web Services Application Pool Advanced Settings

IMPORTANT: If your “Service User” is a local user on the SYSPRO ERP server, be sure to preface the user with `.\` when updating the Identity user. For example, for CyberStoreRemoting on the local server, you would enter `.\CyberStoreRemoting`.

Update the SYSPROWebServices virtual directory to use the SYSPRO Application Pool you just created.

In IIS Manager, make sure that your virtual site is expanded, then select the SYSPROWebServices directory. On the right hand side of the window, click on

“Basic Settings...” In the resulting window, click the Application pool Select button and choose the “SYSPRO” Application Pool.



To ensure that all data is secure and encrypted, CyberStore will only communicate with SYSPRO using Web Services via a HTTPS connection. In order to accomplish this, an SSL Certificate will need to be created and installed on the virtual web site.

IMPORTANT: The SSL Certificate must exactly match the URL CyberStore will use to communicate with SYSPRO. For example, if CyberStore will communicate via *https://10.1.2.3:443/SYSPROWebServices*, then the SSL Certificate will need to be created for IP Address 10.1.2.3.

For assistance in selecting or purchasing an SSL Certificate, you can check out the handy SSL Comparison Chart located on the CyberStore 2 for SYSPRO website at www.CyberStoreForSYSPRO.com/SSL-Comparison-Chart.

INSTALLING CYBERSTORE

7 CYBERSTORE INSTALLATION WIZARD

Run the CyberStore 2 for SYSPRO Installation Wizard

- Make sure that all other applications are closed before running this wizard.
- When ready, press Next.



Figure 7-1. CyberStore Installation - Welcome Screen

Enter or select the desired CyberStore Program Install Path, and click Next.

Example A "D:\www.theoutdoorscompany.com\CyberStore2"

Example B "C:\Program Files (x86)\Dovetail\CyberStore2"

NOTE: The installation wizard will prompt with the current location (where you ran the installer from)

WARNING: Be sure the CyberStore Program Install Path is NOT the same as the Virtual Website wwwroot path.

IMPORTANT: If the CyberStore Installer detects that the destination folder already exists and contains the CyberStore DLL files, it will automatically switch to Update mode.

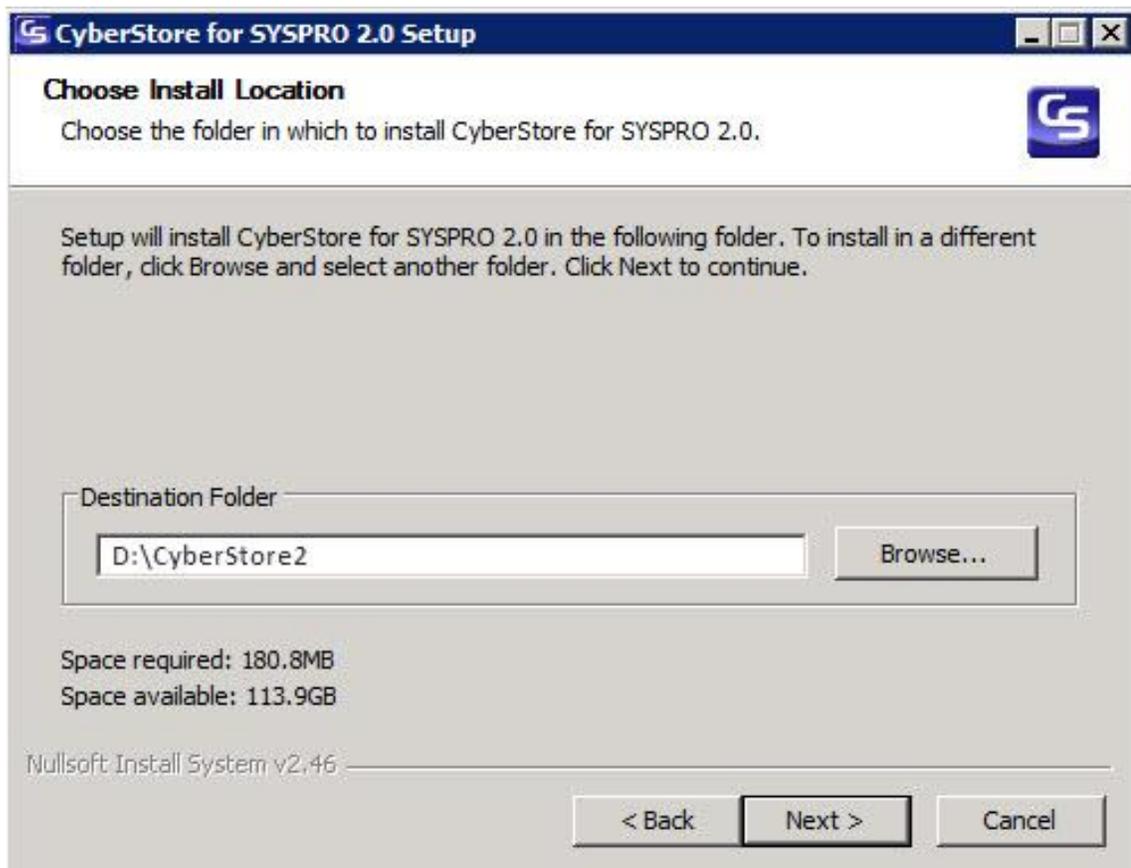


Figure 7-2. CyberStore Installation - Install Location Screen

Select the components you want to install and press next

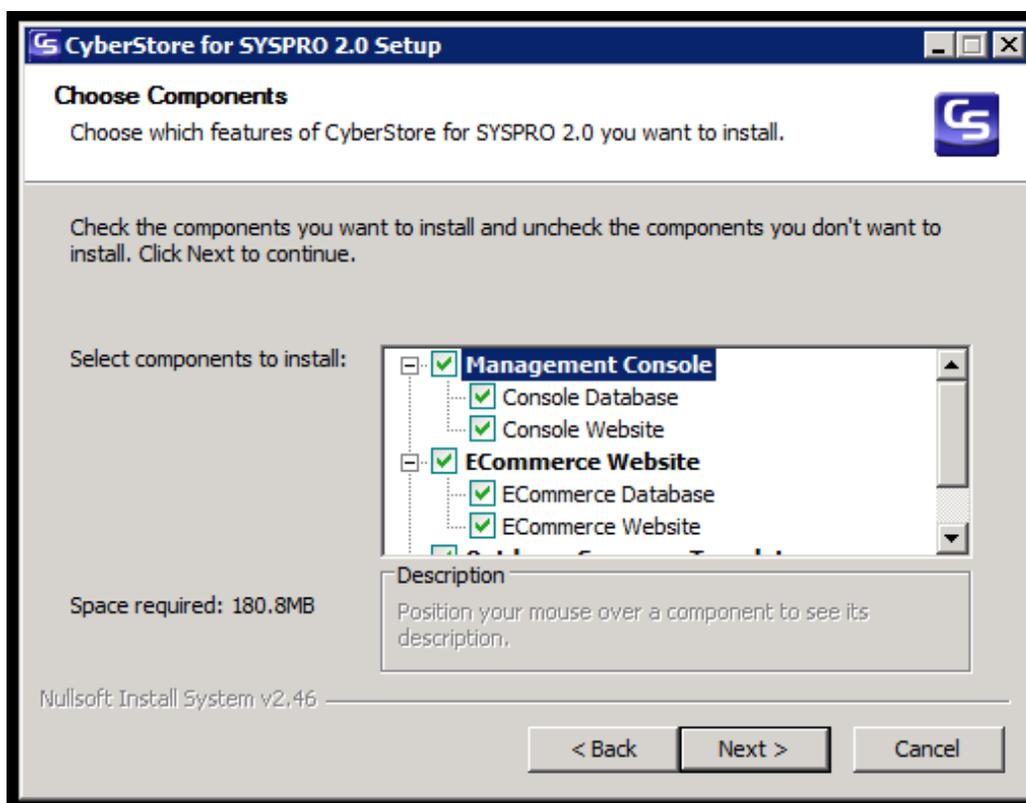


Figure 7-3. CyberStore Installation - Choosing Components

Select the website to which you will install CyberStore

If you have not created a specific virtual web site for CyberStore, you may use the "Default Web Site".

This step will ask you if you will be using an SSL Certificate for access to the Management Console and public Ecommerce Checkout Process. Select Yes only if you already have a SSL Certificate installed on your server. Even if you intend to install one at a later date, If you do not have a SSL Certificate installed, select No

When you have installed your SSL Certificate, please refer to **Updating Web.Config** (page 67) in the CyberStore Installation Guide for information on how to enable Requiring SSL.

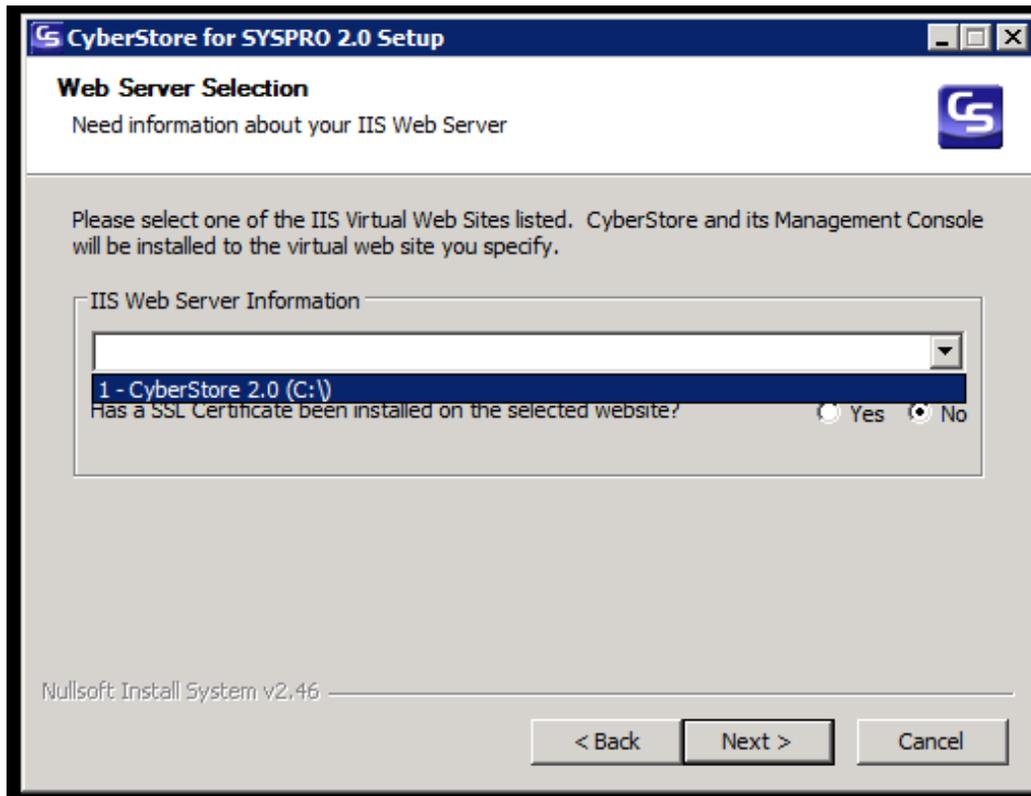


Figure 7-4. CyberStore Installation - Virtual Web Site Selection

Specify the users which CyberStore will be executed as

This will include indicating whether the users are Local Computer users or Active Directory users. You may also let the CyberStore Installer create the users for you.

WARNING: You will need to be logged into your web server as a Domain Admin if you choose Active Directory users, whether you are creating them or not.

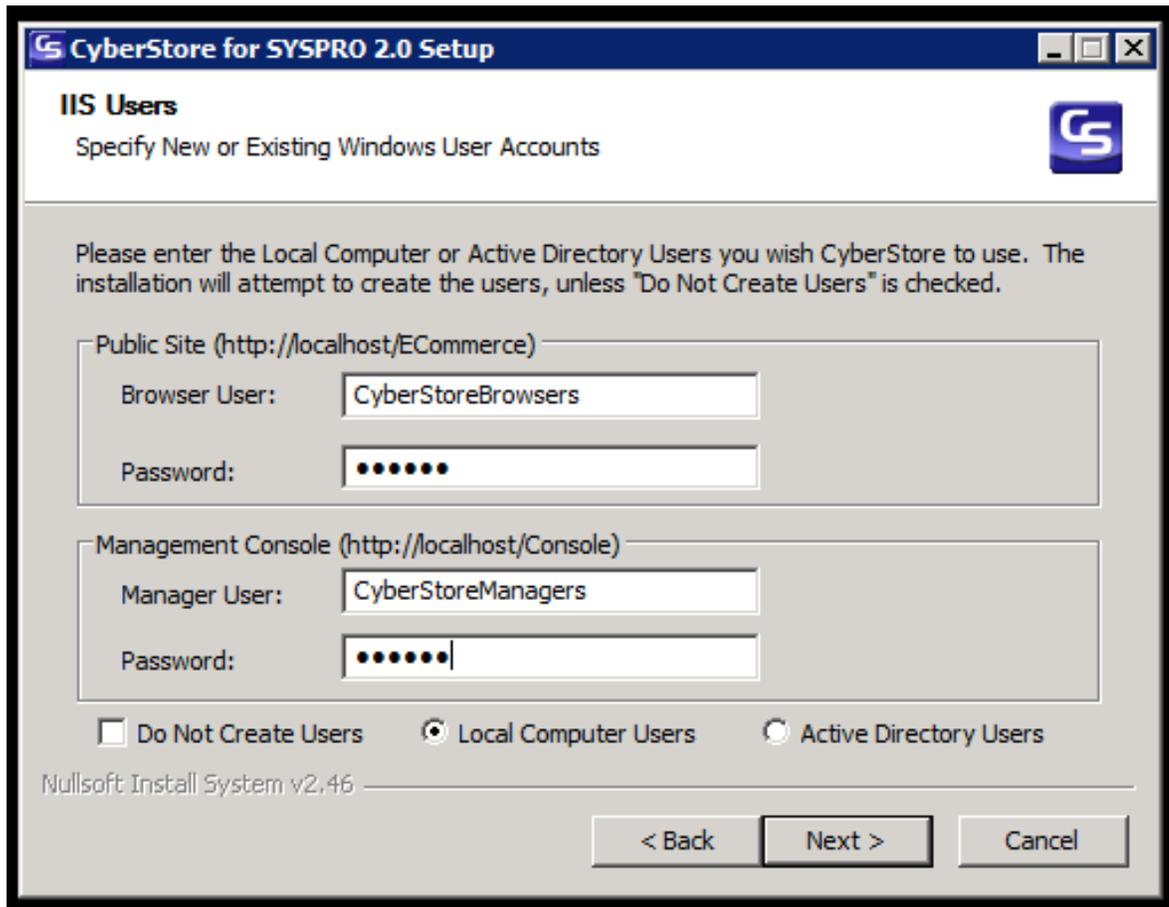


Figure 7-5. CyberStore Installation - IIS Users

IMPORTANT: If using AD users specify the username **ONLY**—the Wizard assumes the Domain you are in will be the Domain used and will automatically Pre-pend the DOMAIN name before the Username.

Depending on your server setup, there may be additional steps you will need to take

SQL and IIS installed on the same server

→ No specific configuration steps required – continue to next step.

SQL and IIS installed on two separate servers which are connected to the same NT Domain or Active Directory forest

- In addition to any ports required for NT Domain or Active Directory communication, make sure that the IIS Server can access the SQL Server via TCP port 1433 through any firewalls that exist between the two servers.

SQL and IIS installed on two separate servers which are not connected by NT Domain or Active Directory. Connection between SQL and IIS will be via Security Support Provider Interface (SSPI)

- CyberstoreBrowsers and CyberstoreManagers must exist on both servers. These user names and passwords must be mirrored identically on both servers.
- The user you are logged into on the web server must exist with the same password on the database server.
- Make sure that the IIS Server can access the SQL Server via TCP port 1433 through any firewalls that exist between the two servers.

SQL and IIS installed on two separate servers which are not connected by NT Domain or Active Directory. Connection between SQL and IIS will be via a SQL user set in the connection string.

- This configuration is not recommended and not supported in the installer.

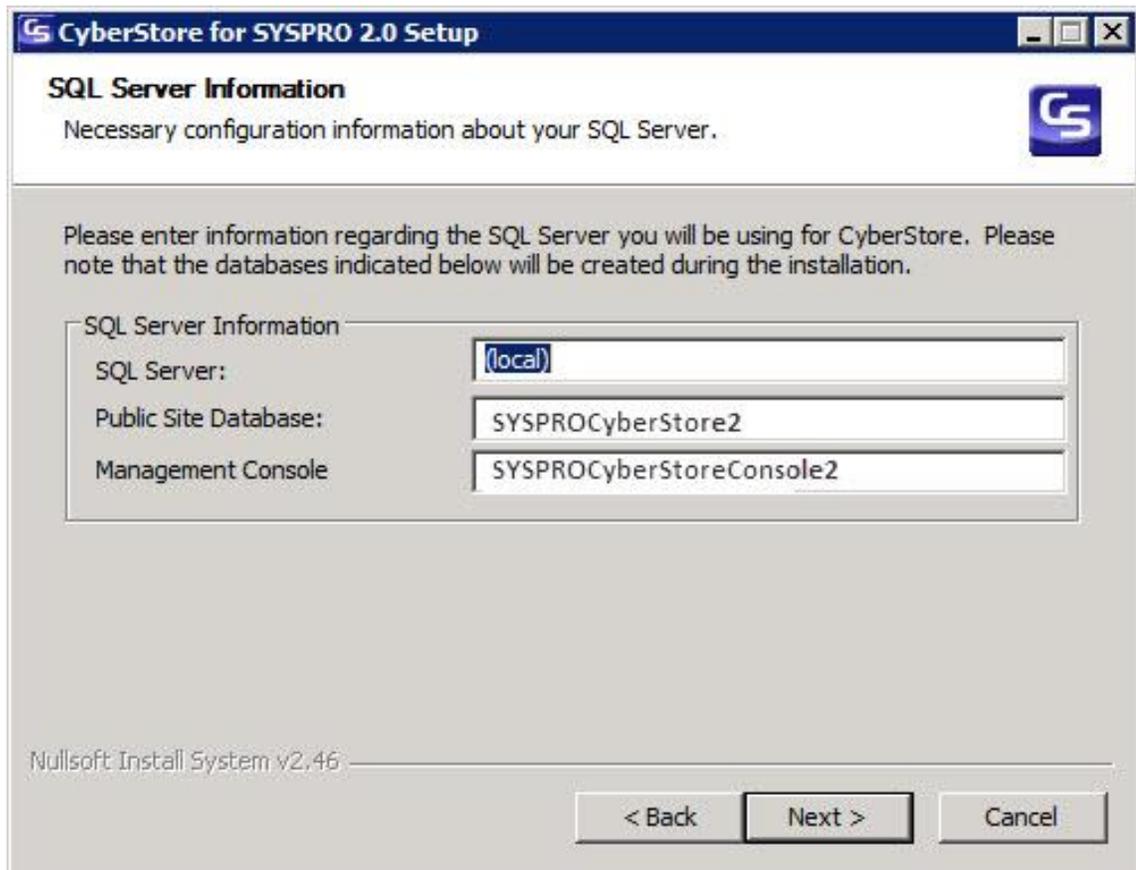


Figure 7-6. CyberStore Installation - SQL Server Information

Specify the credentials needed to connect to your SYSPRO server

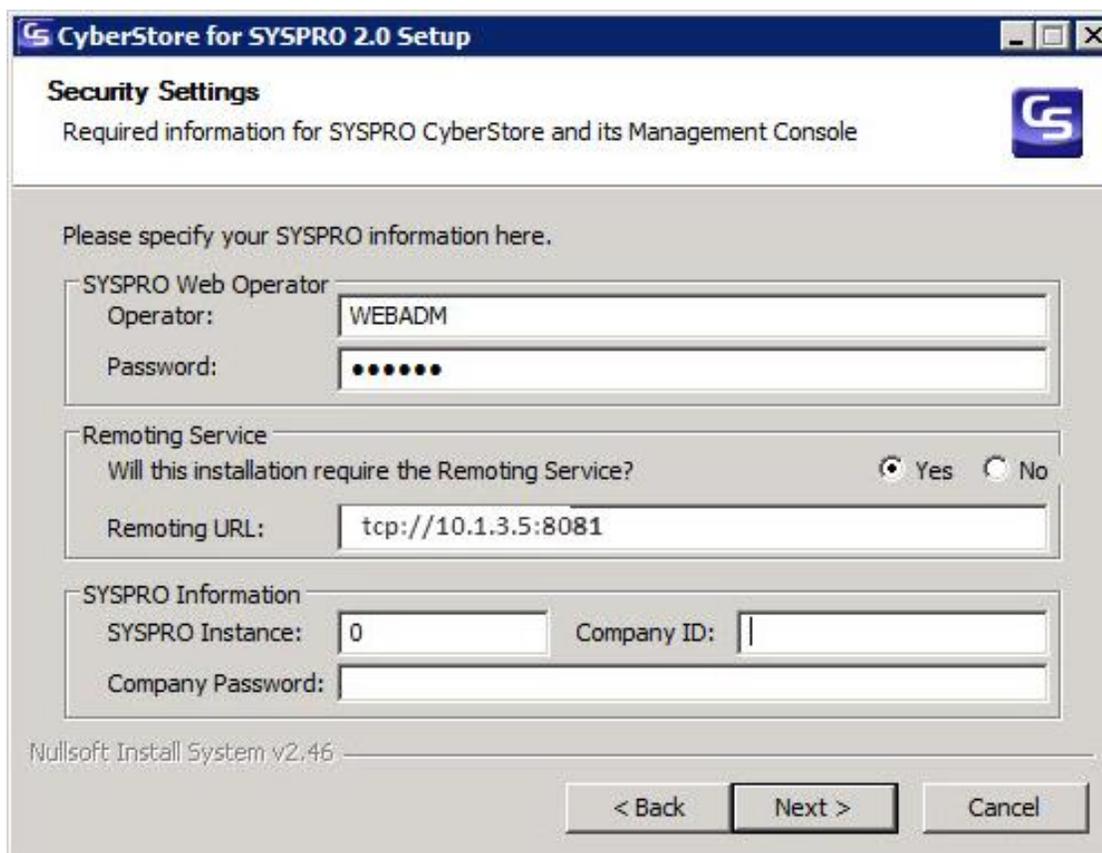
This information will not be validated at this time. This setup will ask if you will communicate with SYSPRO via .NET Remoting and require an appropriate URL. Dovetail recommends that all CyberStore instances use .NET Remoting, which is installed as .NET Remoting Installation in the CyberStore Installation Guide.

The Address should be `tcp://` followed by either the IP Address, FQDN or Windows Network computer name followed by a colon (:) followed by a number representing the port the .NET Remoting Service is listening on.

Example: `tcp://MyComputerName:8081`

This step asks for your SYSPRO Operator and password. This should be the credentials which were created in **Step 4 - SYSPRO Setup Pre-Requisites, subsection F**.

This step also asks you for information about accessing your instance of SYSPRO. Credentials provided will be encrypted in the database. If your instance of SYSPRO does not require the information requested, simply use the default value.



The screenshot shows the 'Security Settings' window of the 'CyberStore for SYSPRO 2.0 Setup' installer. The window title is 'CyberStore for SYSPRO 2.0 Setup'. The main heading is 'Security Settings' with a subtitle 'Required information for SYSPRO CyberStore and its Management Console'. Below this, it says 'Please specify your SYSPRO information here.' The form is divided into three sections: 1. 'SYSPRO Web Operator' with fields for 'Operator:' (containing 'WEBADM') and 'Password:' (masked with dots). 2. 'Remoting Service' with a question 'Will this installation require the Remoting Service?' and radio buttons for 'Yes' (selected) and 'No'. Below this is a 'Remoting URL:' field containing 'tcp://10.1.3.5:8081'. 3. 'SYSPRO Information' with fields for 'SYSPRO Instance:' (containing '0'), 'Company ID:' (empty), and 'Company Password:' (empty). At the bottom left, it says 'Nullsoft Install System v2.46'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Figure 7-7. CyberStore Installation - SYSPRO Settings

Installer Package will copy CyberStore 2 for SYSPRO software

Assuming there are no issues in your environment, the installer package will copy the CyberStore 2 for SYSPRO software to your server and setup the appropriate IIS Settings, User permissions and SQL Databases.

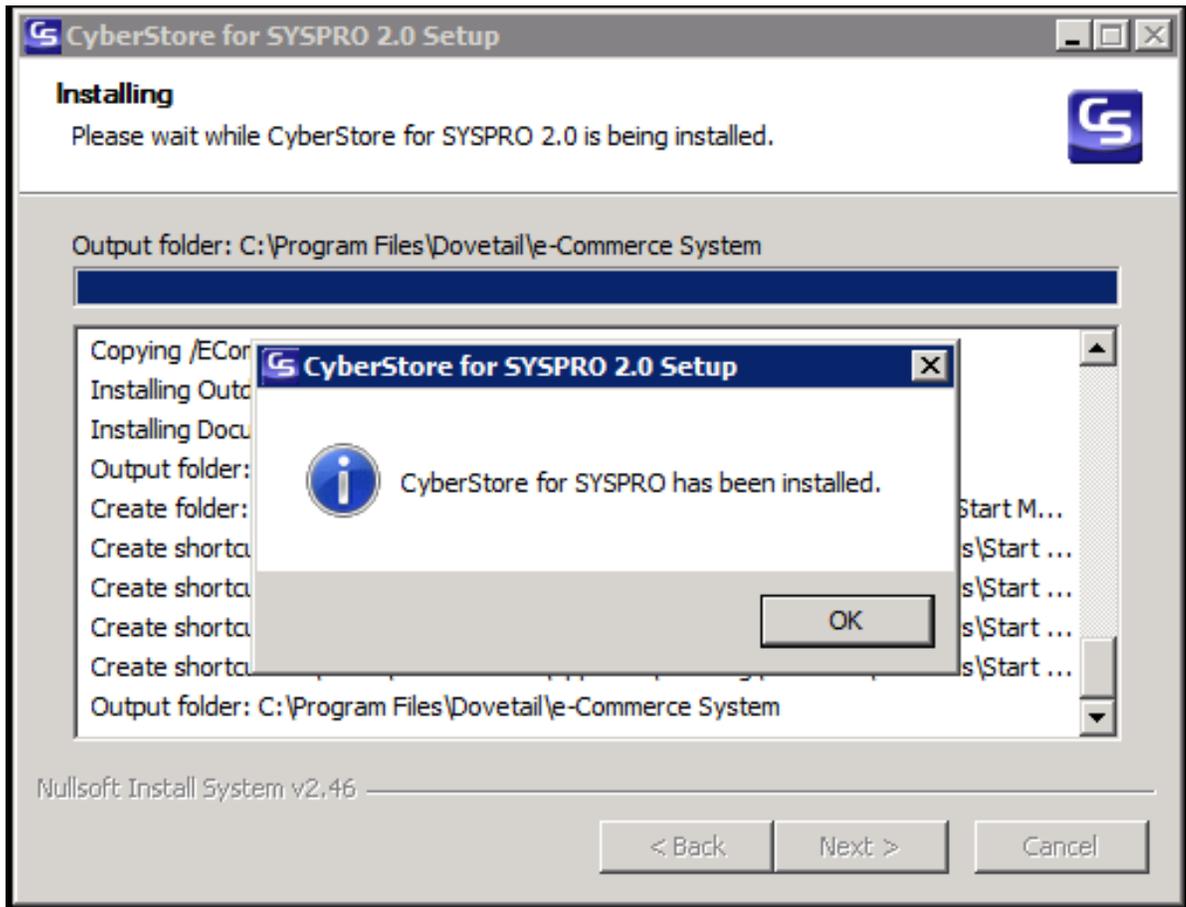


Figure 7-8. CyberStore Installation - Successful Installation

IMPORTANT: If the CyberStore installer fails, please look for the file **install.log** in your installation location for more information.

POST WIZARD INSTALLATION REQUIREMENTS

8 INITIAL SETUP ON WEB SERVER

After the Software Installation, the following post installation checks and configurations are required to be done:

8.1 Create a *MySite* Folder for your Templates

Note: CyberStore provides standard demo templates, named Template1, Template2 and so on. One of these can serve as the starting point for your company template, defining how your CyberStore will appear to your customers.

Note: To preview available controls, you may use “TestTemplate”. This special template contains pages with various combinations of all of the controls and parameters.

WARNING: Files which are altered or created in any of the CyberStore directories (Ecommerce, Console, Documentation, Install and OutdoorsSite) will be removed by the CyberStore Installer on an update. In this step you will create a directory to keep your customizations intact throughout subsequent upgrade procedures.

File Folder Configuration

- Create a new subdirectory in the *CyberStore Install Path* with any name desired, perhaps reflecting your company name (e.g. **D:\CyberStore2\MySite**). For purposes of this document, we will refer to this subdirectory as the **MySite** folder.
- Choose one of the demo templates as a basis for your CyberStore and copy the contents of that template into the newly created “**MySite**” directory. Your future customizations can be safely made here.

Internet Information Server Configuration

- In the IIS Manager, create a Virtual Directory for your new Template and in IIS point the Virtual Directory /Ecommerce/Site at your Physical **MySite** folder.

IMPORTANT: This step of creating a /Ecommerce/Site virtual in IIS MUST be done before you can use the Console to do anything including upload the license.

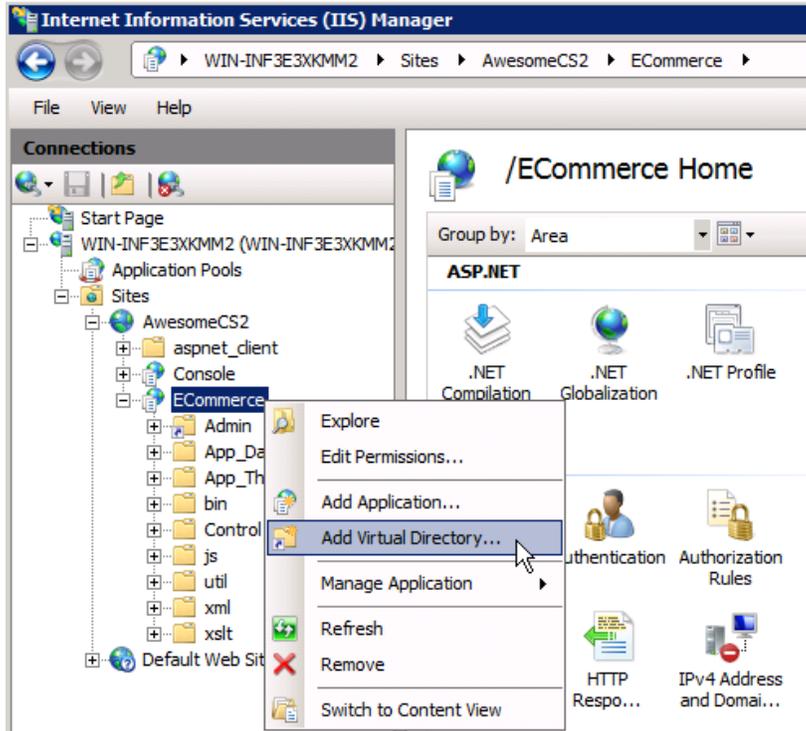


Figure 8-1. Internet Information Services – Add Virtual Directory

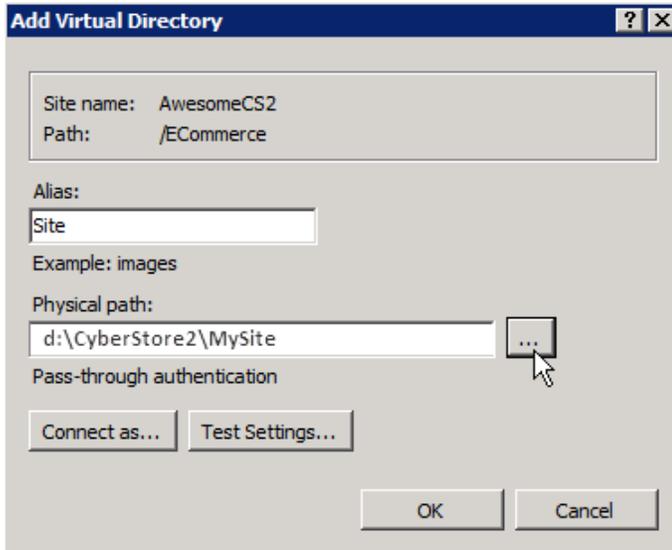


Figure 8-2. IIS – Add Virtual Directory example

8.2 Load License File

- Logon to the Console by selecting <http://yourdomainname/Console> and when prompted (also located at Tools > License Management), upload the License file for the CyberStore.

IMPORTANT: CyberStore 2 licenses are contained in a single XML file named “license.config” and you will need to obtain this CyberStore 2 specific license in order to run the CyberStore 2 software.

8.3 Set Initial CyberStore Configurations

Enable Runtime License and Refresh the WEB Operator

- Logon to the Console by selecting <http://yourdomainname/Console> and navigate to Setup > Site Configuration > SYSPRO TAB > Change Operator BUTTON
- Complete the Default Operator, Password, Confirm Password, Company ID, Company Password (if applicable) and Confirm Company Password (if applicable).
- If you are using the SYSPRO e.net Runtime License (Recommended) Check the “Use e.net Runtime License” checkbox.

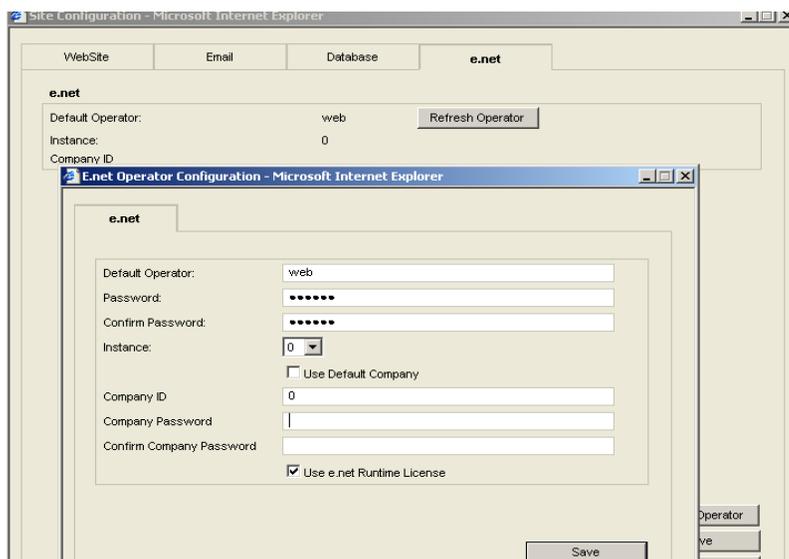


Figure 8-3. SYSPRO Connection Information

- Click “Save” this will refresh the WEB operator that the CyberStore uses to login to SYSPRO.

IMPORTANT: You should see a dialog box that indicates the Operator was Refreshed Successfully.

WARNING: If you are unable to Refresh the Operator Successfully then the SYSPRO e.net communication may not be working and you should review the .NET Remoting Service Setup and other Pre-Requisites.

Enable Caching (Optional)

For performance tuning you may use the caching feature and set the threshold for retention using the slider and time increment drop-down.

→ To enable caching Check the box.

Verify Communicate with SYSPRO is enabled

Communication to the SYSPRO Application may be temporarily disabled if you desire.

→ Be sure communication with SYSPRO box is Checked.

Setup a Local Currency

- Using the CyberStore 2 for SYSPRO Management console:
 - Create a Currency record for the company's local currency – Setup > Currency > click Add icon

Setup Payment Profile

- Create a Payment profile record – Setup > Payment Profile
- Please refer to the CyberStore Administration section of the CyberStore 2 for SYSPRO workbook for instructions on configuring Currency and Payment Profile details.

Setup Email

- Setup > Site Configuration > Email TAB

9 POPULATE YOUR STORE

You are now ready to start configuring the rest of your CyberStore system. Refer to the following sections:

- Populate your site with the necessary data - See the **CyberStore Administration** section in the CyberStore 2 for SYSPRO Workbook.
- Customize your site pages - See the **CyberStore Site Design** section in the CyberStore 2 for SYSPRO Workbook.

10 GO LIVE

- Obtain and install an SSL
- Configure an external IP address and update your domain records to resolve to it.

UPGRADE CYBERSTORE 1 TO 2

INSTALL A NEW SITE

Perform the Pre-Requisites

Perform Installing CyberStore

- Perform Installing .NET Remoting Service
- Setup a separate .NET remoting service on the SYSPRO server. Make sure this runs under a different PORT than version 1

Perform Post Installation Requirements

MIGRATE YOUR DATA AND SETTINGS

Backup and Migrate a copy of your version 1 Database

- Restore over the CyberStore2 database a backup of your CS1 SYSPROCyberStore database.

IMPORTANT: Be sure to specify the correct Paths to the database file and log file before running the restore.

- Run the CyberStore Installation Wizard again which will automatically run as an Upgrade. This will cause the database to be upsized with the existing data in place.

IMPORTANT: Be sure to specify the correct database name for the CS2 version (e.g. "SYSPROCyberStore2").

Update the Web.Config

- Merge the App Settings from the CS1 /Ecommerce/web.config into the CS2 /Ecommerce/web.config.

IMPORTANT: Replace all of the App Settings except the Connection attributes and Company attributes.

Rename CS2_ Controls (BETA Users Only)

Several controls were introduced during the development cycle that were eventually merged back into the default controls. Any references to these controls

will need to be changed in the sitepages.config file (in the /xml directory) and any of your customizations merged in.

CS2 Beta Control Name	CS2 Final Release Control Name
CS2_CatalogCategoryNavigationControl.ascx	CatalogCategoryNavigationControl.ascx
CS2_CatalogHotbuyControl.ascx	CatalogHotbuyControl.ascx
CS2_CatalogRelatedItemsControl.ascx	CatalogRelatedItemsControl.ascx
CS2_CatalogSearchControl.ascx	CatalogSearchControl.ascx
CS2_DistributorSearchControl.ascx	DistributorSearchControl.ascx
CS2_ItemDisplayControl.ascx	ItemDisplayControl.ascx

UPGRADE THE SITE TEMPLATE

Clear out the Demo template from the MySite folder

IMPORTANT: Be sure to clear out the *MySite* folders if they were established during the prior Fresh Install Post Installation Setup. This will allow you to assemble a new clean *MySite* template by combining new and old files in the following steps.

Copy your MySite folder from the CyberStore 1 program location to the CyberStore 2 program location

For example:

- ➔ FROM: C:\Program Files (x86)\dovetail\e-Commerce System\MySite
- ➔ TO: D:\CyberStore2\ MySite

Merge Certain New Files from the new CS2 Demo templates

"/Themes/css"

Add Files

- ➔ **Accessories.css** – contains styles for new CS2 features such as the Accessory Selector, Shopping Cart, Add to Cart.
- ➔ **CS2.css** – contains the styles from Controls.css and Theme.css that are new to CS2 (not present in your existing 1.x files)

- `/smoothness/*.*` (folder) – contains jquery css and images folders.

Add @import references to your CSS files for new CS2 styles

- Add the following lines to the beginning of your existing main CSS file in the MySite template (e.g. DECTheCatalog.css, Theme.css, or whatever your main CSS file is named):
- `@import url('Accessories.css');`
- `@import url('CS2.css');`

Warning: Avoid duplicate CSS class and ID settings if you are already using @import references.

“Themes/images”

Combine the files from the /Themes/images directory.

Some credit card images are new.

“/js”

Add new files

- `jquery.tipsy.js`
- `jquery-1.4.2.min.js`
- `jquery-1.6.2.min.js`
- `jquery-ui-1.8.5.custom.min.js`

“/control”

Combine

- Copy in any (custom) controls from the new CyberStore 2 template that aren't in the MySite template.

“/content”

Copy in any CS2 content files that aren't already in MySite

IMPORTANT: Do **NOT** overwrite any files that already exist in MySite

Create new folder

- Add a folder called **/images** inside your theme's **/content** folder to receive any images uploaded in the new CyberStore 2 Long Description editor.

Clean up HEAD (Optional)

Review your Theme ASCX files and remove BODY, HEAD and HTML tags if they are NOT modified (e.g., if you have an onload function in the opening <BODY> tag). Leaving these tags in place will not cause the site to error, but a full set of them are inserted by the CyberStore page rendering engine. Having them in your themes will result in duplicates.

Update Custom Controls

To make your custom CS1 controls work with CS2 the following code (at minimum) needs to be modified.

- Remove: TargetSchema="http://schemas.microsoft.com/intellisense/ie5";
- Change: AutoEventWireup="false" to AutoEventWireup="true"
- Change: Inherits="Dovetail.Ecommerce.Control.CatalogHotbuyControl" to Inherits="Dovetail.Ecommerce.Controls.CatalogHotbuyControl" ("control" to "controls").
- Merge Customizations

For each control that has been customized, merge the previously customized changes into the new standard controls being sure to keep the CS2 business logic in place.

HINT: A tool such as WinMerge is helpful for this step. WinMerge can be downloaded for free from <http://winmerge.org/>.

HINT: If you are having trouble determining what has changed, it might be helpful to compare the base CS1 control to your customized CS1 control. That way you can see (and isolate) the changes that you made originally.

IMPORTANT: You may turn on/off Custom Controls in the Console (>Setup>SiteConfiguration, Paths tab. This is useful to determine if your site is working with the base CS2 controls.

UPDATE INSTRUCTIONS

UPDATING CYBERSTORE 2 WITH MINOR BUILDS

- Before the update Block traffic to the site.
- Download and run the update/installation wizard. An Update will happen when the CyberStore Installer detects that it is being installed over an existing directory structure which contains CyberStore DLLs.

IMPORTANT: Be sure to specify the correct *Install Path* (e.g. D:/CyberStore2)

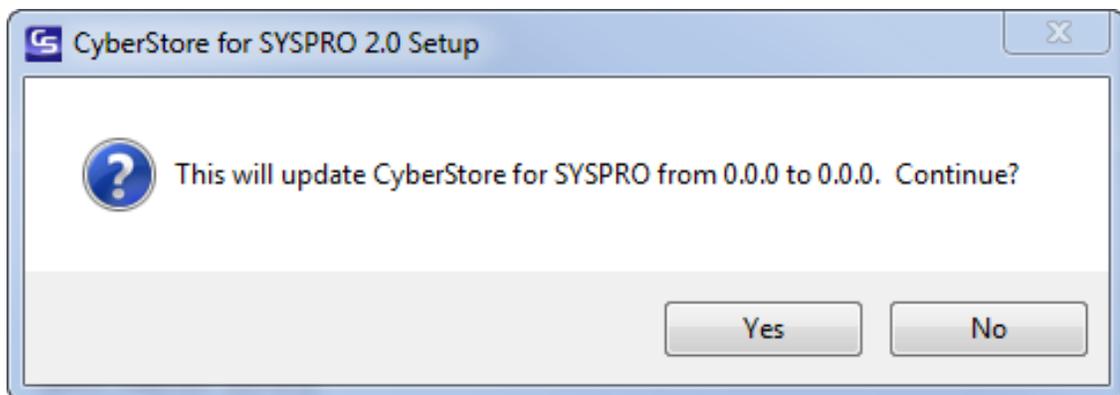


Figure 10-1. CyberStore Detecting it should Update

- If CyberStore is operating properly, then simply enter the appropriate data for your SQL Server. If CyberStore is not operating properly, please review step 0 in the Installation section.

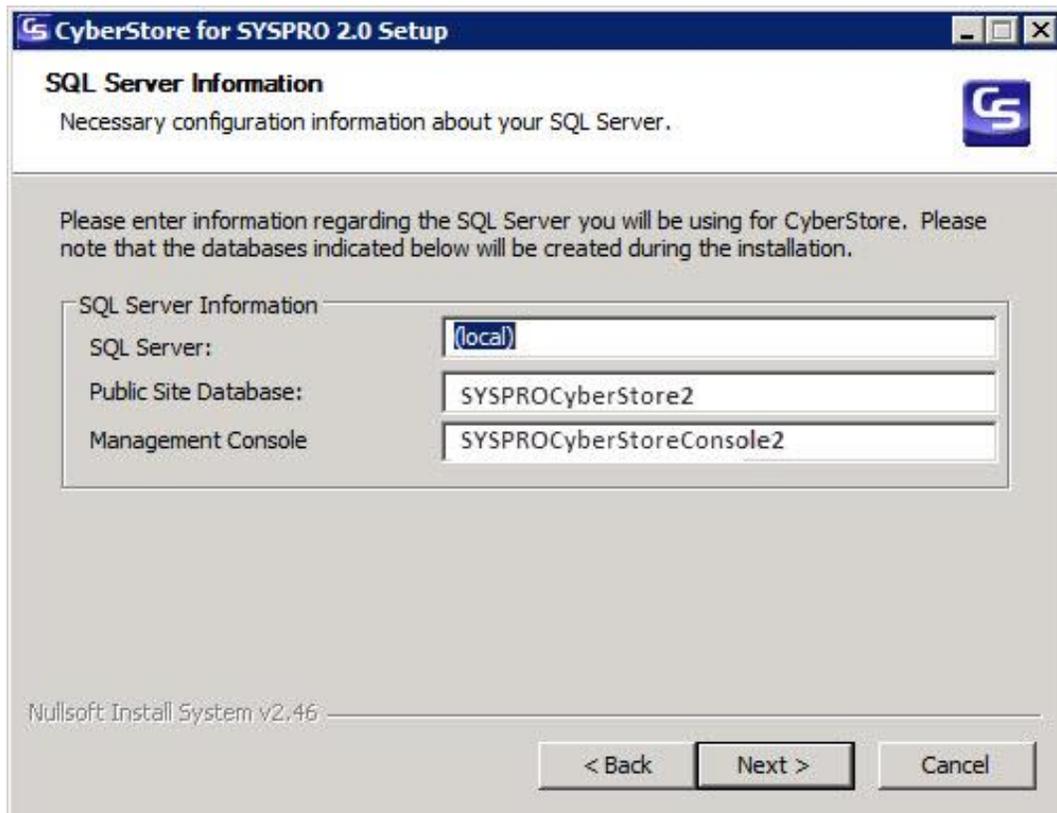


Figure 10-2. CyberStore SQL Server Selection during Update

- The CyberStore Installer will then proceed to do the following actions:
- Create a backup of the currently installed version. This backup will be named CyberStore 2 for SYSPRO X.X.X.zip and placed in the Backup folder in your CyberStore installation directory
 - Connect to your SQL Server and issue a SQL Backup command for the Public Site Database and Management Console databases. These backups are stored in your SQL Server default backup directory
 - Update the files in your CyberStore installation directory and remove unused files. This procedure will remove or replace all files in the Ecommerce, Console, Install, or OutdoorsSite directories. **DO NOT** run the CyberStore update if you have customized files in these directories.
 - Execute Schema and required Data updates to the Management Console database.
 - Execute Schema and required Data updated to the Public Site database.

- Once all update actions are complete, a file called install.log will be created in your CyberStore installation database. This file will contain all actions performed during the automated update.
- If you have custom controls merge the new control changes into your previously changed control copies in the /*yoursite*/control folder.
- After the Update
 - Refresh the operator
 - Place a test order
 - Allow traffic to the web site.

UNINSTALL INSTRUCTIONS

UNINSTALLING CYBERSTORE 2

Remove local users

CyberStoreBrowsers

CyberStoreManagers

Remove databases associated with this installation

SYSPROCyberStore

SYSPROCyberStoreConsole

Note: You may need to take the database Offline before deleting it.

Remove virtual directories / applications which were created with this install

/Console

/Ecommerce

Remove application pools which were created with this install

Default WebSite - CS2Console

Default WebSite - CS2ECommerce

Remove the Cyberstore files and folders from the CyberStore Installation (physical) path

Except for Website root D:\Cyberstore2\

TROUBLESHOOTING YOUR INSTALLATION

INSTALLATION ERRORS

There are some cases where the Installation program may fail due to an improperly configured or outdated system. In these cases, it is necessary to carefully make a note of the error messages, and once the CyberStore 2 for SYSPRO Installer has completed the installation process, you will then need to manually modify certain settings on the system.

The following sections should assist in modifying the system in the case of installation errors.

VARIOUS TROUBLESHOOTING SCENARIOS

OOPS Error

When e.net objects are used, an OOPS error occurs on the SYSPRO Server.

This error is related to the **registry settings** on the **SYSPRO Server**:

The CyberstoreBrowsers and CyberstoreManagers need Full Control Permissions on HKEY_LOCAL_MACHINE\SOFTWARE\MICRO FOCUS. To correct this:

- ➔ Go to start >> Run and type **regedt32**
- ➔ Browse to HKEY_LOCAL_MACHINE\Software\Micro Focus
- ➔ From the File menu select Edit > Permissions
- ➔ Add the eCommerce Users, and grant **Full** permissions

There should be a PATH variable under the HKEY_LOCAL_MACHINE\Software\Micro Focus\Net Express\4.0\Cobol\4.0\Environment. If this is missing, then add the PATH variable as an *Expandable String Value* type. If the PATH variable does exist, then make sure its value is: “[BASE]”;[BASE];%PATH% where [BASE] is equal to the physical path to the SYSPRO Base folder

“Object Reference not set Equal to an Object”DEP – Data Execution Prevention

The error message displayed is: “Object Reference not set Equal to an Object” Error Reported In Logs.

This error can occur if the **Data Execution Prevention** feature has mistakenly determined that e.net is a Security threat. For more information on this feature see <http://support.microsoft.com/kb/875352>

The following behavior accompanies this error: The Ecommerce Diagnostics tool will work without incident. VB programs using e.net will be shut down by windows and create a Dr. Watson Error.



Figure 10-3. Data Execution Protection (DEP) Windows UI

To view the settings for DEP, select:

- ➔ My Computer > Properties > and then select the Advanced Tab
- ➔ Under Performance, select Settings, then select the Data Execution Prevention Tab.
- ➔ This problem can occur if this is set to *Turn on DEP for all programs and services except those I select*. To allow e.net to work using the .NET Remoting Client, follow the steps below:
- ➔ Install the .NET Remoting Application
- ➔ In the DEP properties window, click *Add* and locate the .NET remoting application, i.e. C:\Program Files (x86)\dovetail\remoting service\remoting service.exe, then check the new entry.

- Restart the service. To do this, right click on My Computer on your desk top and select:
 - Manage > Services and Applications > Services
 - Locate the service named SYSPRO Ecommerce Remoting Service.
 - Select the service and click the Restart button.

Server cannot access application directory

The error message displayed is: Server cannot access application directory '<ecommerce directory>'. The directory does not exist or is not accessible because of security settings.

Please refer to the [File Permissions](#) section of this document, on page: **Error! Bookmark not defined.**

Order type '{blank}' is invalid

The error message displayed is: Order type '{blank}' is invalid for order '<PONumber>'

Please refer to “SYSPRO Default Order Type for Sales Orders” in the Pre-Requisites section of this guide.

Access to business object <objectname> denied

This message will be in the log files when e.net is not working properly.

This message may also be displayed in the Diagnostics Tool, as well as the Import/Export tool.

To correct this problem, review the “e.net Group Security” section of this document

Changing A Theme Takes Partial or Has No Effect on the Site

After changing a theme do the following:

- Locate the site directory in IIS, under the Ecommerce Virtual.
- Make a change to the web.config file in the ecommerce Programs folder, such as adding a blank line. This is to cause the web application to do a recompile.
- In your web browser, delete the cache to make sure you see all of the changes, and press **CTRL + F5** to refresh the page.

APPENDICES

APPENDIX A TECHNICAL INTERVIEW

Network Discovery

- 1 What type of network hardware (switches, hubs): _____

- 2 What type of network appliances (proxy servers, firewalls, routers, etc): _____

- 3 Logical Network Location (IP Address, location on network diagram):
 - a. CyberStore Server: _____
 - b. CyberStore SQL Server: _____
 - c. SYSPRO Server: _____
 - d. SYSPRO SQL Server: _____
- 4 Does this network use Workgroups, NT Domain or Active Directory: _____

- 5 Are all of the servers on the same Workgroup, NT Domain or Active Directory?
Indicate the name and type of Windows Network the following servers are on:
 - a. CyberStore Server: _____
 - b. CyberStore SQL Server: _____
 - c. SYSPRO Server: _____
 - d. SYSPRO SQL Server: _____
- 6 Describe the bandwidth and network uplinks between the CyberStore server, the SYSPRO server and the Internet: _____

- 7 Discussion of what network traffic limitations (if any) will be imposed on the CyberStore server: _____

- 8 Create Network Diagram:

Server Discovery

1 CyberStore Server

- a. Name of Server: _____
- b. IP Address: _____
- c. Physical or Virtual Server? If Virtual, what platform (Hyper-V, VMWare, Other): _____
- d. Operating System: _____
- e. Anti-Virus Software (Name and Version): _____
- f. Firewall Software (Name and Version): _____

2 CyberStore SQL Server

- a. Name of Server: _____
- b. IP Address: _____
- c. Physical or Virtual Server? If Virtual, what platform (Hyper-V, VMWare, Other): _____
- d. Operating System: _____
- e. SQL Server Version: _____
- f. SQL Server Edition (Express,Standard,Enterprise): _____

- g. Anti-Virus Software (Name and Version): _____
- h. Firewall Software (Name and Version): _____

3 SYSPRO Server

- a. Name of Server: _____
- b. IP Address: _____
- c. Physical or Virtual Server? If Virtual, what platform (Hyper-V, VMWare, Other): _____
- d. Test or Live SYSPRO Server: _____
- e. SYSPRO Version and Port is currently in use: _____
- f. SYSPRO database C-ISAM or Microsoft SQL: _____
- g. Operating System: _____
- h. Anti-Virus Software (Name and Version): _____
- i. Firewall Software (Name and Version): _____

4 SYSPRO SQL Server (if different)

- a. Name of Server: _____
- b. IP Address: _____
- c. Physical or Virtual Server? If Virtual, what platform (Hyper-V, VMWare, Other): _____
- d. Operating System: _____
- e. SQL Server Version: _____

- f. SQL Server Edition (Express,Standard,Enterprise): _____
- g. Anti-Virus Software (Name and Version): _____
- h. Firewall Software (Name and Version): _____

5 Email Server (Required for emailed receipts and alerts)

- a. Name of Server: _____
- b. IP Address and Port: _____
- c. If this server is NOT an open SMTP relay for the CyberStore Server, then Authentication information: _____

APPENDIX B PRE-REQUISITES CHECKLIST

The following Pre-Requisites will need to be in place before implementation can begin:

Web Server

- Operating System (O/S) installed
- Microsoft IIS installed
- Microsoft IIS Configured with Server Roles
- Microsoft .NET Framework 4.0 installed
- Virtual Website Created
- DEP Updated
- Network, Server and Site setup respond to assigned IP address (for example it will display a default Microsoft IIS7 Construction Page)
- All Security Updates and Important or Critical Windows updates that relate to required components applied
- SSL Certificate for full subdomain and domain name of CyberStore site (e.g. ecommerce.yourdomain.com (necessary for Go Live)

SQL Server

- Operating System (O/S) installed
- SQL Server installed
- Confirmation that SQL Named Pipes are enabled
- All Security Updates and Important or Critical Windows updates that relate to required components are applied

Network

- High speed business level internet access with dedicated IP allocation on port 80/443 for the CyberStore
- Public IP Address mapped to DNS Entry (e.g. ecommerce.yourcompany.com)
- Confirmed firewall/VPN configurations (as needed) to facilitate:
- Communications from CyberStore Server to SYSPRO Server on port 8081

- Communications from CyberStore Server to SQL Server on port 1433 and additional MSSQL ports
- Confirmed that three Windows Service Accounts are created:
 - CyberStoreBrowsers
 - CyberStoreManagers
 - CyberStoreRemoting
- Confirmed that Windows Service accounts have passwords set to not expire

SYSPRO Server

- SYSPRO ERP is installed and it is the only instance installed on the SYSPRO application server.
- SYSPRO updated to latest port
- SYSPRO e.net solutions installed on SYSPRO Server
- SYSPRO e.net Diagnostics Tool installed on SYSPRO Server
- Configuring the e.net Licensing
- Verifying that e.net Browse are setup
- SYSPRO Group exists
- SYSPRO Group has appropriate permissions
- SYSPRO WEB Operator exists
- SYSPRO WEB Operator has appropriate permissions

SYSPRO Server – Communication Services (Choose One)

CyberStore 2 for SYSPRO Remoting Service

- Microsoft .NET Framework 4.0 installed on SYSPRO server
- CyberStore 2 for SYSPRO Remoting Service is installed, started and set to Automatic Start
- <Can't do this until after install CyberStore Application> e.net Communication working between CyberStore and SYSPRO Server

SYSPRO Web Services

- SYSPRO Web Services Installed
- Trusted SSL Certificate installed and bound to appropriate ports.
<Can't do this until after install CyberStore Application> e.net Communication working between CyberStore and SYSPRO Server