



Infor XA – COM_Net User Guide

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Introduction

COM_Net is an XA application that enhances XA Customer Order Management (COM) to allow business to business customer service transactions to occur over the Internet. It has a **sub-set** of COM function with an extremely simple, intuitive Browser user interface. It supports commonly requested customer service functions such as pricing, product, and order status inquiry.

A sponsor bar available on most panels allows you to advertise your products or those of your vendors. Vendor advertising revenue can be a significant advantage.

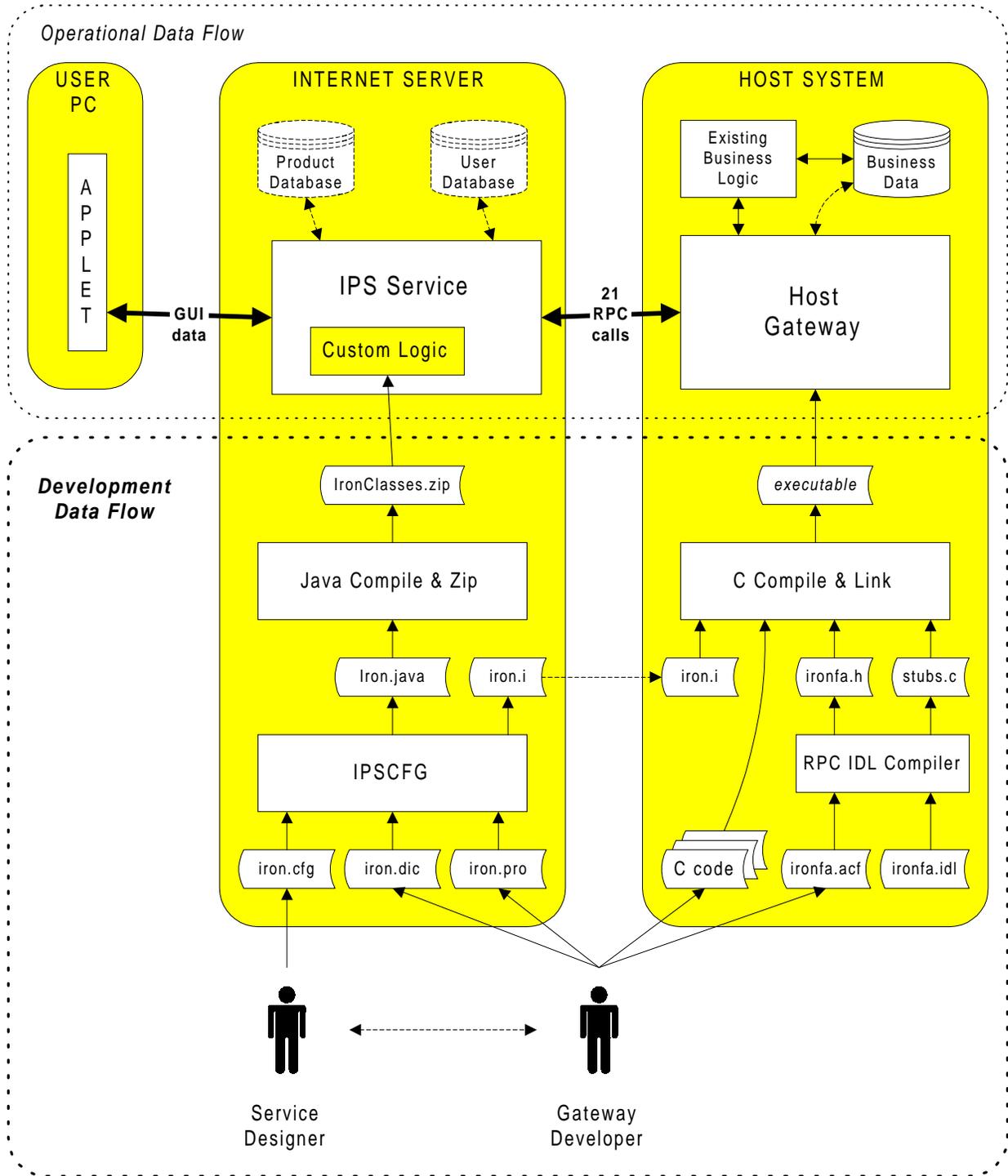
COM_Net allows you to link items to other places at your site or another site. Some examples might include:

- Specifications
- Promotions
- Hazardous Information

Installation consists of two components. The Windows NT Server programs that serve a Java client applet to the user, and the System i gateway component that interfaces the user to XA COM.

COM_Net requires the customer to have a full-time web presence on the Internet. A simple link from their homepage will access COM_Net.

Operational and Development Data Flow



Technical Prerequisites

System i – OS/400

XA Release 6

Required Applications

CAS, COM, IM

PDM only if utilizing Features and Options

System i (any RISC model) with Network Connectivity

RISC OS/400 Release 4.3 and above

Required Program Products

5769-SS1 System Openness Includes (No-Charge Feature)

5769-TC1 TCP Utilities

5769-DC1 DCE Base Services

Windows NT Server

Windows NT 4.0 or higher with Service Pack 4 or higher

Windows NT IIS 4.0 or Higher

128mb memory minimum

2GB disk minimum

2 Network adapters (Ethernet/Token Ring)

Normal PC accessories such as floppy, CD, video, keyboard, monitor, etc...

*The Windows NT Server can be a separate unit or on the System i (Using IPCS) with the above requirements.

Internet Presence

COM_Net requires a full-time connection to the Internet. The customer must have a WWW server (such as Microsoft Internet Explorer V3.0), a home page, at least a 56kb leased line to an ISP (Internet Service Provider) and appropriate security and/or firewall hardware. In addition, the COM_Net NT Server must have a registered DNS entry on the Internet.

The required bandwidth (speed) will determine the cost of this connection. All company traffic must be considered as well as COM_Net. This includes:

Email

Outbound WWW traffic

Inbound WWW traffic

Security

COM_Net requires a full-time Internet connection. It is therefore very important to understand the security issues when placing your business computer directly on the Internet. All possible efforts have been made to make COM_Net as secure as possible, however, it is the customers ultimate responsibility to assure that their environment is secure. Please consult with a person or firm knowledgeable in Internet security before you implement COM_Net. Your Infor Affiliate, Lexel Corporation or Ironside Technologies can assist you with these issues.

COM_Net can run on an HTTPs (secure) server. If you intend to do credit card transactions you must install a secure server.

Please note: Customer sign-on and validation is performed on the NT Server which passes requests on behalf of that customer to the host system. The COM_Net user does not sign-on or have a session on the System i!

COM_Net Components

End-User Browsers Interface

The screen that is presented to the end customer/dealer is a Java application that runs in a Java compatible browser. There is no special software that must be shipped to customers to access COM_Net. Customers access the COM_Net GUI (Graphical User Interface) via a home page link. At that time, they will be prompted for their User ID and Password.

Since the Windows NT component of COM_Net has been developed in Java and makes extensive use of “Frames”, it is imperative that the end customer utilize a Java and Frame enabled browser. Up-to-date browsers, such as **Microsoft Internet Explorer** and **Netscape Navigator**, are readily available for downloading to Internet users. A standard suggestion to XA customers implementing COM_Net is to provide a link to Microsoft and/or Netscape on their home page so end customers can easily access and download the latest versions of these browsers.

Windows NT Server

The Windows NT Server component of COM_Net contains the Ironside Powered Software (IPS) engine by Ironside Technologies. Customization of the user interface is done in IPS. Documentation is included, however, training is recommended. It also includes related local NT databases that include the following:

- Customer User ID and Password
- Customer Account Description (Name)
- XA Customer Number
- Product Images and Marketing Text
- Screen Configuration
- Customer/Screen Configuration Logic (Security Profile Information)

With minor programming, the interface presented to the customer can be customized with specific logos and/or sponsor bar data. This is the area where customization/tailoring might occur for each implementation of COM_Net. For more information on customizing COM_Net, please refer to the *Customizing COM_Net* section of this user guide.

Host System i XA System

This represents the System i running XA. It contains the Gateway application logic and controls the passing of data to and from the Server. The application logic is

accessed through a series of Remote Procedure Calls (RPC). A copy of the 21 RPC calls and their definition has been attached to this document. See section *entitled RPC Procedure Call Summary*. Although the Windows NT portion of COM_Net is enabled for 21 procedure calls, currently COM_Net supports a subset of these.

Communication between the Windows NT Server and the System i utilize the DCE environment on the System i, using ILE RPG, CL and C programs and modules. Where required (such as order pricing and available to promise logic) calls are made directly to XA COM programs.

Installation

COM_Net installs in 2 parts. The System i component checks that all prerequisites have been met prior to installation. It is important that the install of COM_Net does not begin until all connectivity has been tested and prerequisites have been installed.

It is recommended that you “ping” the NT Server to the System i and the System i to the NT Server to verify communication between both Operating Systems before you proceed with the installation of COM_Net. You must also verify that you have a registered DNS entry on the Internet for the Windows NT COM_Net server.

System i

The System i component is installed through CAS (Cross Application Support) Install/Tailor. A license key for COM_Net must have been entered in wrklicinf. If not, you will not have the option to Install/Tailor COM_Net.

Windows NT Server

The Windows NT component is installed as follows. Before proceeding, you should have the following information available since you will need it during the installation. You will need to know the domain name and IP address of the NT Server you are installing COM_Net on, the IP address of the System i and port number that was defined during the Install/Tailor of COM_Net on the System i.

- Sign on as Administrator
- Start/Run d:setup (where d = the CD ROM drive).
- Install base COM_Net. Note: This must be done first.
- Reboot
- Start/Run d:setup and follow install procedure to install COM_Net into the desired XA environment. At this time alias names are generated for you to later be entered into IIS. **WRITE THESE ALIAS NAMES DOWN!** See section entitled COM_Net Directory and IIS Setup.
- Select either secure (HTTPS) or standard install
- To install into another environment, see section *Multiple Environment Support on the NT Server*.
- *Note: English is the only supported language at this time.*

Follow the instructions on your screen. When NT reboots, the IPS Service should start without any errors. (Check the Windows NT event viewer).

If you wish to have COM_Net run in multiple XA environments, please refer to the *Multiple Environment Support* section of this User Guide.

Connectivity to the System i can be checked by selecting the icon for *Check COM_Net* and insuring that the status is UP.

In order for COM_Net to function, you must create a link to the COM_Net.htm in the \ipshome\envxxy\html directory on the server from your web page. (xx being your XA Environment designator; yy being your language code).

Multiple Environment Support

COM_Net is now able to run in multiple XA environments simultaneously. To have COM_Net run in multiple environments, both NT and the System i Operating Systems must be configured to support this.

Multiple Environment Support on the NT Server

Each environment must have it's own Ironworks Service associated with it. For example: The old directory service COM_Net utilized had only a directory structure of Ipshome with Cgi, Html, and Jpl folders with a Fahrenheitudb, Fahrenheitpdb and all html print prototypes. Now each environment COM_Net is to be installed in must have it's own unique directory structure as well. To do this:

- During the NT installation of COM_Net via the CD, install the base COM_Net. Note: This must be done first.
- Follow install procedure to install COM_Net into the desired XA environment. At this time alias names are generated for you to later be entered into IIS. **WRITE THESE ALIASES NAMES DOWN!** See section entitled *COM_Net Directory and IIS Setup*.
- Repeat these steps to install into another environment.

Multiple Environment Support on the System i

COM_Net must be installed into each environment on the System i that you wish to have it running in. Each environment that COM_Net is installed in must be tailored in CAS. *Please refer to the *System i Installation section* of this COM_Net User Guide.

During the install, COM_Net will default to port 4646. For each environment, a port needs to be defined in the System Control File (systctl) in positions 17-20. This can be achieved during the Install/Tailor of COM_Net where one of the tailoring questions ask you to define a port. Please see the Tailoring section of this User Guide. Then in the envxxy.ini file (on the NT Server), you must specify which port is being used. For i.e.:
host.endpoint=6000

*Each environment will have a unique port. Therefore, each IPS service will have a unique port number defined in file envxxy.in in the IPS41/bin.

*xx being your XA Environment designator, yy being your language code.

COM_Net directory and IIS 3.0/4.0 Setup

COM_Net HTML and Java applets are stored in the \Ipshome\envxxyy directory on the machine you have installed COM_Net. These are sub-directories within \Ipshome:

\html This directory contains all HTML needed to run COM_Net. The start page is in HTML called com_net.htm. This page should be referenced from your home page to start COM_Net functions.

\cgi This directory contains executable information for COM_Net functions. When the COM_Net service (IPS service) starts, it copies all executable information into this directory and all COM_Net executable functions are controlled herein.

\jpl This directory contains JPL graphic files.

The Ips41\bin directory contains an initialization file, envxxyy.ini, which has configuration information for the IPS service. There are two entries within this .ini file which need to be updated correctly for COM_Net to run the CGI and HTML correctly.

html.directory = *directory URL*

- specifies the fully qualified directory and the corresponding relative URL where the COM_Net HTML pages are located. The COM_Net HTML directory is either a sub-directory of your HTTP server's data directory (may also be referred to as the "root" or "home" directory by your HTTP server) or is the HTTP data directory itself. The IPS required HTML files are to be located in this directory. During IPS startup, the IPS applets are copied to this directory. Keyword is mandatory and both *directory* and *URL* must be provided.

Directory - fully qualified IPS HTML Directory.

URL - a URL relative to the HTTP data directory where the IPS HTML files are located.

Examples: where the HTTP data directory is c:\Ipshome\envxxyy\html.

Note: For a URL, a leading / indicates that an address is relative to the HTTP data directory.

html.directory = c:\Ipshome\envxxy\html /

- **the IPS HTML Directory is the HTML data directory itself.**

html.directory = c:\Ipshome\envxxy\html /ips

- **the IPS HTML Directory is c:\Ipshome\envxxy\html which is a subdirectory of the HTTP data directory.**

Default Value -{drive}:\Ipshome\envxxy\html /

cgi.directory = *directory alias*

where: *directory* is the fully qualified directory where the IPS CGI files are located (your HTTP Server's CGI Directory)

alias is the alias of the CGI Directory retrieved from your HTTP Server's configuration. Set it to **ipscgibin**.

Default Value -{drive}:\Ipshome\envxxy\cgi /fahrcgibin

In the Internet Information Server (IIS), a reference to the CGI directory \Ipshome\envxxy\cgi needs to be created with an alias of **ipscgibin**.

For example, to create the alias in IIS 3.0:

- In the Internet Service Manager, double click the computer which is supporting the WWW service
- Select the directories tab
- Click the add button
- Enter the Ipshome\envxxy\cgi directory (ex: c:\ipshome\envxxy\cgi)
- Enter the alias fahrcgibinx (under Virtual Directory)
- Enable the execute option – click the execute checkbox
- Enable the read option – click read checkbox
- Click ok
- Click apply
- Click ok

The HTML directory for COM_Net may be configured and setup multiple ways depending on how your web server is set. Three examples of setup are:

1. I make c:\ipshome\envxxy\html the WWW home directory in Internet Service Manager. The correct entry in the iron.ini file is: html.directory = c:\ipshome\envxxy\html /
2. I make c:\MyHome the directory containing your home page and other html, the WWW home directory in Internet Service Manager. The contents of

c:\ipshome\envxxyy\html are then copied directly to that directory. The correct entry in the iron.ini file is: `html.directory = c:\MyHome /`

Your web page would have a link to `/com_net.htm`

3. I make c:\MyHome my WWW home directory. I then create a subdirectory under that home directory called c:\MyHome\COM_Net. I would then copy the contents of c:\ipshome\envxxyy\html to c:\MyHome\COM_Net. An alias would then need to be created to point to that directory. To create this alias in IIS 3.0:

- In the Internet Service Manager, double click the computer which is supporting the WWW service
- Select the directories tab
- Click the add button
- Enter c:\MyHome\COM_Net directory (ex: c:\ipshome\envxxyy\html)
- Enter the alias **COM_NetEnvxxyy** (under Virtual Directory)
- Enable the read option – click read checkbox
- Disable the execute option – click execute checkbox
- Click ok
- Click apply
- Click ok

In the envxxyy.ini, the html.directory entry would be:

```
html.directory = c:\MyHome\COM_Net /COM_NetHTML
```

On your home page, you would then have a link to the `COM_NetHTML/com_net.htm`.

To create aliases in IIS 4.0:

- Enter the Microsoft Management Console
- Select the Action pull-down menu.
- Select New – Virtual Directory.
- Enter the alias name `COM_NetEnvxxyy`
- Enter the physical path `c:\ipshome\Envxxyy\html`
- Define the access permission for the alias by selecting the Read checkbox.
- Select the Finish button and save the IIS console settings.

- Select the Action pull-down menu.
- Select New – Virtual Directory
- Enter the alias name fahrcgibinxyy
- Enter the physical path c:\ipshome\Envxxyy\cgi
- Define the access permission for the alias by selecting the Read and Execute checkboxes.
- Select the Finish button and save the IIS console settings.

Tailoring Options

COM_Net tailoring is done by executing the Install/Tailor functions of XA Cross Application Support.

***IMPORTANT:** COM_Net is unique in that it creates a program during Install/Tailor in Cross Application Support, therefore you will need *SEC authority to execute the COM_Net tailoring function.

Following are the tailoring questions and possible responses.

WHS Option

Warehouse Option This decides which items a customer is allowed to access through COM_Net. *See Subsetting Items* Section of this User Guide.

1. COM_Net items are those in the default warehouse for the customer in the Customer Master File. (DEFAULT)
2. COM_Net items are those in the warehouse specified in Question 2 below.
3. COM_Net items are those sent back from User Exit TMAPU001.

If WHS Question = 2

Then enter COM_Net WHS _____

Allow Update

- Y. Do not allow automatic submission of offline order update.
- N. Allow automatic submission of offline file update. (DEFAULT)

Pricing Option

1. Price orders at entry time and at batch update (DEFAULT)
0. Price orders during batch update

Inventory Definition

1. Available Inventory = On-Hand
2. Available Inventory = On-Hand – Allocated + On-Order
3. Available Inventory = On-Hand – Allocated

COM_Net Order Hold

- Y. COM_Net orders to go on hold (DEFAULT)
- N. COM_Net orders will not go on hold

Host Endpoint

Host Endpoint used by COM_Net = _____ (Port Number)

Port Option

During COM_Net tailoring, the Host Endpoint used by COM_Net is defined. It will default to port 4646. The port number is defined in the SYSCTL file. If you wish to have COM_Net running in multiple XA Environments, a unique port must be defined for each environment via COM_Net tailoring. Then in the envxxyy.ini file, you must specify which port is being used. For i.e.: host.endpoint=6000.

To change the COM_Net tailoring options after the initial install:

- Go into CAS
- Take option *Install/Tailor Applications* (Please note that this must be done in dedicated mode and COM_Net should NOT be running on the System i).

Subsetting Items

COM_Net has extensive subsetting logic. It is based on the Item balance records. When a customer elects to do a search or enter orders, it will display/allow access only to those items that he/she is permitted to view/access based on the tailored WHS option (which decides which items a customer is allowed to access via COM_Net).

In some cases, fictitious “virtual” COM_Net warehouses are created and items you wish to sell via COM_Net are moved into them. This allows for item subsetting and subsetting item quantities. This allows for you to sell what you want only via COM_Net and limits the items a customer may see/purchase.

License Key

In order to have multiple users access COM_Net concurrently, a license key needs to be entered. This is done by generating and sending Infor Global Support the customer-generated code. Infor Global Support will then provide you with a license key. Please understand that license keys are tied to a computer so whenever you change the

configuration of the machine, you will need to re-generate the machine code and apply for a new license key.

Generate your unique code

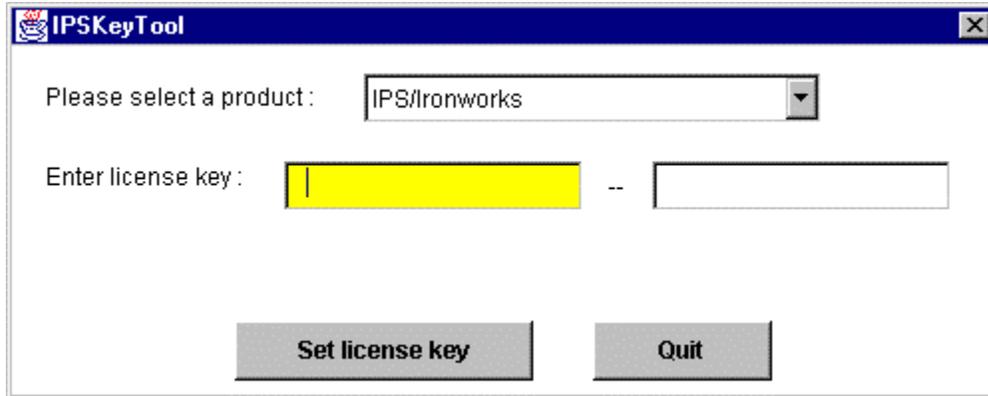
1. After installing COM_Net, you will need to run the Key Utility located in the IPS41/bin directory. Again, remember that the code is computer-specific so this utility needs to be run on the NT Server that COM_Net is installed on and you intend to use for production purposes.
2. From a command line, type:
Ipskeyutil
Save the resulting key that is generated, call the Infor Global Support Line and open up a call requesting a license key. Be sure to give the dispatcher the customer generated-code.
3. Once a request is received, a representative will provide you with a license key.

Enter the license key

Once you have received the license key, you must activate it by running the IPSKEYTOOL utility.

Note: The license key can only be entered after COM_Net has been installed.

1. Stop the Ironside Power service located in the Control Panel by double clicking on the Services icon.
2. From the ips41/bin directory, run the IPSKEYTOOL utility. From the command prompt, type: ipskeytool
3. Enter the license key provided and click **Set License Key**. The license key is 32 characters long and is split into two portions
4. Restart the Ironside Powered Service.



COM_Net Status

System i

The System i COM_Net component status may be determined by either the Cross Application Support unattached job status or by typing the command `CHKCOMNET` at a XA command line. Both will display the current status of the two unattached jobs and current operating environment.

Windows NT

The Windows NT COM_Net component status can be determined by selecting the *CHECK COM_Net* icon on the Windows NT Server desktop and checking for the status of "UP".

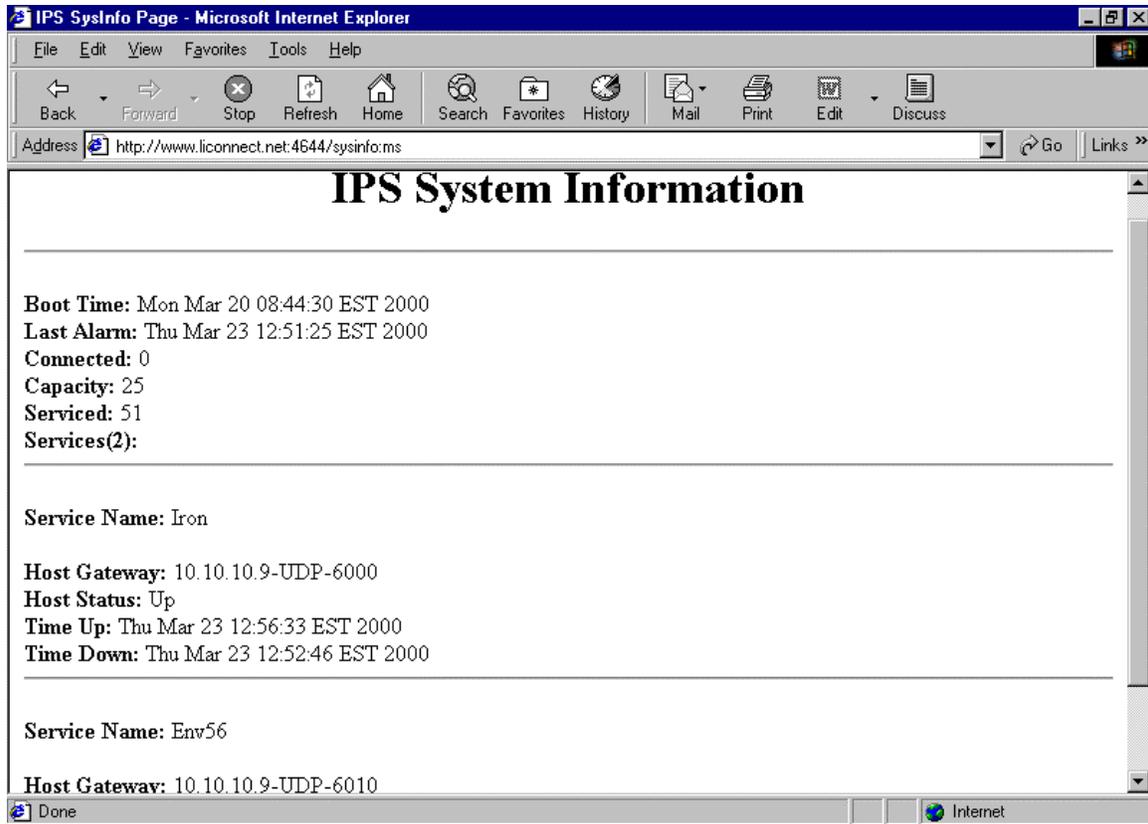
Browser

As an alternate method of viewing operational data of the COM_Net status, you can monitor COM_Net via a browser. All that is required is a browser on a machine with Internet access. To generate an HTML report of the server activity to be displayed in your browser window, you would enter the URL:

www.myserver.com:4644/sysinfo:mypassword

In order to use this feature and to specify your password, it is first necessary to add the `SERVER.INFOPASSWORD` keyword to your `server.ini` file = mypassword.

For example:



Starting COM_Net

The Windows NT Server COM_Net service starts automatically. If the status of the service is in question, please check the IPS service located under the Services icon in the Windows NT control panel and verify that the service has a status of *STARTED*.

COM_Net Operation

The System i COM_Net programs start via the unattached job maintenance in Cross Applications. As orders are entered by the user, they are written by AXCPRCV to work files in AMTLIB(y) that are mirrors of the COM offline files. Upon “Confirmation” of the order by the user, the order will be passed to the XA Offline Order File(s) in AMFLIB(y) and if tailored to “auto-submit update” the XA COM offline load batch update job will be submitted. At this time the order will be priced again, and if the customer has exceeded a credit limit will go on hold. In addition, if tailored, all COM_Net orders will go on COM_Net hold. Suspended orders (those that the customer have not completed) will remain in the work files until such time until they are confirmed, cancelled by the end user or deleted after the XA backup. Should a user be disconnected part way through an order during their Internet session, their order will remain in the COM_Net work files in AMTLIB(y). When the user reconnects, they can continue with the suspended or timed-out sessions and complete them.

Ending COM_Net

COM_Net System i update programs are automatically ended during the XA backup and restarted after backup. **ORDERS ARE ACCEPTED AND INQUIRIES CAN BE PERFORMED**, but orders are kept in suspense until backup has completed. The two COM_Net jobs can be ended manually by selecting the end option (option 4) in Cross Application Support unattached job processing.

The Windows NT COM_Net service should not have to be shut down. However, if it becomes necessary to shut down the Windows NT service, click on the services icon in Windows NT control panel, highlight the IPS service and select the stop button.

Administering COM_Net

All customers that you wish to access COM_Net must have a profile in COM_Net. This profile references the XA COM company and customer number as well as which functions the customer is allowed to access. This data is kept in a Microsoft Access database on Windows NT. (FAHRENHEITUDB.MDB). It is maintained by signing on to COM_Net with user administration authority. The default administrator ID and Password are:

ID – AMAPICS

Password – AMAPICS.

*****This should be changed immediately upon installation!**

When the customer signs on, their company/customer number/ship to number is validated against the customer master file on the System i for the started environment.

COM_Net is both used and administered from a Java enabled Browser. The screens below are accessed once the user has signed on to COM_Net (via the link from their homepage) and are authenticated.

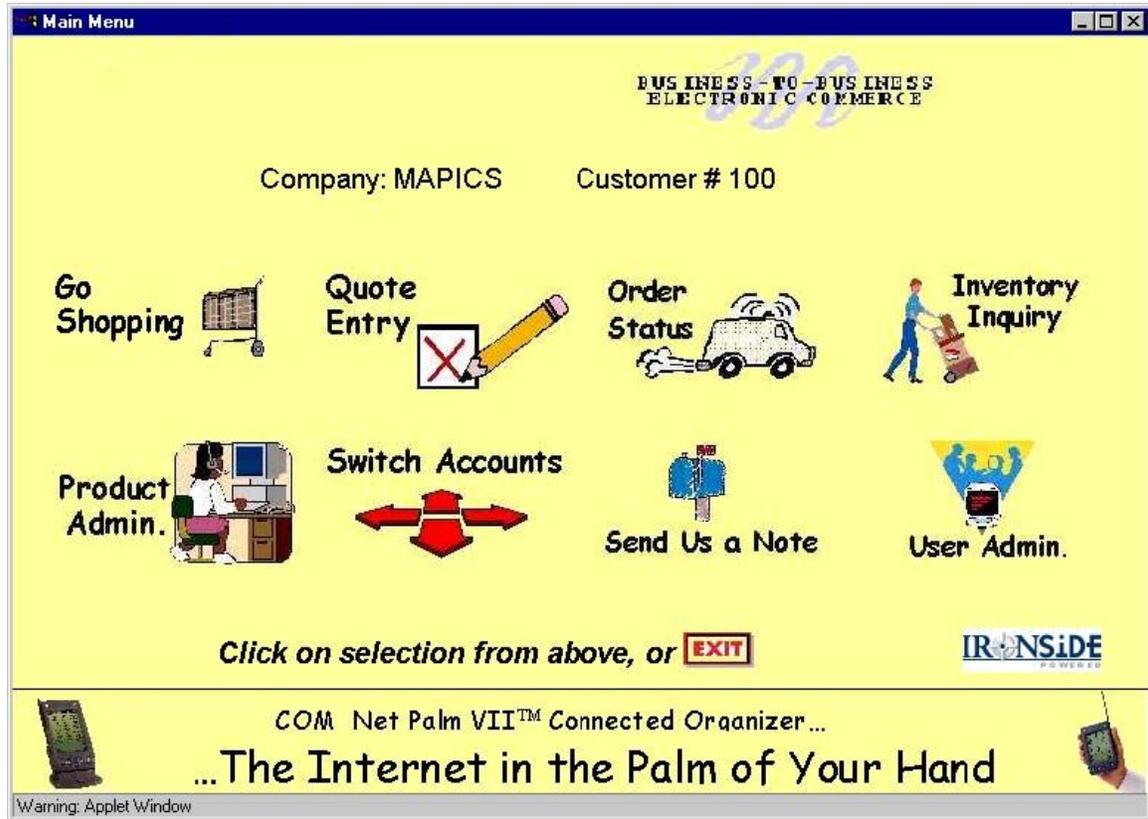
Sign-on Panel

USER ID PASSWORD

Please type your USER ID., then press

v4.00

Main Menu



The buttons (functions) that appear on this screen are a result of the customer profile defined in User Administration. The standard client configuration provides these buttons:

- Go Shopping (Order Entry)
- Quote Entry
- Order Status
- Inventory Inquiry (Product Inquiry)
- Product Administration
- Switch Account
- Send us a Note
- User Administration

The NT Server will only present those options to which the customer is authorized. The graphic display of the menu is controlled by different graphic formats. The Main Menu consists of a Logo (top portion) and Sponsor Bar (bottom portion). The Logo bar represents your Company Logo. The Sponsor bar is designed to provide marketing and/or advertising space that may be linked to an HTML page. This must be a JPL, GIF

or JPG file in both 640x480 and 800x600 character resolution. This bar can be set to automatically change whenever the end user accesses the Main Menu. For more information on customization to the user interface, please refer to the *Customizing COM_Net* section of this user guide. *(In one particular installation of COM_Net, the customer sells this advertising space to their vendors).

User Administration

The screenshot shows a window titled "User Administration" with a teal background. It contains several input fields and a list of permissions. The fields are: Userid (highlighted in yellow), Password, Company Name, User Group Id, Company Number, Customer Number, E-Mail Address, Ship To, and Discount Code. The permissions are listed in three columns:

- Order Entry
- Quote Entry
- Order Status
- Product Inquiry
- User Administration
- Product Administration
- Allow Send Note
- Allow Order Download
- Salesperson User
- Auto Picklist Print
- Available To Promise
- Override Ship To
- Allow Shipvia Selection
- Allow Credit Cards
- Allow Features/Options
- View Quotes
- View Credit Memos
- Display Inventory
- Display List Price
- Override Net Sales
- Use Foreign Descriptions
- Show Order Hold Status

At the bottom, there is a white box with the text "Enter Userid, then press" followed by an "Enter" button. Below this are buttons for "Save", "Delete", "Cancel", "Copy", "Search", and "Main Menu". A warning message "Warning: Applet Window" is visible at the very bottom.

This panel is presented when the user signs on with administrative authority and has selected the User Administration button.

User ID: An ID you assign to the customer.

Password: A password you assign to the customer.

Company Number: The XA company number.

Customer Number: The XA customer number.

Ship To: The default XA Ship To address for this customer.

Company Name: The name of the customer.

E-Mail Address: Not implemented at this time.

Discount Code: A discount code used to calculate pricing for a customer. When the customer signs onto COM_Net, immediately the discount code is validated to ensure it's a valid code. If valid, COM_Net will retrieve the discount code type defined in COM customer price codes and the discount will be applied during the offline load and re-price the order.

Order Entry: Allows the user to enter orders.

Quote Entry: Allows the user to enter quotes.

Order Status: Allows the user to view order statuses.

Product Inquiry: Allows the user to view product information.

User Administration: Allows the user into this administration panel.

Product Administration: Allows the user to maintain the electronic parts catalog.

Allow Send Note: Navigates user to an HTML page that provides contact information.

Allow Order Download: Enables the "download order" button on the order entry screen after completing an order. When selected, the customer is linked to an html page that details the order and allows for downloading it as a text file for updating their purchasing system.

Salesperson User: Indicates that the user is a salesrep and enables the "Switch Account" button on the Main Menu.

Auto Picklist Print: The COM picklist for the customer who entered the order will automatically be submitted to print. It will only print if the order had an error free completion of the offline update process.

Available To Promise: Provides customer with a promise date information on the Insufficient Inventory screen during Order/Quote Entry.

Override Ship To: Allows the user to override the default Ship To address.

Allow Shipvia Selection: Allows the user to select a shipping carrier service via a drop-down pick list when completing an order.

Allow Credit Cards: The user will be presented with credit card information fields necessary to complete the order using this method of payment. Please review *Credit Card Processing* under the *Order/Quote Entry Section* of this User Guide.

Allow Features/Options: If the Feature and Options checkbox is selected, the user will be presented with a screen with pull-down options for each configurable feature. Please see the Feature and Options section for requirements to use this function.

View Quotes: Enables the user to view open and suspended quotes in the Order Status application. When doing an inquiry, all open and suspended quotes will be displayed for that customer based on his/her customer number defined in COM_Net User Administration.

View Credit Memos: Enables the user to view open and completed credit memos in the Order Status application. When doing an inquiry, all open and completed credit memos

will be displayed for that customer based on his/her customer number defined in COM_Net User Administration.

Display Inventory: Allows the user to see inventory information (based on the tailored inventory option). If this field is not selected, the user will NOT be notified of substitute items or available to promise information should there be insufficient inventory to satisfy the customer's request during entry time.

Display List price: Displays the item's list price in Order Entry/Quote Entry/Order Status.

Override Net Sales: Allows the user (usually a salesrep) to modify the total sales amount.

Use Foreign Descriptions: Indicates that only the items that reside in the Foreign Language Item file in COM will be searched and displayed. The language code from the Customer Master file will be used to indicate if the Foreign Language Item file exists. If Foreign Descriptions are to be used, the user must populate and maintain the Foreign Language Item file.

Show Order Hold Status: When selected, the status of "Held" or "Partially Held" will be displayed on Open Orders and Back Orders in the Order Status Application in the status field. *The order hold status will indicate that open/back orders are Held or Partially Held regardless of why they were put on hold. For ie: Customer exceeded a credit limit, Tailored for COM_Net orders to go on hold, etc.

- Held: The order entered via COM_Net was placed on Hold
- Partially Held: One or more lines of the COM_Net order has been placed on hold.

Product Administration

The screenshot shows a web application window titled "Product Administration". The interface has a teal background and contains several input fields and a text area:

- Item Number:** A text box containing "mpa101".
- Product Image URL:** A text box containing "l911.jpg".
- Product Description:** A text box containing "test 911", which is highlighted in yellow.
- Additional Info URL:** A text box containing "http://www.lexel.com".
- Marketing Text:** A large text area containing "MPA 101 is a great product."

At the bottom of the form, there is a white bar with the instruction "Enter Product Description, then press" followed by an "Enter" button. Below this bar are several buttons: "Save", "Delete", "Cancel", "Copy", "Search", and "Main Menu".

Below the form, there is a status bar with the text "Modifying existing product" and a warning message "Warning: Applet Window".

The Part Database File (FAHRENHEITPDB.MDB) is a Microsoft Access database which resides on the Windows NT Server. Data can be typed in as defined below or imported using Access.

Item Number: The Item Number in the Item Master File.

Product Image URL: The location of the part graphic

*If the graphic is located local on the NT server in the Ipshome/html file then the url should be: \html alias /graphic

Additional Info URL: Defines the location and provides a link for additional information of the part.

Product Description: A description of the part.

Marketing Text: Text information about the part.

Order/Quote Entry

Warning: Applet Window

Order Entry initially presents the order lines to the user and gathers all the information needed to place an order. Line item data is entered first and allows the user to enter the following data elements.

- **Item Number**

Item is validated as follows:

- Customer Item file
- Industry Item file
- Item Master (based on tailored subsetting)

- **Quantity**

Once the quantity has been entered, it is validated against the Item Balance file for availability (defined in tailoring) in the tailored Warehouse

- **Order Line Comments**

This is a free form entry field in which the customer can record their line item comments.

- **Required Date**

This function allows you to specify the required date needed for the line item. If a required date is entered earlier than the present day, a notice will be presented stating that the “Request date cannot be earlier than today”. The default is today + 1.

The following data elements are output fields for the line items.

- Description
- List Price (if allowed in the customer profile)
- Net Price

Orders are priced immediately based on the COM pricing logic (if tailored), however, end order pricing (actual pricing) occurs during the off-line load.

An item search is available by selecting the search button. Please refer to the *Product InquirySection* of this User Guide for details on this function.

Features and Options

COM_Net supports single level configured items as defined in Product Data Management's (PDM) Features and Options. PDM is a required prerequisite XA application for the Features and Options function in COM_Net.

If items exist that support PDM's Features and Option, these items can be configured during the order entry process. Upon entering an order for a base item, the user will be given a screen with pull-down options for each configurable feature. As in COM, the price for the line item will reflect the configured options that are selected.

When an item quantity is entered for a configurable item during Order Entry, the Product Configuration screen will be displayed with pull-down options for each configurable feature.

Product Configuration

FEATURE 01
WHEEL 8 IN DIA

FEATURE 02 FOR MPPF01
TANK 8 X 12 INCHES

FEATURE FOR MPPF01
RED AUTO SWITCH
None
RED AUTO SWITCH
BLUE AUTO SWITCH
YELLOW AUTO SWITCH

Product mppf01

Quantity 1

Base Price 244.26

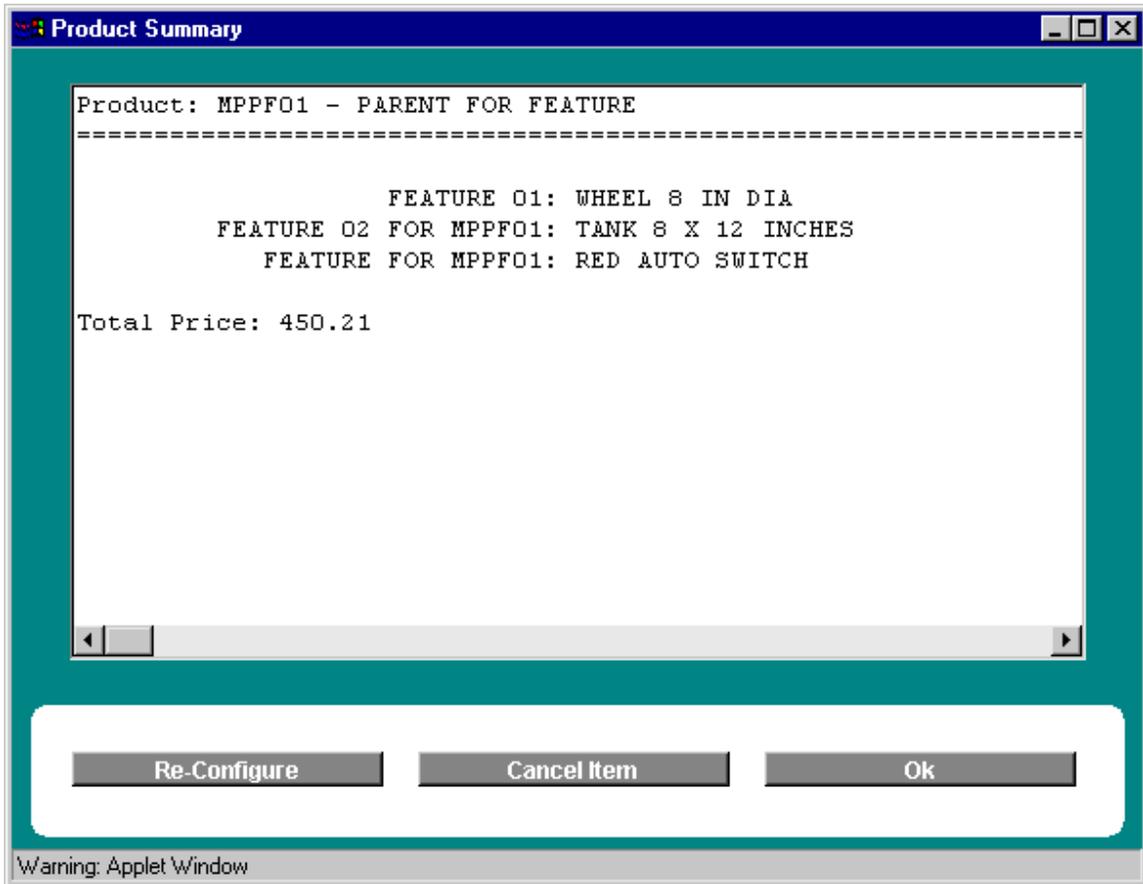
Description
PARENT FOR FEATURE



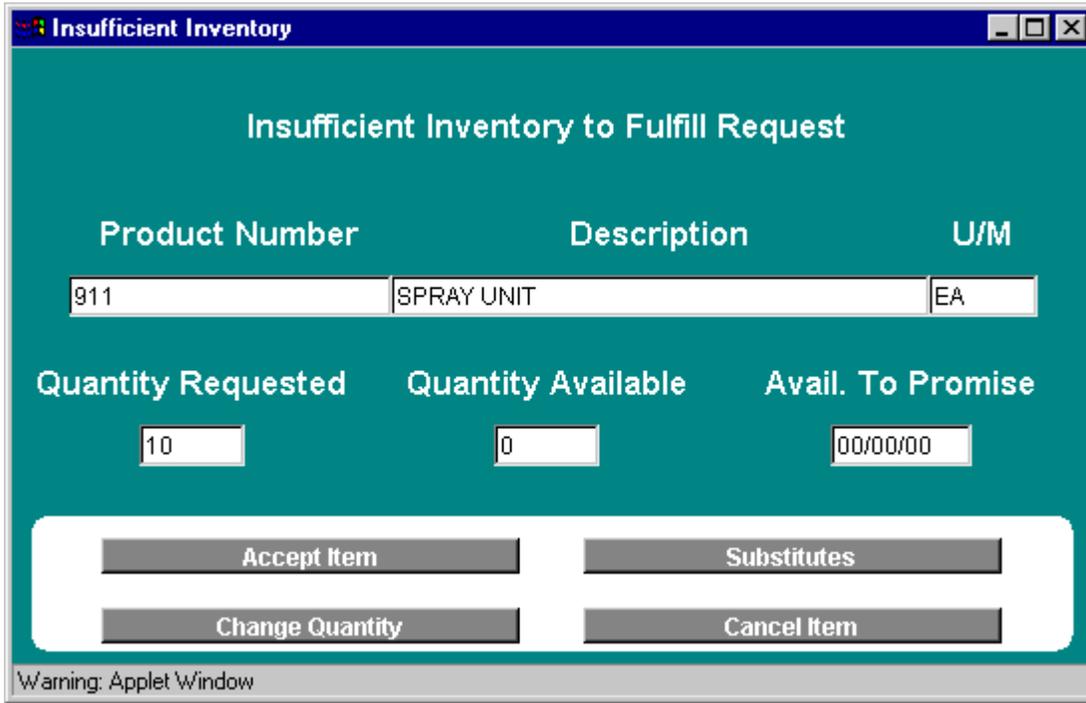
Enter the required information, then click **Proceed**

<< Previous Next >> Question Review Summary Cancel Item

After the user selects their desired features and clicks the *Proceed* button, a Product Summary screen will be presented that summarizes the configured product, features and price. At this time the user may elect to re-configure the product, continue on with Order Entry or cancel the item.



Insufficient Inventory



If there is insufficient inventory (based on the tailored inventory calculation) to satisfy the customer’s request, the above panel is displayed IF the customer is authorized to *Display Inventory* and *Available to Promise* in User Administration. If there are substitutes defined in COM for the requested item AND the customer is allowed to view substitutes, the substitutes button will be displayed. If selected, a list of substitutes will be presented for selection. COM_Net will use the price of the substitute.

Available to Promise

The Available To Promise function provides the customer with promise date information on the above Insufficient Inventory screen during Quote/Order entry when the check box *Available to Promise* is selected in COM_Net User Administration.

The Inventory Option in COM_Net tailoring in XA CAS must also be a 1, Available Inventory = On-Hand.

*Available to Promise uses the COM API

Order Confirmation

Upon completion of the order lines (pressing the “No More Items...Continue” button) and depending on how the customer is tailored in User Administration, the Order Header screen is presented. This approach differs from COM Order Entry, however, it is a logical flow when being presented to an end customer. An Order Number is assigned to the order and is subsequently passed to the Offline Order File where Confirm Order is passed.

The screenshot shows a web-based form titled "Order Header" with a teal background. The form is organized into several sections:

- CONTACT:** A yellow rectangular input field.
- P.O. NUMBER:** A white rectangular input field.
- SHIPPING INSTRUCTIONS:** A white rectangular input field.
- CARD COMPANY:** A white rectangular input field.
- CARD#:** A white rectangular input field.
- EXPIRE MMYY:** Two small white input fields separated by a slash.
- NAME ON CARD:** A white rectangular input field.
- SHIP VIA:** A white rectangular input field.
- SHIP TO:** A white rectangular input field containing "00000001".
- COMPANY NAME:** A white rectangular input field containing "ACME MANUFACTURING COMPANY".
- ADDRESS 1:** A white rectangular input field containing "5775-D GLENRIDGE DRIVE".
- ADDRESS 2:** A white rectangular input field.
- ADDRESS 3:** A white rectangular input field.
- CITY:** A white rectangular input field containing "ATLANTA".
- ST/ZIP/COUNTRY:** A white rectangular input field containing "GA / 30328 / USA".
- TAX SUFFIX:** A white rectangular input field containing "NOTAX".
- PHONE:** A white rectangular input field containing "404-705-3127".
- COMMENTS:** A large white rectangular text area.

At the bottom of the form, there is a white bar with the text "Enter Contact, then press" followed by a grey button labeled "Enter". Below this bar are four grey buttons: "Confirm Order", "Suspend Order", "Cancel Order", and "Back Up". A warning message "Warning: Applet Window" is visible at the bottom left of the window.

The following data elements are supported in the customer header.

Contact

Free form entry field where the customer can enter in a contact name.

P.O. Number

The purchase order number assigned to this order. If the customer is required to enter a P.O. Number in COM, this will then be required in COM_Net.

Shipping Instructions

A free-form entry field where the customer can enter in shipping information.

Ship Via

This field specifies which carrier is to be used when shipping the order. When the *Allow Ship Via* checkbox in User Administration is selected, a drop-down pick list will be

displayed allowing the customer to select a carrier service when completing an order on the order completion panel. COM_Net retrieves this information based on information provided (defines the carrier service) in the COM file mbatrep.

Ship To

This field allows you to either enter or select a customer address that the order is to be shipped to. The default Ship To is used from the users COM_Net profile.

- All address information resides in the Ship To Master file in COM, therefore, any maintenance changes are done by modifying this file.
- If the Ship To number is known, you may enter it directly into the Ship To number field and the address will automatically be displayed. However, if the Ship To number isn't known you may select the appropriate address from a list of Ship To's by clicking on the Pick button.
- The Ship To field may also be used to search by a partial entry. For example, if you don't know the entire address for a customer, you may enter a partial search, tab out of the field and COM_Net will display all records that meet that search criteria

Override Ship To

When the *Override Ship To* check box is selected in COM_Net User Administration, the customer will be allowed to override the default Ship To from the users COM_Net profile.

- Shipping address information may be overridden by entering text directly into the appropriate fields.
- The State, Tax Suffix and Country fields (if unknown) provide a drop-down pick list that the customer may choose from. If no tax suffix is entered, COM_Net will default to the entry in the COM Ship To Master file taken from the default Ship To No. defined in COM_Net User Administration. (For ie: NOTAX).

Order Comments

This is a free form entry field in which the customer can record their order comments. Comments will be passed as Order Header comments through the Offline Order Comment File load. However, during order inquiry this field may also display comments from COM. It will use the same logic as other reports in COM.

Credit Card Processing

Note: COM_Net does not validate Credit Cards. In addition, the customer must also set up their web server to be an HTTP's Secure Server and apply for necessary "digital certificates". You must seek a qualified Internet expert to configure credit card processing.

If authorized to *Allow Credit Cards* in User Administration, the user will be presented with credit card information fields necessary to complete the order using this method of payment.

Fields Credit Card Company, Credit Card Number, Expiration Date (In MM/YY format) and Credit Card Holder's Name will be presented to the customer.

The Credit Card Company field provides a drop-down pick list of major credit card companies that the user may choose from such as AMEX, VISA and Master Card.

When the user enters in information to the "Credit Card" fields, they are passed to offline load. A user exit in COM will need to call a **CUSTOMER PROVIDED PROGRAM** that calls a credit service to validate the card and place the order on hold in COM if necessary (for ie: not approved).

The credit card information is stored in the text field of the last two records written to the Comment Header file. The text field layout is as follows:

- C = Credit Card Company N = Card Number D = Expiration Date
Record 1: [C1@CCCCCNNNNNNNNNNNNNNNNN](#)
Record 2: [C2@DDDD](#)

All Credit Card companies will be stored in data area COMNETSTS in AMFLIBx (x being your environment designator) starting in position 401-460. Each card company is 6 characters long. A max total of 10 may be input.

Order Confirmation

By selecting the below buttons on the Order Header:

Confirm Order: Confirmation of the order initiates a copy from the COM_Net work file to the Offline Order File(s) and also initiates the Offline Entry Upload routine.

Suspended Orders: (If tailored), remain in the COM_Net work file.

Cancel Order: Cancel removes the order from the work file.

Back Up: Navigates the user to the Order Entry screen.

Note: *All suspended orders are deleted after the XA backup.* Order maintenance functionality is not provided within the architecture of COM_Net. If a customer elects to cancel or change a previously confirmed order, they will need to contact their customer service representative at your company.

Order Status



This inquiry function enables a customer to display orders by a category. It provides visibility into:

- Open Orders
- Backorders
- Completed Orders
- Suspended Orders
- Open Quotes
- Suspended Quotes
- Open Credit Memos
- Completed Credit Memos
- Template Standing Orders (Not implemented at this time)

To view an Order, click on the appropriate button. The following screen will be displayed prompting you for variables to specify the Order(s)/Quote(s), Credit Memo(s) you wish to view. You may subset the order list by P.O. numbers and/or Order numbers.

For all order status options except Suspended Orders and Suspended Quotes, the above screen will be displayed. Suspended Orders/Quotes will immediately display a listing of all the orders/quotes.

Selecting Orders

Select by Order

From Order Number

To Order Number

Select by P.O.

From P.O.

To P.O.

Select by Date

From Entered Date

To Entered Date

Enter From Order Number, then press

Warning: Applet Window

To see a complete listing of all orders, leave the fields blank and select continue. The following screen will be displayed.

OPEN ORDERS					
ORDER #	P.O. #	ENTERED	CONTACT	TOTAL VALUE	STATUS
1160		12/03/97		10.00	[Entered]
1161		12/03/97		100.00	[Entered]
1162		12/03/97		5.00	[Entered]
1163	X000001PEN1	12/03/97	00000000001	95.00	[Entered]
1165		12/03/97		25.00	[Entered]
1166		12/03/97		20.00	[Entered]
1167		12/03/97		18.75	[Entered]
1168		12/03/97		25.00	[Entered]
1169	X000002PEN1	12/03/97	00000000002	10.00	[Entered]
1170		12/03/97		50.00	[Entered]
1171	X000003PEN1	12/03/97	00000000003	5.00	[Entered]
1172		12/03/97		10.00	[Entered]

Click order line to view details.

Warning: Applet Window

Tracking Button

If a **Tracking Button** is associated with a **Completed Order** and if selected, the user will be navigated to a parcel carrier's web page to obtain status information pertaining to the order.

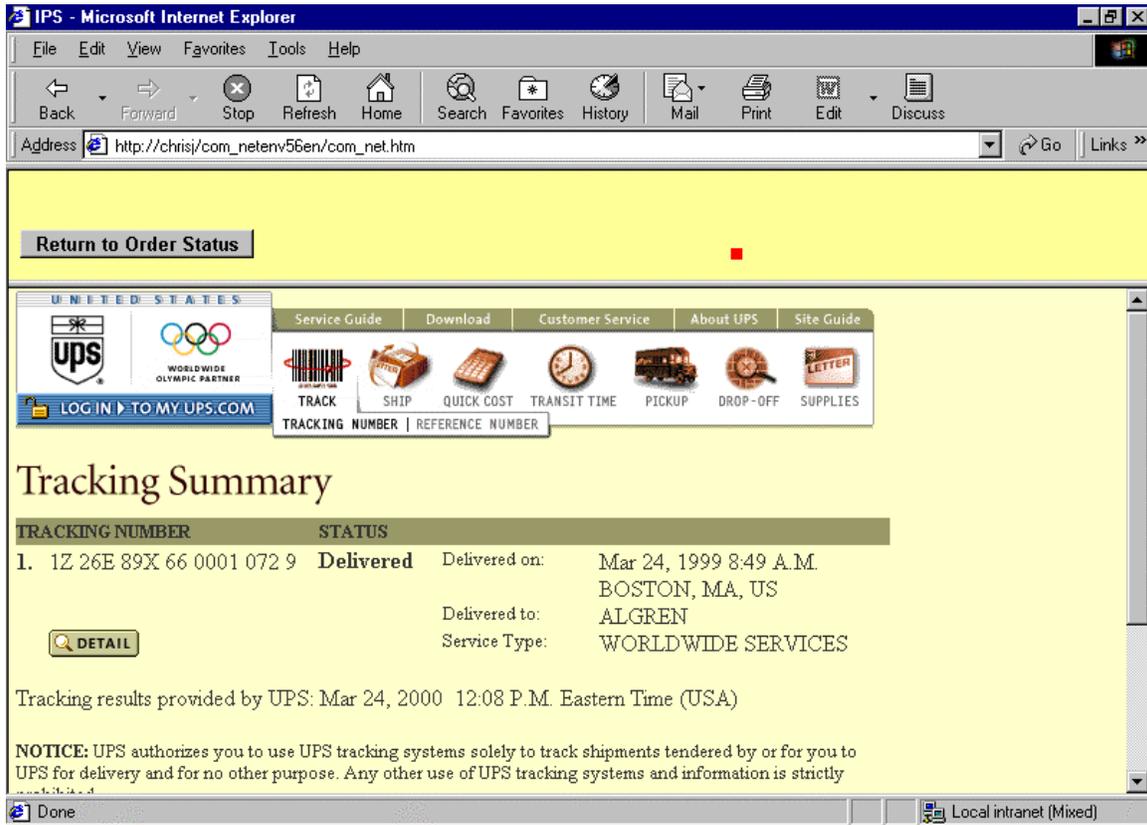
If additional carriers are to be available to the user, data area TRACKURL in AMALIBx (x being your environment designator) must be populated and maintained. COM_Net provides UPS and FEDEX URL's.

- The length of this data area = 1000 characters.
- The first 10 positions define the carrier. For ie: FEDEX
- Each carrier URL allows for 190 characters.
- A max total of 5 carriers may be input.
-

To display this data area, on a XA command line use the command dspdaara.
 To change this data area, on a XA command line use the command chgdaara.

Once the tracking button is selected, the user will be navigated directly to the corresponding carrier service's web page, bypassing the "Main Carrier's home page" and will display tracking information based on the order tacking number. **The tracking number is retrieved from the Pro Number field in COM.**

This screen is an example of a completed order with a UPS Tracking Number associated with it.



To view additional information about an order, double click on a line item. The following screen will be presented with the details of the order.

Order Status
_ □ ×

**BUSINESS-TO-BUSINESS
ELECTRONIC COMMERCE**

MAPICS - 100

ORDER #	P.O. #	ENTERED	CONTACT	TOTAL VALUE	STATUS
3761	123654	03/24/00	CMN-Melanie	924.65	[Ineligible for Pick]

PG 1

PRODUCT NUMBER	U/M	ORD QTY	SHQ QTY	B/O QTY	LINE ITEM COMMENTS	
DESCRIPTION		REQ.DATE	PROM.DATE	LIST PRICE	TOTAL PRICE	
MPA101	EA	5			Blue only!	
SPRAY UNIT		03/25/00	03/25/00	184.930	924.65	

Shipping Info.
Print
Previous Screen
Main Menu

Warning: Applet Window

To view Shipping Information for the order, select the Order Shipping Information button. The following screen will be displayed with the Shipping details.

Shipping Information

CONTACT
CMN-Melanie

SHIP TO 00000001

P.O. NUMBER
123654

ACME MANUFACTURING COMPANY
5775-D GLENRIDGE DRIVE
ATLANTA GA 30328
USA
404-705-3127

SHIPPING INSTRUCTIONS
ASAPI

COMMENTS
C3@Melanie Corsitt
C4@o

SHIP VIA
FEDEX

Previous Screen Main Menu

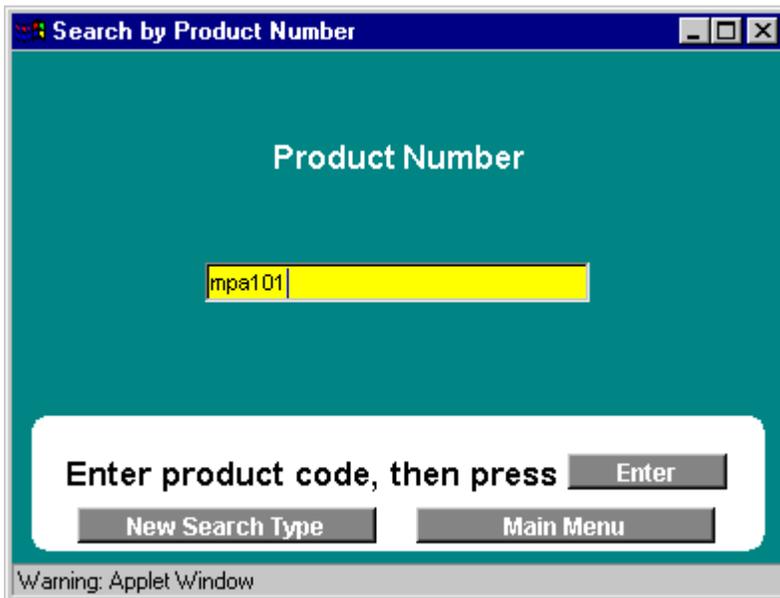
Warning: Applet Window

In Inquiry mode only, comments will be passes as Order Header comments through the Offline Order Comment File load. However, this field may also display comments from COM. It will use the same logic as other reports in COM The comments will only be displayed if in COM on the Comment Detail screen *COM_Net Comment = Yes (YES)*.

Inventory Inquiry (Product Inquiry)



Inventory Inquiry provides Product Search, Stock Availability and Pricing Information. Selecting search will present the search selection panel. The user may search by either item number or item description. It will search through the tailored subset for this customer. It is recommended that the criteria be specific enough to reduce search results. When an item is selected the info button will display additional text about an item, and if available, a graphic from the Part Database File (PDB) described previously.



PRODUCT NUMBER	DESCRIPTION	U/M	AVAIL.
MPA101	SPRAY UNIT	EA	39645
MPA102	DELUXE SPRAY UNIT	EA	0
MPA103	MPA ASSEMBLY 103	EA	0
MPA201	MPA ASSEMBLY 201	EA	29827
MPA202	MPA ASSEMBLY 202	EA	9898
MPA203	MPA ASSEMBLY 203	EA	139
MPA301	MPA ASSEMBLY 301	EA	29889
MPA302	MPA ASSEMBLY 302	EA	19930
MPA303	MPA ASSEMBLY 303	EA	0
MPA401	MPA ASSEMBLY 401	EA	29955
MPA402	MPA ASSEMBLY 402	EA	29972

<mpa101>

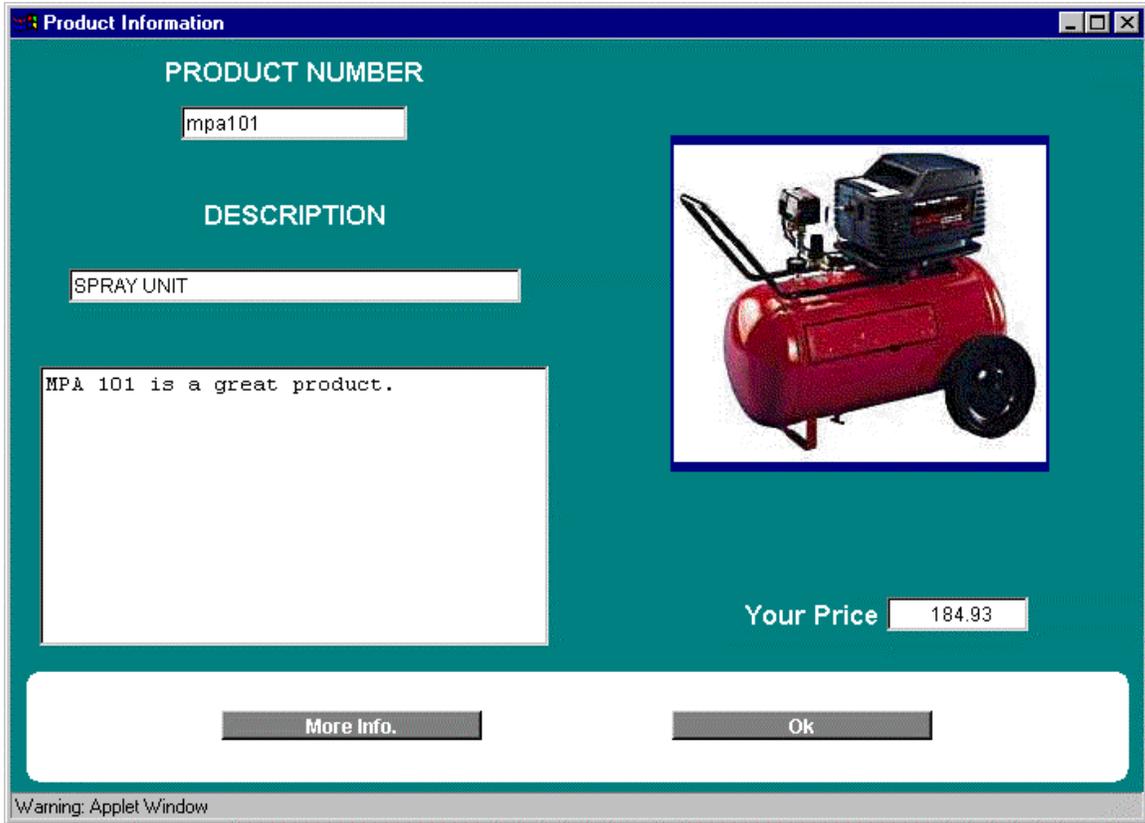
New Search Term(s) Main Menu

Warning: Applet Window

This search results screen will show all the items that met the search criteria (beginning with the entered item) as well as inventory information (if tailored).

Additional Product Information

If an electronic catalog (PDB) record exists, the “info” button will present a screen with additional text data as well as a graphic (as displayed in the next screen).



Clicking on the *More Info* button will navigate the user to an additional web page (defined in the *Additional Info URL* field in Product Administration) which provides additional information about the product.

Switch Account

Customer Options

BUSINESS-TO-BUSINESS
ELECTRONIC COMMERCE

MAPICS - 100

CUSTOMER ACCOUNT # 100

ACME MANUFACTURING COMPANY
5775-D GLENRIDGE DRIVE
ATLANTA GA 30328
USA

Enter Customer # <OR> Name Search St, then press
or click to select from a list

Warning: Applet Window

The Switch Account application will be available to Salesreps only if the *Salesperson User* checkbox is selected in User Administration. This function indicates that the user is a salesrep and allows for the salesrep to enter orders/quotes for the customer(s). Switch Account allows the salesrep to access COM_Net functions on behalf of the customer respecting the customers pricing, etc.

Only those customer accounts that the Sales Representative is associated with will be displayed. COM_Net retrieves this information from the Rep field in the COM Customer Master file. For example, John Doe (Sales Representative number 800) may be the Sales Representative for customers 100, 200 and 300. In the Rep field in the COM Customer Master file, Salesrep number 800 is defined for customers 100, 200 and 300. Then when John Doe logs onto COM_Net and selects *Switch Account*, customers 100, 200 and 300 will be available for him to enter Orders/Quotes.

If the Sales Representative has multiple accounts, a pick list is available for him/her to choose from.

This screen is an example of the pick list available to the Sales Representative with their customer accounts that they may choose from to enter Orders/Quotes for.

The screenshot shows a window titled "SOLD TO ADDRESSES" with a yellow background. At the top right, there are "PgUp" and "PgDn" buttons. Below these is a table with two columns: "SOLD TO" and "ADDRESS". The table contains 13 rows of data. Below the table, there is a "Cancel Selection" button and a warning message at the bottom: "Warning: Applet Window".

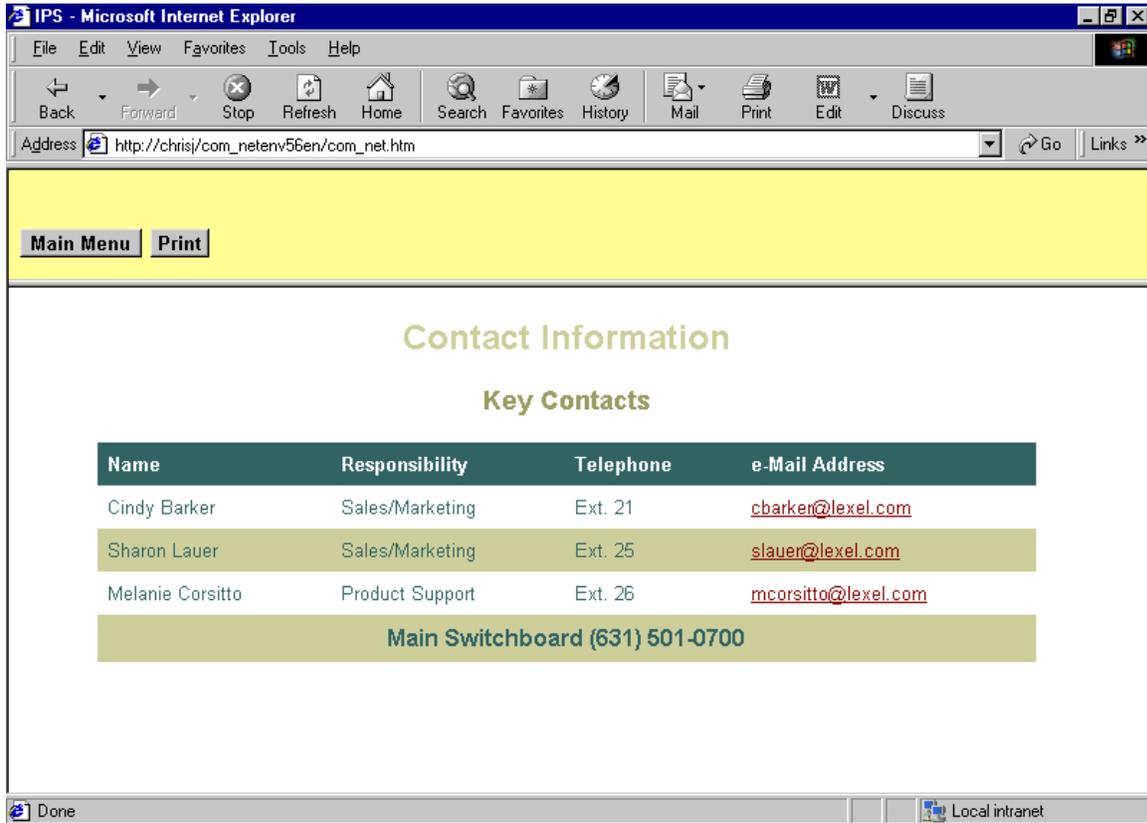
SOLD TO	ADDRESS
100	ACME MANUFACTURING COMPANY
107	107 COMPANY NAME
108	108 COMPANY INC.
109	109 COMPANY INC.
110	110 COMPANY INC.
111	Balance Fwd. W/Service charge cust.
112	Open Item 'O', Serv. Chrg. Cust.
113	Open 'P', Serv. Chrg. Cust
114	Open 'O', Aged Serv. Chrg. Cust.
115	115 COMPANY INC
116	116 COMPANY INC
117	117 COMPANY INC

To select, click desired Sold To Address.

Cancel Selection

Warning: Applet Window

Send Us a Note



The Send Us a Note function is accessible from the Main Menu. A defined HTML page consisting of contact information will be displayed when a user selects the Send Us a Note button.

The name of the Send Us a Note HTML page is `emallist.htm` and is located in `/ipshome/Envxxy/html`.

You should modify this `emallist.htm` page located in the above path to include your company's contact information.

Customizing COM_Net

Images

IPS (The Ironside Powered Server engine that COM_Net uses) supports three different graphic formats: JPG, GIF and JPL

Screen Resolutions

Images can be displayed in one of two images: 640x480 and 800x600. If using JPL files, a separate image must be provided for each resolution and named with either the '640' or '800' resolution. For example: *orderentry800.jpl* or *quoteentry640.jpl*. When using GIF or JPG images, it is also recommended that you include a separate image for each resolution. However, if GIF or JPG are found with no resolution suffix, the image will be scaled to match the user's resolution.

Image Sizes

The chart below outlines image sizes, in pixels, for the supported resolution.

	Resolution (640x480)	Resolution (800x600)
Main Menu Buttons	170x85	136x68
Main Menu Exit Button	50x25	40x20
Logo/Sponsor Bar	775x70	620x56

Main Menu Buttons may be created in JPG, GIF or JPL formats. If the image is in JPL format, it should be placed in the */jpl* directory. If the image is in GIF or JPG format, it should be placed in the */images* directory.

When specifying the image to use for a Main Menu Button, IPS searches for images in the following order.

1. JPLs with either "640" or "800" resolution appended to the filename are searched for in the */jpl* directory (located under IPSHOME).
2. GIFs or JPGs with either "640" or "800" resolution appended to the filename are searched for in the */images* subdirectory (located under the HTML directory).
3. GIFs or JPGs with no resolution appended to the file name. These images will be scaled to fit the user's resolution.

Note: The first graphic file found is displayed.

The Packaged Main Menu Button naming convention is as follows.

Order Entry button:	orderentry640 and orderentry800
Quote Entry button:	quoteentry640 and quotentry800
Product Inquiry button:	productinq640 and productinq800
Product Administration button:	productadmin640 and productadmin800
Switch Account button:	switchaccount640 and switchaccount800
User Administration button:	useradmin640 and useradmin800

When changing the graphic for Main Menu buttons to replace the packaged button, make sure that you name the button accordingly and place it in the correct directory. For example, if you created a .jpg image in both 640 and 800 resolutions to be used as a User Administration button, make sure that you name the buttons useradmin640 and useradmin800 to replace the existing button.

Logo Bar

The Logo bar is displayed in the Main Menu window. It can be displayed in all applications except for User and Product Administration. These applications can be configured to display a sponsor bar in place of a logo bar. IPS looks for the Logo bar always using the "logo" partial file name. For example (logo640.jpl or logo800.jpg) in either the */jpl* (for JPL files) or */images* (for JPG or GIF files) directories.

Place the Logo bar image in either the */jpl* (if the image is in JPL format) or */images* (if the image is in JPG or GIF format) directory.

Sponsor Bar

Sponsor Bars are displayed in the Main Menu window and can optionally replace the logo bar graphics in all applications (except User and Product Administration).

The Sponsor Bar subsystem first determines the location of the sponsor bar graphic and uses keywords in the initialization (.ini) file. Supported sponsor bar graphic formats are JPL, JPG and GIF. The directory in which the files reside must contain only the sponsor bar graphics files. When a graphic is to be displayed, the Sponsor Bar subsystem randomly selects a file from the directory. The way that the file is named will control how it is to be used (whether the file is a JPL, JPG or GIF, the image resolution, or whether or not the sponsor bar will navigate the user to a URL when clicked). If a sponsor bar displayed (on a user by user basis, dependent upon a given user's profile), its location is determined by the value of the *sponsorbar.directory* keyword in the .ini file with the value of *user.sponsorbardirectory*. Otherwise, only the value of *sponsorbar.directory* is used.

The format of a graphic file is determined by its extension. The base name of the file specifies the URL that is displayed when the user clicks the Sponsor Bar.

The file name of a sponsor bar graphic file is encoded as:
ts.URL.ext

t		The Type of URL encoded in the filename. It can have a value of:
	A	An absolute URL (IPS prefixes the URL with "http://")
	R	A relative URL (IPS uses the URL as provided). The URL is relative to the IPS HTML Directory, which is defined by the html.directory keyword in the .ini file.
	N	No URL (do not allow the user to navigate to the URL).
s		The screen resolution indicator.
	6	Use for 640x480 screen resolution
	8	Use for 800x600 or better screen resolution.
URL		A Universal Resource Locator with its slashes replaced by exclamation marks.
ext		A 3-letter acronym, which represents the format of the file. GIF, JPG or JPL.

Note: The screen resolution must be specified. Always create 2 separate images - one for 640x480 and one for 800x600.

When a user clicks the Sponsor Bar, and the URL type is either absolute or relative, IPS extracts the URL from the file name and replaces exclamation marks with slashes. If the URL type is absolute, IPS prefixes the name with <http://> to determine the URL.

Example 1, a file named

a8.www.lexel.com!newproducts.htm.jpg
contains a JPF graphic available for display when the screen resolution is 800x600. When the user clicks the graphic, IPS navigates to the URL:
<http://www.lexel.com/newproducts.htm>

Example 2, a file named

R6.newproducts.htm.jpl
contains a JPL graphic available for display when the screen resolution is 640x480. When the user clicks the graphic, IPS navigates to the URL:
newproducts.htm

Example 3, a file named

n8.newproducts.jpl
contains a JPL graphic displayed when the screen resolution is 800x600 or greater. When the user clicks the graphic, IPS ignores the user request.

****NOTE****

All Sponsor bars, regardless of file type, are put in the */sponsorbar* directory.

For more detailed information on customizing COM_Net, please refer to the documentation in the IPS41/doc folder.

Sponsor Bar keywords in Initialization file

sponsorbar.activate=*yes/no*

- controls whether Sponsor Bars are to be displayed
yes/no -yes or no.
Default Value -no - do not display Sponsor Bars.

sponsorbar.directory=*directory URL*

- specifies the fully qualified directory and the corresponding URL of the base directory of the sponsorbar graphic files. If *sponsorbar.directory* is used, both *directory* and *URL* must be defined.

Directory -fully qualified directory where the sponsorbar graphic files are located.
URL - a URL relative to the HTTP data directory of the IPS HTML Directory where the sponsorbar graphics files are located.

Example:

- the sponsor bar directory is a subdirectory of the IPS HTML directory.
sponsorbar.directory=c:\ipshome\envxxyy\html\sponsorbar

sponsorbar.byuser=*yes/no*

- controls whether Sponsor Bars are displayed based on the user or all users are shown the same Sponsor Bar.
yes/no -yes or no.
Default Value -no - do not display Sponsor Bars based on a user, but display the same Sponsor Bars to all users.

sponsorbar.mode=*mode*

- specifies the mode of operation of the Sponsor Bar subsystem. The two modes or operation are:
 mainmenuonly - display a Sponsor Bar only on the Main Menu.
 Replacelogo - display a Sponsor Bar on the Main Menu and replace the Logo graphic on all other IPS applications.
mode - *mainmenuonly* or *replacelogo*
Default Value - *mainmenuonly*

Statistical Reports

Included in COM_Net is an Event Log on the NT Server and an Internal Audit Log which reports access statistics to the administrator. The System i also maintains a log that reports any technical difficulties in accessing the XA database. As an added enhancement, now included in COM_Net is a User Information Statistic Report (userinfo) and a Simultaneous Users Report (simusers). The userinfo report summarizes the session activity, machine characteristics and application usage of each user that accesses COM_Net. The simusers report shows a bar graph representing simultaneous user sessions in 15 minute intervals. The output will be generated as an ASCII page.

Syntax

```
ipsstat -d fromdate [enddate] [-o outputfile][-nocodes] [-s serviceName] [serviceName2]
... [-r reportname]
```

-d fromdate [enddate]	Is coded to specify the beginning and end dates for the report. Type fromdate and enddate as YYYYMMDD. If no enddate is specified, the enddate is the same as the fromdate.
-o outputfile	Identifies the output file the report is to be sent to. outputfile can be the name of a file (ie: report.prt) or a device (ie: lpt1). If this qualifier is not specified, the default is to output to the screen.
-nocodes	Suppresses the HP-compatible printer codes. Use this option if you are not printing (ie: outputfile is not a printer device) or if you do not have an HP-compatible printer.
-r reportname	This qualifier identifies the report to be generated. Specify userinfo or simusers.
-s servieName1 serviceName2	This qualifier specifies which service(s) shall be included in the report. To generate a report for a particular service(s), the names of the service(s) are specified after the -s switch, For example, to generate a report for just two of your services: -s serviceName1 serviceName2 If the -s switch is not included, the report will include all services.

User Information Report

The columns in the User Information report are:

Account	The account number of the user.
Company	The user's company name
User ID	The user's login ID.
User Name	The name associated with the User ID.
No. Sessn	The number of times the user logged onto COM_Net during the report period.
Total Min.	The total number of minutes the user was logged onto COM_Net during the report period.
Avg Min.	The average number of minutes per user session.
Screen	The horizontal screen resolution and number of colors supported by the user's machine, in screeners, colors format. If these values changed from session to session, the most frequently occurring value is shown, followed by a * character.
OS	The operating system installed on the user's machine. If this value changed from session to session, the most frequently occurring value is shown, followed by a * character.
HW	The hardware platform being uses. If this value is changed from session to session, the most frequently occurring value is shown, followed by a * character.
Brwsr	The web browser being used. If this value changed from session to session, the most frequently occurring value is shown, followed by a * character.
OE, OS, etc.	The applications used. The two-character abbreviations of the application Names are defined in a legend at the bottom of the report.

An example of the User Information report is as follows:

26-Jan-00 5:11:33 PM

IPS USER INFORMATION REPORT
FROM 1999/06/18 TO 2000/01/26

PAGE 1 of 1

Account	Compa	User ID	User	No. Sessn.	Total Min.	Avg Min.	OE	MM	OS	PI	QE	CO	UA	PA
100 XA		AMAPIC		2	15	8	1	1		17				
100 XA		AMAPICS		56	1004	18	88	26	5	22				
100 XA		AMAPICS		101	2036	20	27	97		60		35		
800 USA		10020		99	106	1	22	36		39			50	66
300 LEXEL		MEL		88	226	3		59					29	42
400 ABC		202020		10	5	0.5		8		10		6		

- OE OrderEntry
- MM MainMenu
- OS OrderStatus
- PI ProductInquiry
- QE QuoteEntry
- CO CustomerOptions
- UA UserAdministration
- PA ProductAdministration

Simultaneous Users Report

This report maps the number of users logged onto COM_Net simultaneously. The report doesn't show the number of users that logged in during the period, just the number of people logged on simultaneously. This report is useful for determining the COM_Net load in relation to the number of users defined in the server.ini file as maxsessions=.

This report generates one page per day in the date you specify. The horizontal axis represents fifteen minute intervals from 12am to 11:59pm, and the vertical axis represents the number of simultaneous users accessing COM_Net during that interval. For each interval, you can see the maximum, minimum and average number of users that used the system simultaneously:

| maximum
|
+ average
|
| minimum

The maximum number of sessions (the amount you defined in the server.ini file) is shown by a horizontal line marked "maxsessions." The number of users denied access during the interval (if exceeded the maxsession) will be shown by a single-digit number above the maxsessions line. If the number of rejected users exceeds 9, an X is shown.

If COM_Net was down at any point during an interval, an F will appear below the horizontal axis.

Printing

The print button enabled on many panels will create an HTML document "on-the-fly" that can then be printed from within the browser.

Technical Support

COM_Net technical support is available to the XA COM_Net customer by calling the Infor Global Support Line in your geography. It is the customer's responsibility to have all system prerequisites met prior to calling the response line.

Technical Information

RPC Procedure Call Summary

What follows is an alphabetical listing of the Fahrenheit procedure calls, along with a brief description of each. This is for informational purposes only. Italicized functions are not implemented at this time.

CancelOrder	Cancels an order.
CloseSession	Prompts the Host Gateway to perform cleanup and/or shutdown operations when a user terminates a session.
CompleteOrder	Completes or suspends an order.
ConvertQuoteToOrder	Converts a quote to an order.
DeleteLine	Deletes a line from a specified order.
GetCustomerIds	Obtains a list of customerIds to which the user is allowed to switch, along with their associated soldToAddresses.
GetDetails	Retrieves all information for an order or quote.
GetPickList	Retrieves a pick list from which the user may make a selection (e.g., Ship Via: air, our truck, overnight air, express).
GetProductInfo	Retrieves product information for a specific product.
GetShipTo	Retrieves the shipTo address for a specified shipTo.
GetShipTos	Get a list of shipToIds and part of the shiptoAddress for a specified customerId.
GetSubstitutes	Retrieves a list of products that may be substituted for a specified product.
GetSummaries	Presents summary information for open or completed orders.
HostStatus	Obtains the status of the Host Gateway status (e.g., whether it is operational). Fahrenheit uses this procedure to regularly poll the Host Gateway, independently of user sessions.
openSession	Validates the customerId, or alternately, the userId and password and returns the customerId and performs any initializations required for a new user.
ResumeOrder	Resumes a previously suspended order or quote.
SearchProduct	Searches for a product based on a search type and one or two search terms.
SearchTermValidation	Validates a search term for use by the searchProduct procedure.
SetLineItem	Adds a line to the current order, or modifies an existing line.
StartOrder	Informs the Host that the user is starting an order or quote, or requests that the Host Gateway validate an order's shipping and header information.

SwitchCustomerId Changes the user's customerId and retrieves updated cusotmerId information.

User Exits

TMAPU001 – Warehouse User Exit

Parms

COMNO	2(0)
CUSNO	8(0)
HOUSE	3a

Customization

The user interface, displayed in the browser, is customizable. Shipped with COM_Net are “stock” graphics and therefore are not personalized for your specific business or industry. Although this results in fast implementation, it is not intended to be your final implementation of the user interface.

XA courses are available to assist you in this customization. Programming skills are not required, however Windows NT Server skills are recommended. Documentation for customization is shipped with the NT component of COM_Net and is stored in the \Ips41\doc directory.

Upgrading COM_Net

To upgrade COM_Net, please contact the Infor Global Support for assistance.