Sterling Selling and Fulfillment Suite

Requirements Supplement

Release 9.2

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Note
Before using this information and the product it supports, read the information in "Notices" on page 15.

Contents

Chapter 1. Support for Virtualization Platforms

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

Chapter 2. IPv6 Certification

Figure 1 illustrates the IPv6 deployment for Sterling Selling and Fulfillment Foundation.

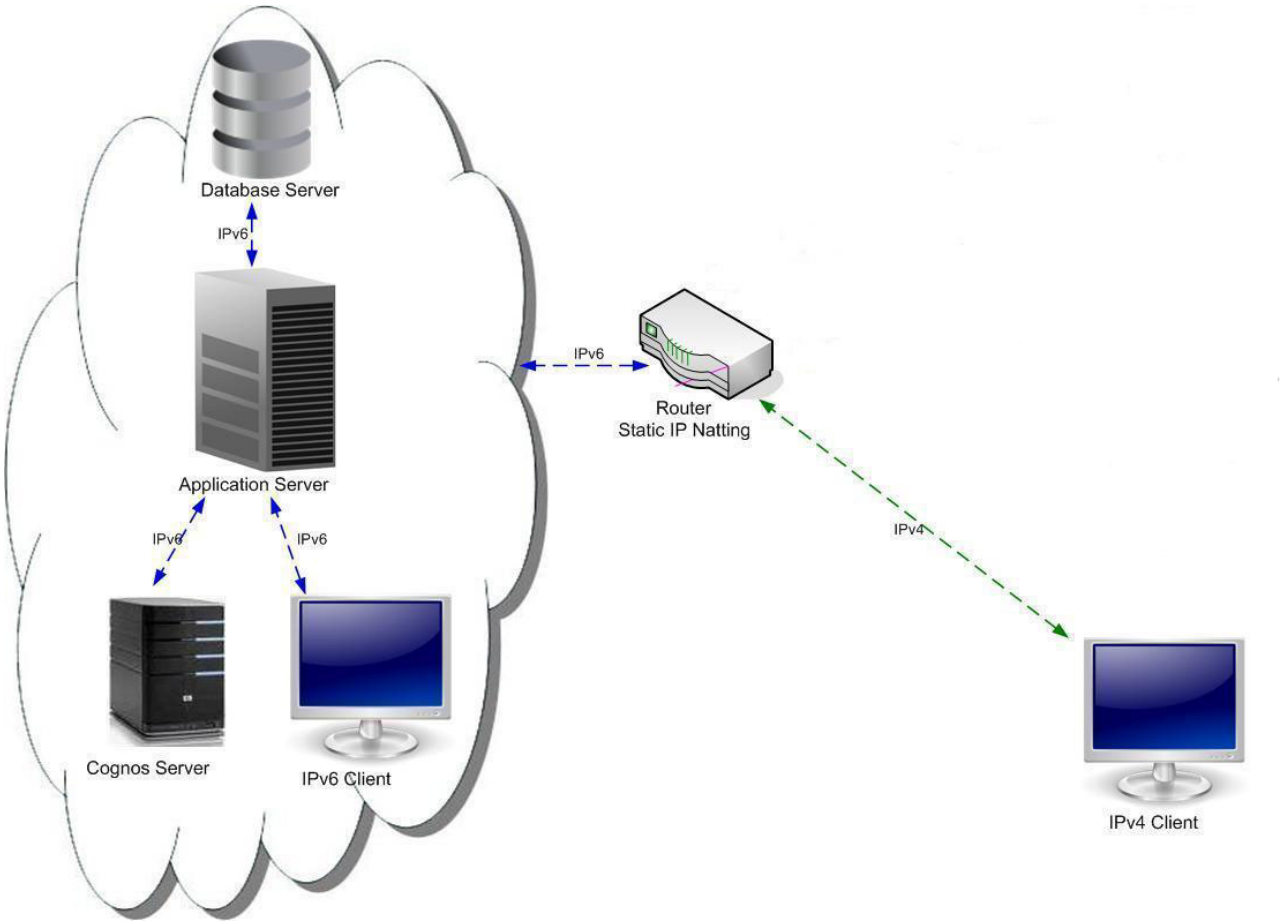

Figure 1. IPv6 Deployment for Sterling Selling and Fulfillment Foundation

Table 1 and Table 2 on page 4 list the certified stacks of IPv6 deployment.

Table 1. IPv6 Deployment, Certified Stack 1

IPv6 Components	IPv4 Components
• Application Server - Oracle WebLogic on Windows [1] • Database - DB2® on IBM AIX® • Client PC - Windows - IE	Client PC - Windows - IE
[1] IBM Sterling Sensitive Data Capture Server (SSDCS) is not certified as part of IPv6 deployment.	

Table 2. IPv6 Deployment, Certified Stack 2

IPv6 Components	IPv4 Components
• Application Server - IBM WebSphere® on Red Hat Enterprise Linux [1] • Database - DB2 on IBM AIX • Cognos® on Windows • Client PC - Windows - IE	Client PC - Windows - IE
[1] Sterling Sensitive Data Capture Server (SSDCS) is not certified as part of IPv6 deployment.	

Note: For more information about IPv6 certification and the supported versions of component vendor products that you are using, refer to the respective vendor's documentation.

Chapter 3. JRockit and Oracle WebLogic

If you are using SSL with JRockit and Oracle WebLogic 10.3.2, see the following article for information about a conflict with some versions of JRockit with WebLogic 10.3.2 and SSL. This article also explains how to obtain a fix from Oracle:

http://forums.oracle.com/forums/thread.jspa?threadID=947219

A stability issue has been reported when running workloads with a WebLogic application server and the JRockit JVM. Workloads fail with an "illegal memory access" error. To avoid this issue, pass the command line option "-Xnoopt" to the JVM.

Chapter 4. JMS Clustering Support for Application Servers

IBM supports JMS clustering for integration services, enabling customers to configure high availability and load balancing configurations for the JMS queues in their Service Definition Framework.

Note: For agents, IBM supports high availability (except for JBoss Messaging JMS) but not load balancing.

Table 3 describes the JMS cluster configurations that are supported for the application servers.

Table 3. JMS Clustering Support for Application Servers

Message Queueing Application Server	**JMS Clustering Support for Integration Services**	**JMS Clustering Support for Agents**
Oracle WebLogic JMS	High availability, load balancing, or a combination of both high availability and load balancing	High availability and load balancing
IBM WebSphere MQ	High availability, load balancing, or a combination of both high availability and load balancing, as follows: • WebSphere MQ Clusters configuration - Provides load balancing for senders but not receivers. • WebSphere MQ multi-instance queue managers configuration - Provides high availability. **Note:** When used together, these two options provide virtually complete high availability and load balancing capabilities.	High availability and load balancing High availability is provided via multi-instance queue managers in WebSphere MQ. Sender load balancing is provided via clustered queue managers.
IBM WebSphere Default Messaging	High availability, load balancing, or a combination of both high availability and load balancing	High availability and load balancing
JBoss Messaging JMS	Load balancing and high availability	JMS clustering is not supported.
TIBCO EMS	High availability	High availability
Notes: • IBM supports load balancing for integration services, but not for agents. Therefore, you may need to set up separate JMS servers for integrated services and agents. • When transitioning from standard JMS queues to clustered JMS queues, you need to be aware of any impact this may have on third-party applications. For example, you may need to set up a different set of servers for these third-party applications.		

Chapter 5. Requirements for Utilities

For the utilities listed in this section, use the same version of JDK that you use for your application server.

If you are using IBM WebSphere Application Server, do not install the JDK supplied with the WebSphere Application Server or use it to install Sterling Selling and Fulfillment Foundation. Instead, download and install a supported version of the IBM JDK from the IBM product downloads site (http://www.ibm.com/developerworks/java/jdk/). Then point to this version as the JDK when you install Sterling Selling and Fulfillment Foundation and the runtime utilities.

Installation Utilities

- Installer
- loadFactoryDefaults
- All the steps after the Installer through EAR precompilation (for example, merge, EAR compilation)

Upgrade Utilities

- Migration Validator
- Migrator

Development Utilities

- Configuration Deployment Tool
- Transaction Data Truncation Tool

Runtime Utilities

- Integration Server
- Agent Server
- Agent Trigger

Chapter 6. Internet Browsers and Plugins

Note the following requirements for Internet browsers and plugins.

Java Plug-In Memory

By default, the Java plug-in memory should be set to 128 M. When using the Fulfillment Network Model, set the Java plugin memory to 256 M. In either case, ensure that you have enabled the Java cache, as setting Java plug-in memory also requires enabling the Java cache.

Heap Space Errors in the Applications Manager

To avoid heap space errors when using the Applications Manager, it is recommended that you set the Xmx value in the Java Plugin Control Panel. Locate the `\Documents and Settings\<USER_NAME>\ApplicationData\Sun\Java\Deployment\deployment.properties` file and add your parameter to the `deployment.javapi.jre.<JRE_VERSION>.args` line.

Visibility of Menu Options in the Application Console

For better visibility of the menu options in the Application Console, ensure that the dpi setting is 96.

Chapter 7. IBM Sterling Call Center, IBM Sterling Store, and IBM Sterling Store Inventory Management

This section lists the supported software required to deploy applications built on the Rich Client Platform (RCP). RCP-based applications include Sterling Call Center, Sterling Store, and Sterling Store Inventory Management.

Setting Optimal System Resolution Quality

For optimal resolution quality of the menu options and other user interface components of the Rich Client Platform applications, set your system resolution to 96 dpi.

Verifying Sterling Selling and Fulfillment Foundation Plugins

The Sterling Selling and Fulfillment Foundation plugins supported for installing Rich Client Platform applications are listed on the IBM Support Portal.

To verify that you have a supported version of the plugins, perform the following steps:

1. Open Eclipse.
2. Navigate to Help > About Eclipse SDK.
3. Click Plugin Details.
4. Verify that the plugins listed on the IBM Support Portal match those that are listed in Eclipse.

Supported Browser Version on Red Hat Linux Workstation 5.5

The default Firefox browser that is installed with the Red Hat Linux Workstation 5.5 is the certified version.

Note: You need to set the environment variable, MOZILLA_FIVE_HOME to the folder containing your Firefox installation. For example, set the env MOZILLA_FIVE_HOME as `/usr/lib/firefox-3.6`.

For more information about the supported browser version, see the following links:

- http://www.eclipse.org/swt/faq.php#browserlinux
- http://www.eclipse.org/swt/faq.php#browserlinuxrcp

Supported Browser Version on Suse Linux Desktop 11

Rich Client Platform supports Mozilla browser on the Suse Linux Desktop 11. The default Firefox browser that is installed with the Suse Linux Desktop 11 is not supported.

Note: You need to set the environment variable, MOZILLA_FIVE_HOME to the folder containing your Mozilla installation. For example, set the env MOZILLA_FIVE_HOME as `/usr/lib/mozilla-1.7.12`.

For more information about the supported browser version, see the following links:

- http://www.eclipse.org/swt/faq.php#browserlinux

- http://www.eclipse.org/swt/faq.php#browserlinuxrcp

Installing Browser Plugins on Linux

In the Rich Client Platform-based applications, FusionCharts and JasperReports can be viewed in the client application. This requires the following plugins to be installed on the Firefox browser:

- Flash Player Plugin to view FusionCharts
- Mozplugger to view JasperReports

Installing the Flash Player Plugin

To install the flash player plugin, open the following link in your Linux Firefox browser and follow the instructions provided:

http://www.adobe.com/shockwave/download/
download.cgi?P1_Prod_Ver_sion=ShockwaveFlash

Note: During installation, the browser installation directory should point to the Firefox install directory. For example: `/usr/lib/firefox-3.6`

Installing Mozplugger

To install the Mozplugger:

1. Navigate to: http://mozplugger.mozdev.org/
2. Download Version 1.7.3 SOURCE of the Mozplugger to a local directory. The mozplugger-1.7.3.tar.gz file is downloaded.
3. Untar the mozplugger-1.7.3.tar.gz file. The mozplugger-1.7.3 directory is created.
4. Change the directory to mozplugger-1.7.3 and run the following commands:
   - make linux
   - make install

   Note: During installation, the browser installation directory should point to the Firefox install directory. For example: /usr/lib/firefox-3.6

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