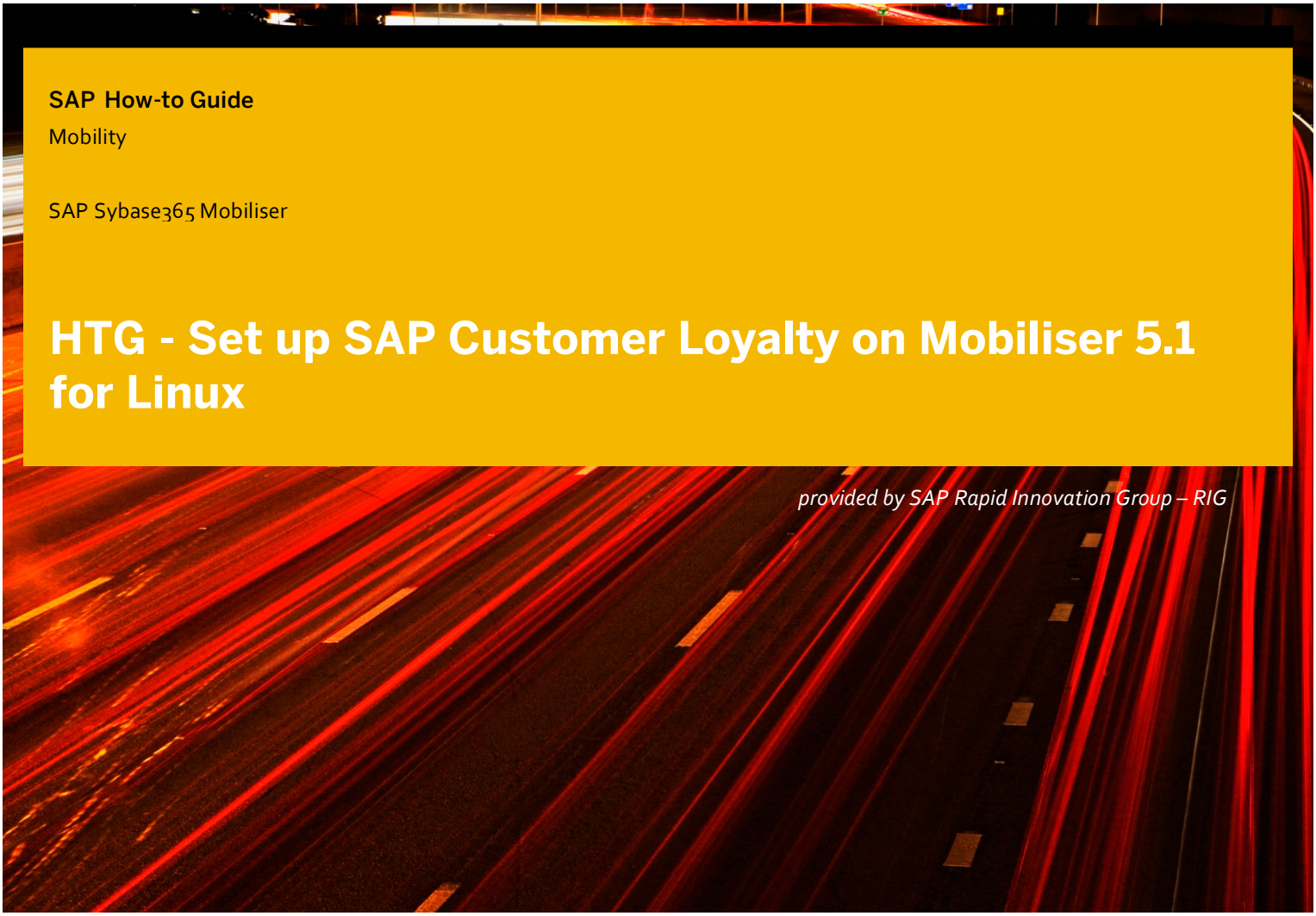

SAP How-to Guide

Mobility

SAP Sybase365 Mobiliser

# HTG - Set up SAP Customer Loyalty on Mobiliser 5.1 for Linux

*provided by SAP Rapid Innovation Group – RIG*

**Applicable Releases:**

**Mobiliser 5.1 SP1**

**Linux platform**


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## Document History

| Document Version | Authored By | Description |
|---|---|---|
| 1.4 | Simmaco Ferriero | Switched to Fedora Linux |
| 1.3 | Simmaco Ferriero | Source code formatted |
| 1.2 | Simmaco Ferriero | Included source code in some text boxes |
| 1.1 | Simmaco Ferriero | Corrected some typo errors |
| 1.0 | Simmaco Ferriero | First release of this guide |

## Typographic Conventions

| Type Style | Description |
|---|---|
| *Example Text* | Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options.<br>Cross-references to other documentation |
| **Example text** | Emphasized words or phrases in body text, graphic titles, and table titles |
| `Example text` | File and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools. |
| **`Example text`** | User entry texts. These are words or characters that you enter in the system exactly as they appear in the documentation. |
| **`<Example text>`** | Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system. |
| `EXAMPLE TEXT` | Keys on the keyboard, for example, `F2` or `ENTER`. |

## Icons

| Icon | Description |
|---|---|
| | Caution |
| | Important |
| | Note |
| | Recommendation or Tip |
| | Example |

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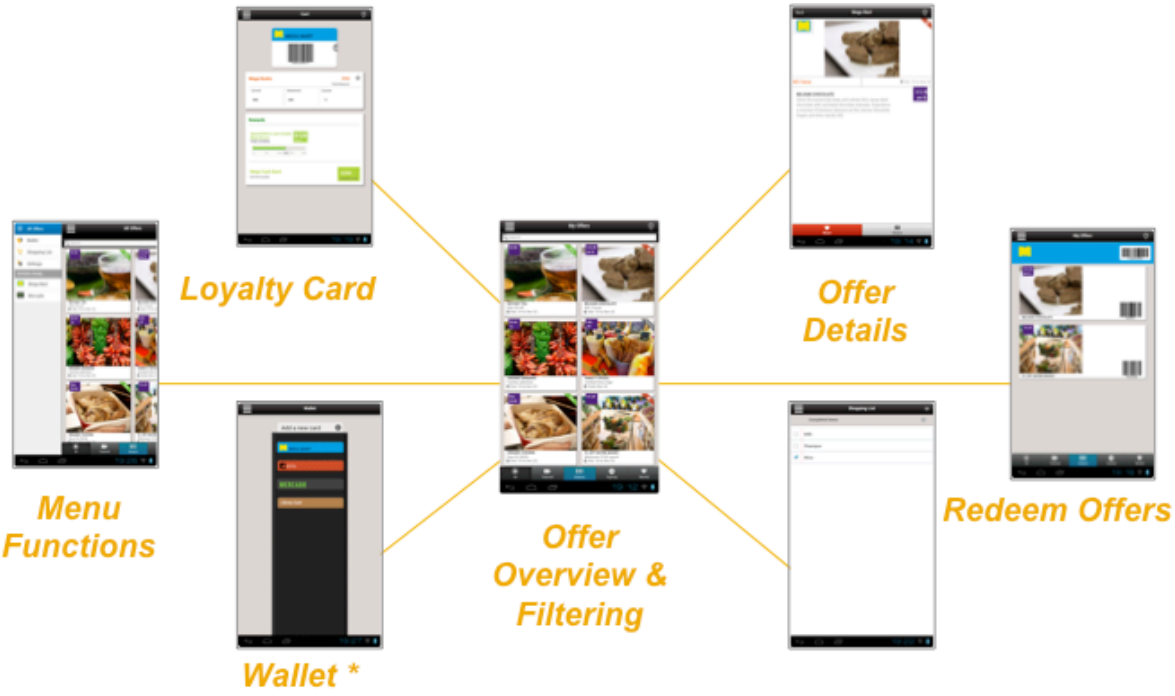
# 1. Business Scenario

SAP Customer Loyalty is a Business-to-Consumer (B2C) solution based on the Sybase Money Mobiliser platform providing:

- Smartphone App
  - For Consumers
- Portal
  - Consumer Self Service
  - Customer Service Agent
  - Marketing Manager
- Light-weight Loyalty Engine (LWLE)
- Server components to support the smartphone app and the portal, with services interfaces



# 2. Background Information

Among all the features of SAP Customer Loyalty we can highlight the following:

- Ditch plastic loyalty **cards** and store **program** info in one digital wallet
- Personalized **offers**, share them with Facebook, and add them to your loyalty card for future use
- Manage loyalty **accounts** – review your account points, status levels, and upcoming rewards
- Create **shopping lists** so you never forget an item on your next visit to the store
- Find stores – use the **store locator** to search for directions and details

The solution supports two modes of operation:

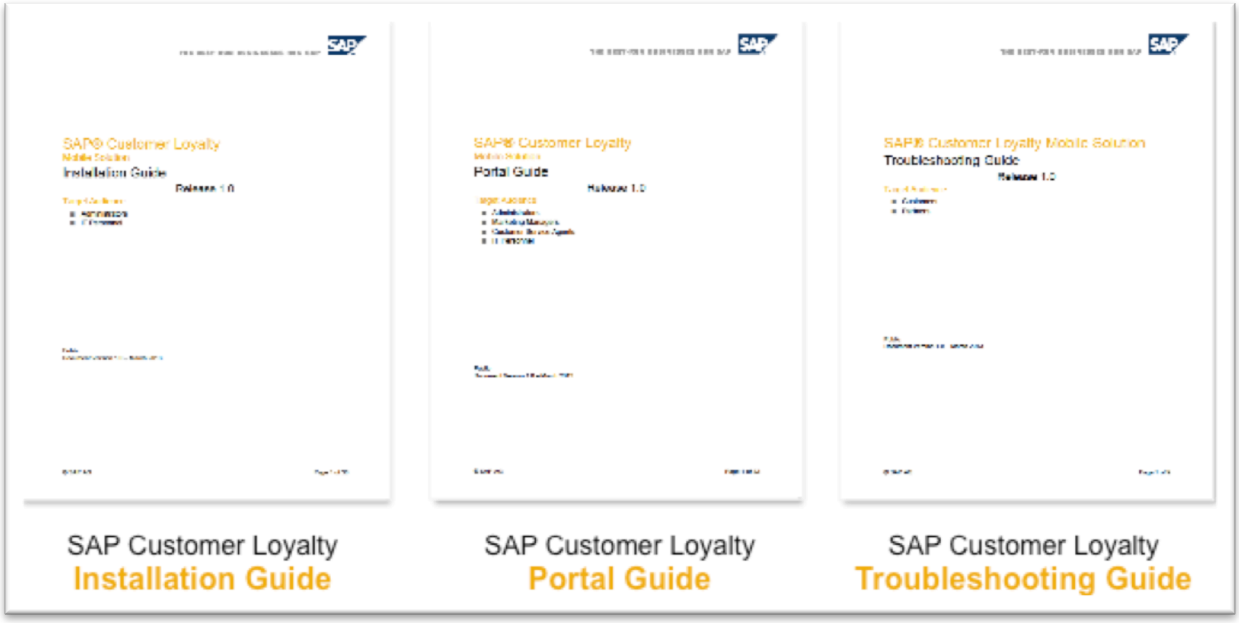
A. **Single-brand**
– for one retailer

B. **Multi-brand**
– for an organization in relationship with multiple retailers, e.g. bank or telco.
The cards of all the retailers are in an unique wallet

The system context is explained in the following points:

- The rich client application is built based on SAP Mobiliser Platform
- The client app is an online hybrid application that is communicating to the services on the Sybase Mobiliser system by calling Services in a request/response manner
- In the first version, the client app will run on iPhone and Android smartphone devices
- The Light-Weight Loyalty Engine is running on the Sybase Mobiliser Platform
- All data persistency is maintained at the Mobiliser level
- It is possible to integrate with backend systems, e.g. CRM. The integration has to be implemented

Please consider the following this document as and example of installation for SAP Customer Loyalty.
Refer to the link below in order to get the latest documentation on the product.




**http://service.sap.com/instguides** >
SAP Components > SAP Mobile Applications > SAP Business to Consumer (B2C) Apps >
SAP Customer Loyalty Mobile Application

The product components can be downloaded from the SMP by the following links:

| Product | Path to download |
|---|---|
| Server components | SAP Software Download Center → Support Packages and Patches → Browse our catalog → SAP Mobile Solutions → SAP Customer Loyalty → MOB MLOYALTY AND |
| Android App | SAP Software Download Center → Support Packages and Patches → Browse our catalog → SAP Mobile Solutions → SAP Customer Loyalty → MOB MLOYALTY INT |

The iOS App can be downloaded directly from the AppStore.

For the SAP Customer Loyalty configuration, please refer to the chapter 5 of the installation guide. For your comfort, you can find in the appendix A, the list of all the configurable parameters.

# 3. Prerequisites

Here it is a list of all the software components needed for SAP Customer Loyalty installation.

- Sybase Mobiliser Platform 5.1 SP1
- One of the following supported DB platforms:
  - Sybase ASE 15.7+
  - Oracle 11g Release 2
  - DB2 9.7.4+
- iOS 5.0+
- Android 4.0 (Ice Cream Sandwich)

In this guide we will use the following naming convention:

| Variable | Description | Value in this document |
|---|---|---|
| TERM | Linux Terminal | Icon on the desktop |
| <server_name> | The name of the machine where you install the software. | mobfedora |
| <ase_server_name> | The name of the ASE server | aseserver |
| <db_type> | Data base type (oracle, ase, db2) | ase |
| <local_user_path> | The Windows path for the current user profile | /home/mobiliser |
| <temp> | Temporary folder | /home/mobiliser/Temp |

# 4. Step-by-Step Procedure

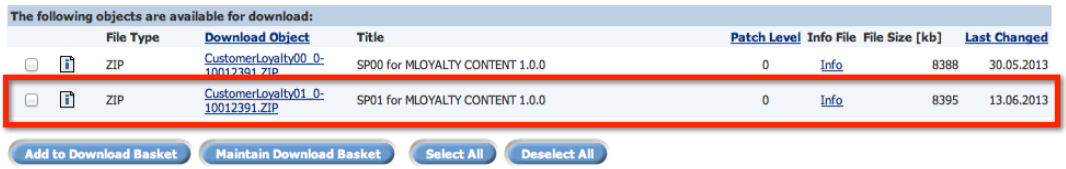
Our installation will be made by the following steps:

1) Download SAP Customer Loyalty package from SMP
2) Apply a SQL script to the ASE DB
3) Copy the SAP Customer Loyalty bundles in Mobiliser
4) Deploy the SAP Customer Loyalty portal extension on Mobiliser
5) Running SAP Customer Loyalty and testing the service

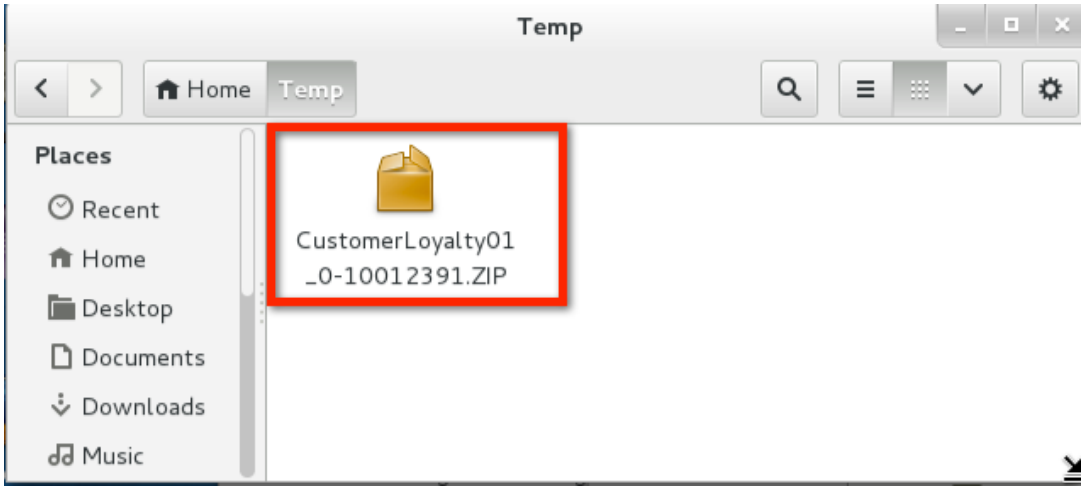
## 4.1 Download SAP Customer Loyalty package from SMP

1. Go on the Service Market Place

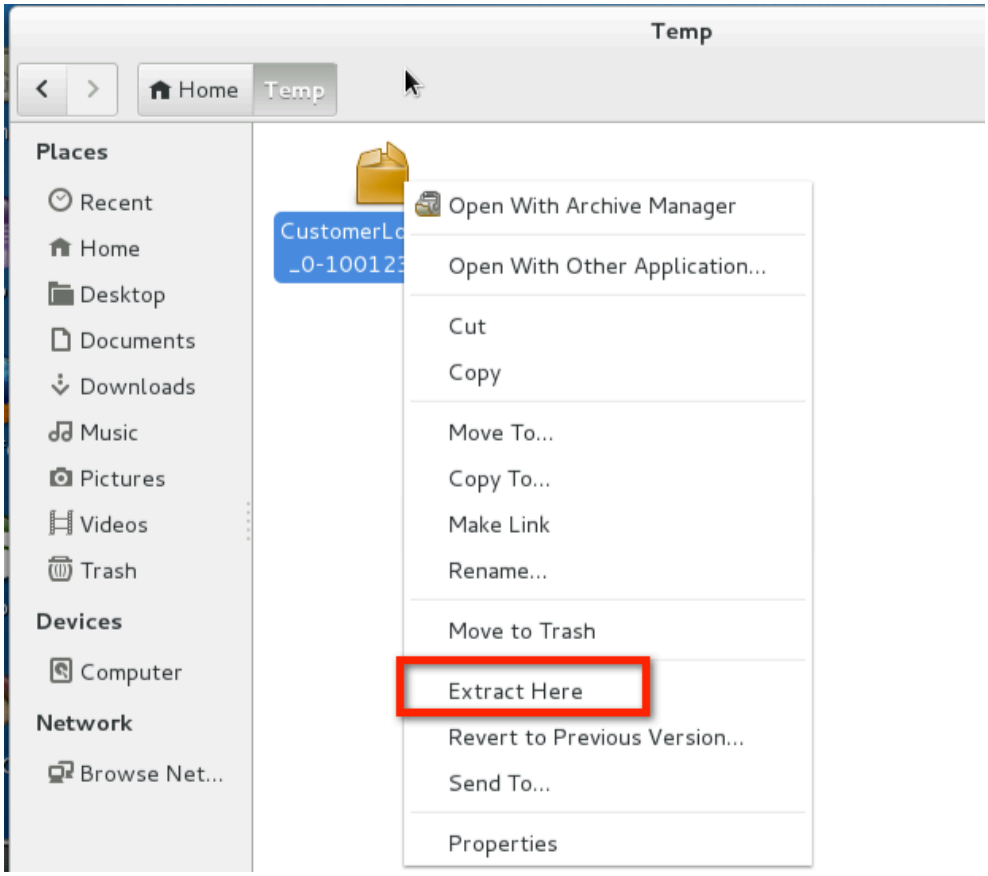
2. Locate the SAP Customer Loyalty distribution and download it.



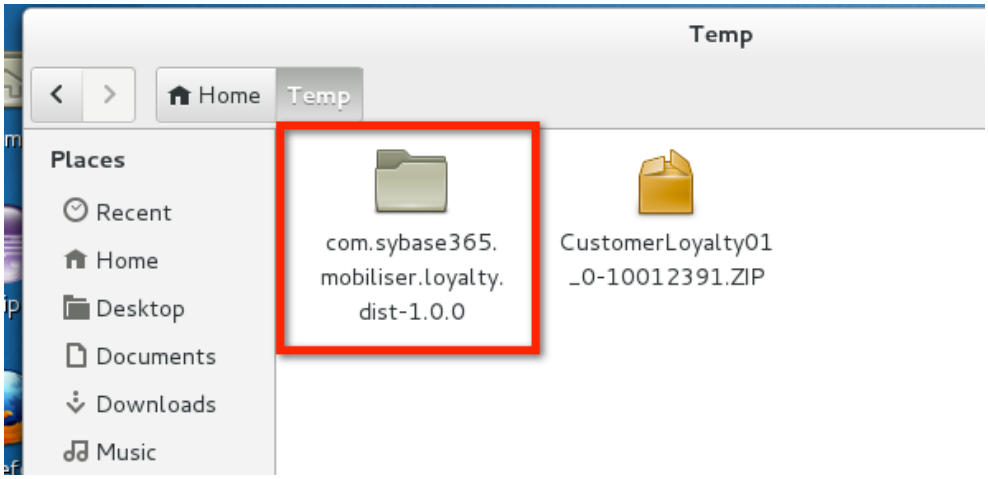

3. Transfer it on the VM in a temporary folder. In our case we are using `<temp>`



4. Right click on the file `com.sybase365.mobiliser.loyalty.dist-1.0.0-dist-mLoyalty.zip` and extract it in the same folder.




5. You will get a new folder named `com.sybase365.mobiliser.loyalty.dist-1.0.0`. Go inside this new folder.



6. You should see now 3 subfolders:
   a. money – containing the new bundles to be installed in Mobiliser
   b. sql – containing the SQL script to be applied to the DB
   c. web – containing the enhanced web portal

## 4.2 Apply a SQL script to the ASE DB

In order to run SAP Customer Loyalty we need to add some new tables and new values to the existing Mobiliser database.

1. Stop Money Mobiliser and Web Mobiliser if they are running.

2. Go inside the `sql` folder of the installation package:

   **cd /home/mobiliser/Temp/com.sybase365.mobiliser.loyalty.dist-1.0.0/sql**

3. Locate the right version of `dbmaintain.properties` file to use, depending on the DB server you have installed. In our case we are using ASE, so we will need to use the `dbmaintain.properties.ase` file. The current `dbmaintain.properties` file is the Oracle version, so, since we don't need it in this guide, we can simply delete it or rename it as `dbmaintain.properties.oracle`. Let's rename it with the command

   **mv dbmaintain.properties dbmaintain.properties.oracle**

```
[mobiliser@mobfedora sql]$ mv dbmaintain.properties dbmaintain.properties.oracle
[mobiliser@mobfedora sql]$ ls
com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-ase.jar     dbmaintain-anttasks.xml    dbmaintain.properties.oracle
com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-db2.jar     dbmaintain.properties.ase  dbmaintain.properties.postgres
com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-oracle.jar  dbmaintain.properties.db2
[mobiliser@mobfedora sql]$
```

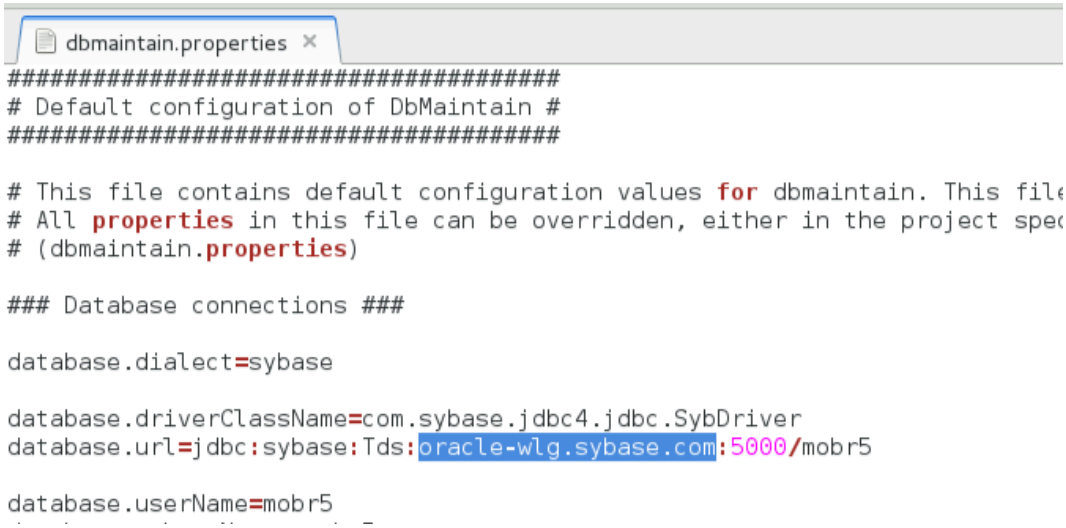
4. Copy the `dbmaintain.properties.ase` as `dbmaintain.properties` using the command

   **cp dbmaintain.properties.ase dbmaintain.properties**

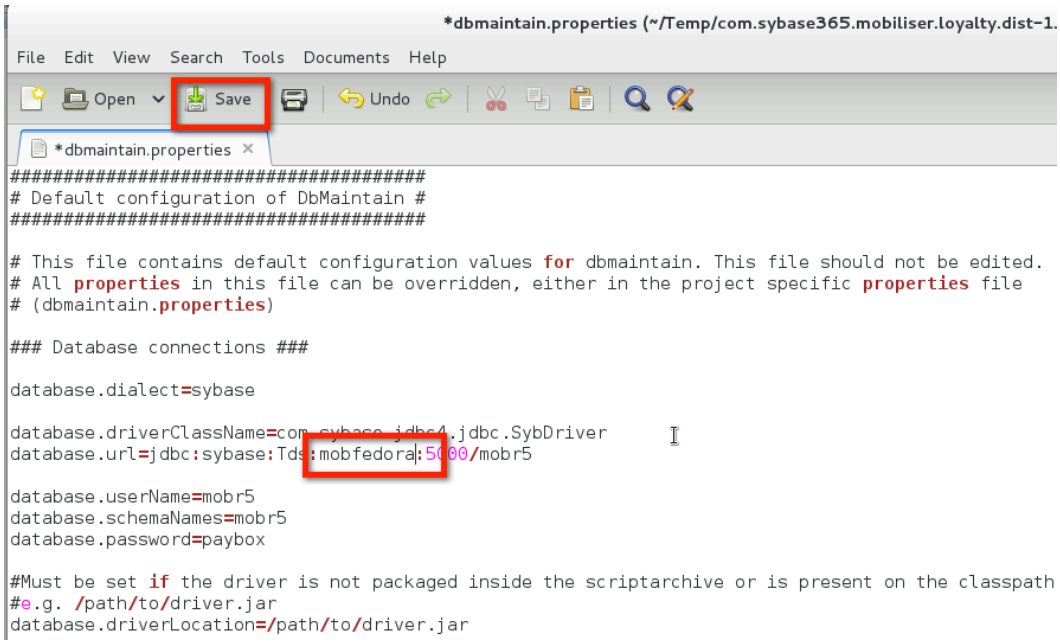
```
[mobiliser@mobfedora sql]$ cp dbmaintain.properties.ase dbmaintain.properties
[mobiliser@mobfedora sql]$ ls
com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-ase.jar     dbmaintain-anttasks.xml    dbmaintain.properties.db2
com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-db2.jar     dbmaintain.properties      dbmaintain.properties.oracle
com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-oracle.jar  dbmaintain.properties.ase  dbmaintain.properties.postgres
[mobiliser@mobfedora sql]$
```

5. Change the name of the DB connection

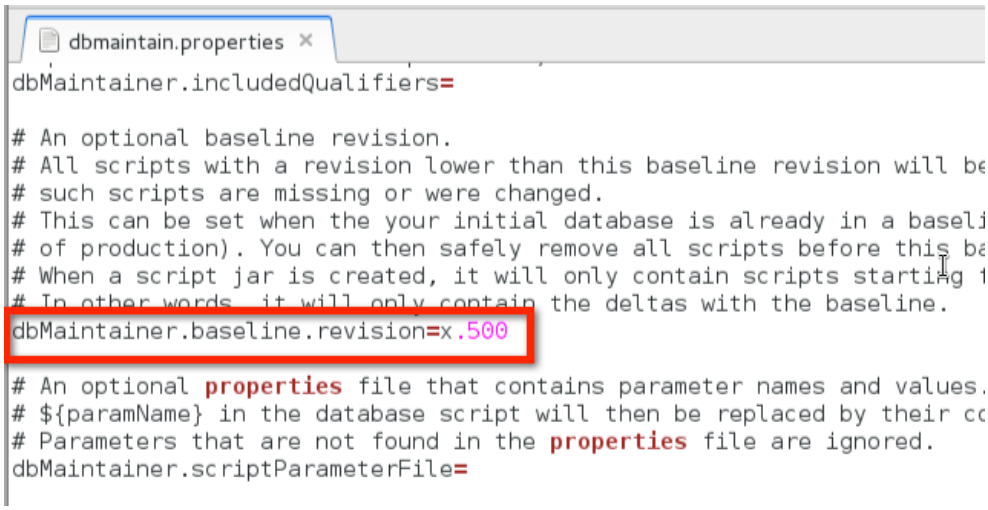
   **gedit dbmaintain.properties**



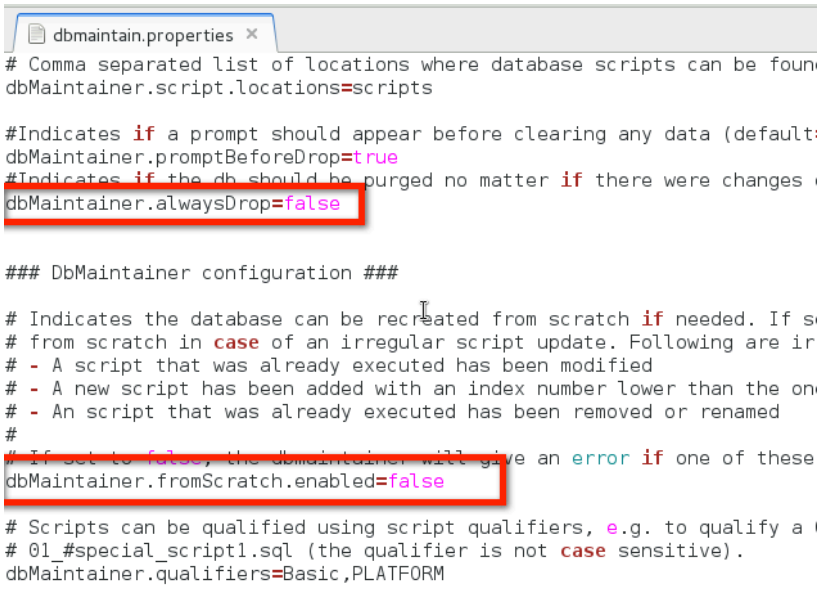

6. Replace the string `oracle-wlg.sybase.com` with the `<server_name>` (in this example it is "mobfedora")



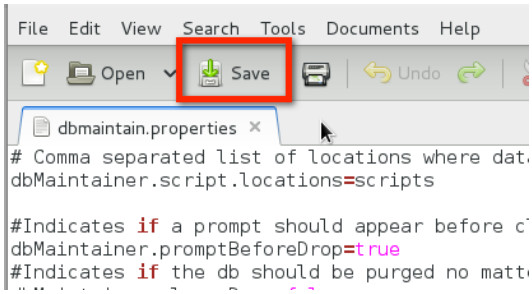
7. Check that the **dbMaintainer.baseline.revision** properties is set to **x.500**




8. Check that the **dbMaintainer.alwaysDrop** and **dbMaintainer.fromScratch** properties are both set to **false**.




9. Save the file



10. We are ready to run the DB update with the command

    **java -jar com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-<db_type>.jar dbmaintain.properties**

    (in this example it is **java -jar com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-ase.jar dbmaintain.properties**) because we are installing on top of ASE server.

```
mobiliser@mobfedora:~/Temp/com.sybase365.mobiliser.loyalty.dist-1.0.0/sql
File  Edit  View  Search  Terminal  Help
[mobiliser@mobfedora sql]$ ls
com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-ase.jar     dbmaintain.properties      dbmaintain.properties.oracle
com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-db2.jar     dbmaintain.properties~     dbmaintain.properties.postgres
com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-oracle.jar  dbmaintain.properties.ase
dbmaintain-anttasks.xml                                              dbmaintain.properties.db2
[mobiliser@mobfedora sql]$ java -jar com.sybase365.mobiliser.loyalty.dist-1.0.0-scriptarchive-ase.jar dbmaintain.properties
```

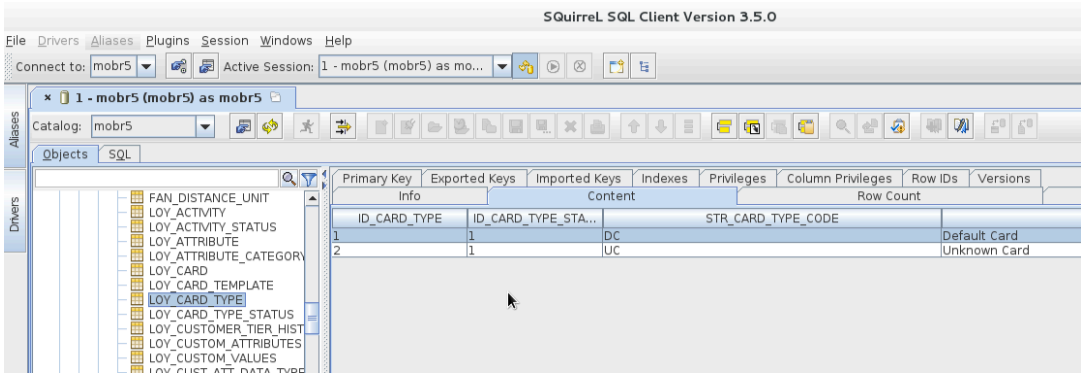
11. Answer **Yes**.

```
mobiliser@mobfedora:~/Temp/com.sybase365.mobiliser.loyalty.dist-1.0.0/
File  Edit  View  Search  Terminal  Help
The baseline revision is set to x.500. All script with a lower revision will be ignored
Currently reading/home/mobiliser/Temp/com.sybase365.mobiliser.loyalty.dist-1.0.0/sql/com.sybase3
archive-ase.jar
The baseline revision is set to x.500. All script with a lower revision will be ignored


Dry Run Result:
********************************************************************************
The database is updated incrementally, since following regular script updates were detected:
  1. Newly added indexed script: sql/500_PROJECT/001_SETUP/001_CUSTOM_PROJECT_OBJECTS_ASE.sql
  2. Newly added indexed script: sql/500_PROJECT/002_DATA/100_LOYALTY_PRIVILEGES.sql
  3. Newly added indexed script: sql/500_PROJECT/002_DATA/110_LOYALTY_DATA.sql
  4. Newly added indexed script: sql/500_PROJECT/002_DATA/120_LOYALTY_ERROR_CODES.sql
  5. Newly added indexed script: sql/500_PROJECT/003_PREFS/001_CUSTOM_PROJECT_PREFS.sql

********************************************************************************



################################################################################
The dry run above indicates what changes will be performed. Continue? y/n
################################################################################
```

12. Your update is complete.

```
################################################################################
The dry run above indicates what changes will be performed. Continue? y/n
################################################################################
y
The database is updated incrementally, since following regular script updates were detected:
  1. Newly added indexed script: sql/500_PROJECT/001_SETUP/001_CUSTOM_PROJECT_OBJECTS_ASE.sql
  2. Newly added indexed script: sql/500_PROJECT/002_DATA/100_LOYALTY_PRIVILEGES.sql
  3. Newly added indexed script: sql/500_PROJECT/002_DATA/110_LOYALTY_DATA.sql
  4. Newly added indexed script: sql/500_PROJECT/002_DATA/120_LOYALTY_ERROR_CODES.sql
  5. Newly added indexed script: sql/500_PROJECT/003_PREFS/001_CUSTOM_PROJECT_PREFS.sql

Executed newly added indexed script: sql/500_PROJECT/001_SETUP/001_CUSTOM_PROJECT_OBJECTS_ASE.sql (1416 ms)
Executed newly added indexed script: sql/500_PROJECT/002_DATA/100_LOYALTY_PRIVILEGES.sql (275 ms)
Executed newly added indexed script: sql/500_PROJECT/002_DATA/110_LOYALTY_DATA.sql (85 ms)
Executed newly added indexed script: sql/500_PROJECT/002_DATA/120_LOYALTY_ERROR_CODES.sql (4 ms)
Executed newly added indexed script: sql/500_PROJECT/003_PREFS/001_CUSTOM_PROJECT_PREFS.sql (27 ms)
The database has been updated successfully.
Creating data source. Driver: com.sybase.jdbc4.jdbc.SybDriver, url: jdbc:sybase:Tds:mobfedora:5000/mobr5, user: mc
shown>
The database is up to date
[mobiliser@mobfedora sql]$
```

13. If you open the Squirrel tool you can verify that now there are new tables in the `mobr5` DB. In particular there are some that start with the prefix "LOY". Those are some of the tables used by SAP Customer Loyalty.



## 4.3 Copy the SAP Customer Loyalty bundles in Mobiliser

1. Stop Money Mobiliser and Web Mobiliser if they are running.

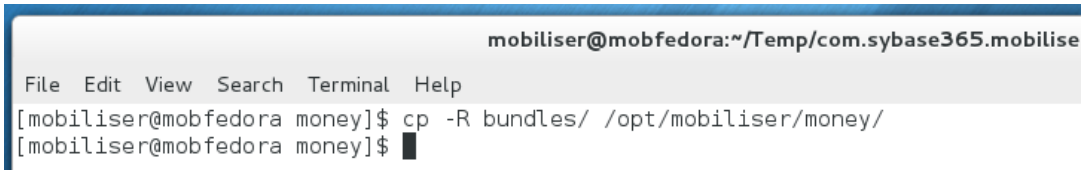
2. Go to the folder `money` in the installation package with command

   **cd /home/mobiliser/Temp/com.sybase365.mobiliser.loyalty.dist-1.0.0/money**

3. Run the command

   **cp -R bundles/ /opt/mobiliser/money/**

   to copy all the bundles in the Mobiliser bundles folder.




4. Check that the new bundles are in place:
   **cd /opt/mobiliser/money/bundles/10-mobiliser-persistence**

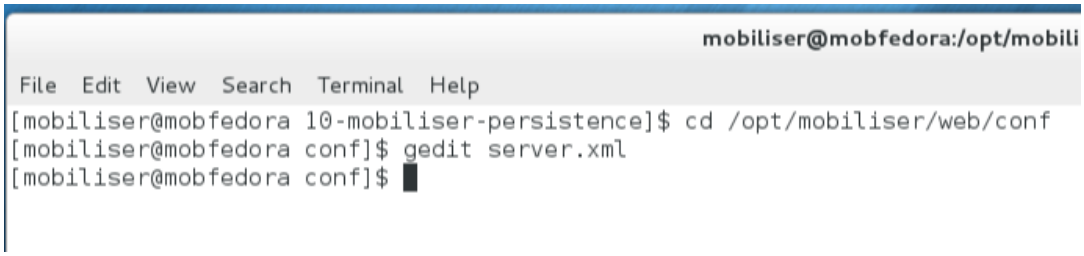
5. You should see a new bundle named `com.sybase365.mobiliser.loyalty.persistence-1.0.0.jar`

## 4.4 Deploy the SAP Customer Loyalty portal extensions on Mobiliser

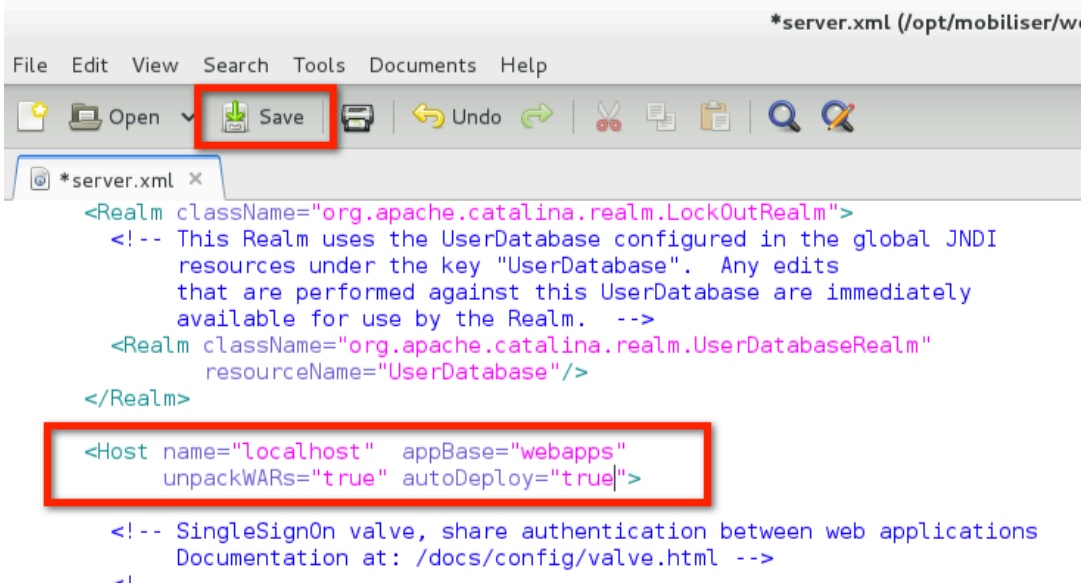
1. Stop Money Mobiliser and Web Mobiliser if they are running.

2. We need to change some parameters in the existing Mobiliser Web Portal configuration.
   **cd /opt/mobiliser/web/conf**

3. Run **gedit server.xml**




4. Change the two **unpackWARs** and **autoDeploy** properties to **true** and save the file.




5. Go to the folder `web` in the installation package
   **cd /home/mobiliser/Temp/com.sybase365.mobiliser.loyalty.dist-1.0.0/web**

6. Copy the `webapps` folder to the `web` folder in the Mobiliser portal. Some new files will be added:

   **cp -R webapps/ /opt/mobiliser/web**

```
mobiliser@mobfedora:~/Temp/com.sybase365.mobiliser.loyalty.dist-1.0.0/web
File  Edit  View  Search  Terminal  Help
[mobiliser@mobfedora 10-mobiliser-persistence]$ cd /opt/mobiliser/web/conf
[mobiliser@mobfedora conf]$ gedit server.xml
[mobiliser@mobfedora conf]$ gedit server.xml
[mobiliser@mobfedora conf]$ cd /home/mobiliser/Temp/com.sybase365.mobiliser.loyalty.dist-1.0.0/web
[mobiliser@mobfedora web]$ cp -R webapps/ /opt/mobiliser/web
[mobiliser@mobfedora web]$
```

7. Run **cd /opt/mobiliser/web/webapps/portal/WEB-INF**

8. Run **gedit application-common-context.xml**

```
mobiliser@mobfedora:/opt/mobiliser/web/webapps/portal/WEB-INF
File  Edit  View  Search  Terminal  Help
[mobiliser@mobfedora WEB-INF]$ gedit application-common-context.xml
```

9. Add the loyalty marketing manager among the authenticated applications. So add this line to the "authenticatedApplications" property:

   <ref bean="*loymrktmgr*" />

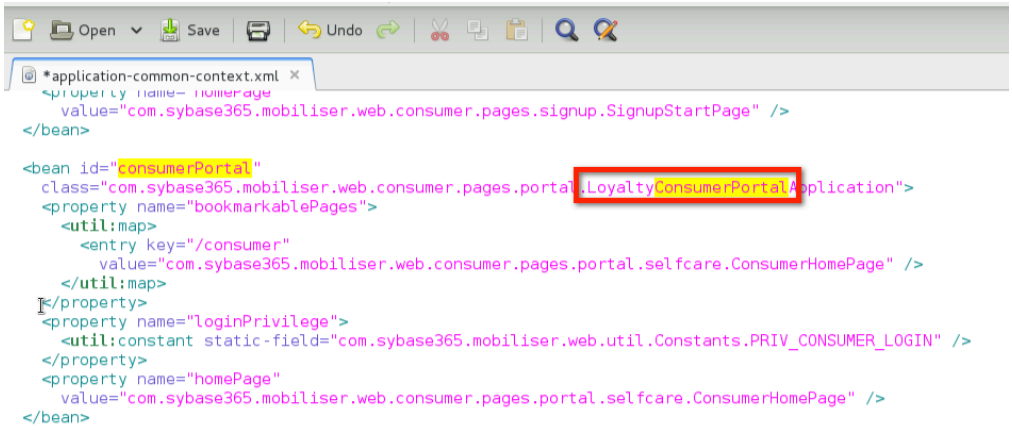
```
File  Edit  View  Search  Tools  Documents  Help
Open  Save  Undo
*application-common-context.xml
  class="org.springframework.beans.factory.config.PropertyPlaceholderC
 <property name="locations" value="WEB-INF/context.properties" />
</bean-->
      <context:annotation-config/>
<!-- MOBILISER CONTROLLER APPLICATION -->

<bean id="mobiliserApplication"
  class="com.sybase365.mobiliser.web.application.MobiliserApplication"
  <property name="applicationSigninPage" value="com.sybase365.mobilise
  <property name="applicationHomePage" value="com.sybase365.mobiliser.
  <property name="ownAuthenticationRequired">
    <util:set>
      <ref bean="dashboardLoginPriv" />
      <ref bean="cstLoginPriv" />
      <ref bean="dppLoginPriv" />
    </util:set>
  </property>
  <property name="authenticatedApplications">
    <util:list>
      <ref bean="consumerPortal" />
      <ref bean="cst" />
      <ref bean="dashboard" />
      <ref bean="distributorPartnerPortal" />
      <ref bean="loymrktmgr" />
    </util:list>
  </property>
  <property name="unauthenticatedApplications">
    <util:list>
```

10. Update the consumer Portal Application to reference the Loyalty additions by changing the line

```
<bean id="consumerPortal"
    class="com.sybase365.mobiliser.web.consumer.pages.portal.ConsumerPortalApplication">
```

to

```
<bean id="consumerPortal"
    class="com.sybase365.mobiliser.web.consumer.pages.portal.LoyaltyConsumerPortalApplication">
```

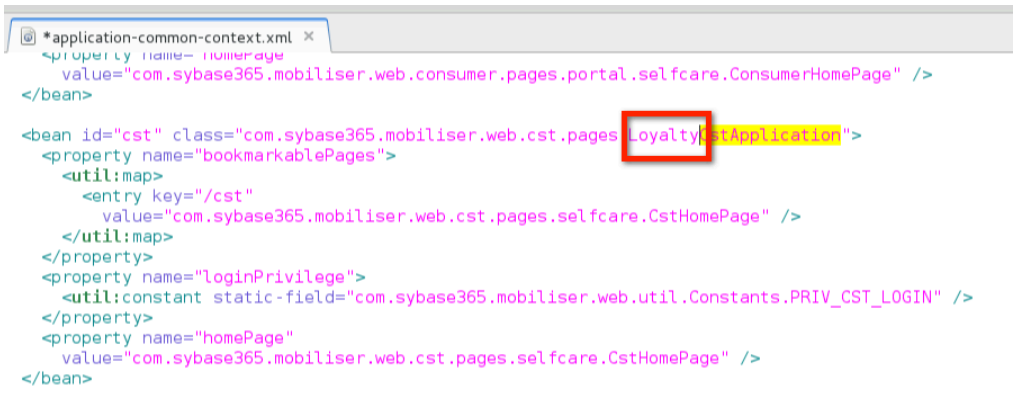



11. Update the Customer Support Portal Application to reference the Loyalty additions by changing the line

```
<bean id="cst"
    class="com.sybase365.mobiliser.web.cst.pages.CstApplication">
```

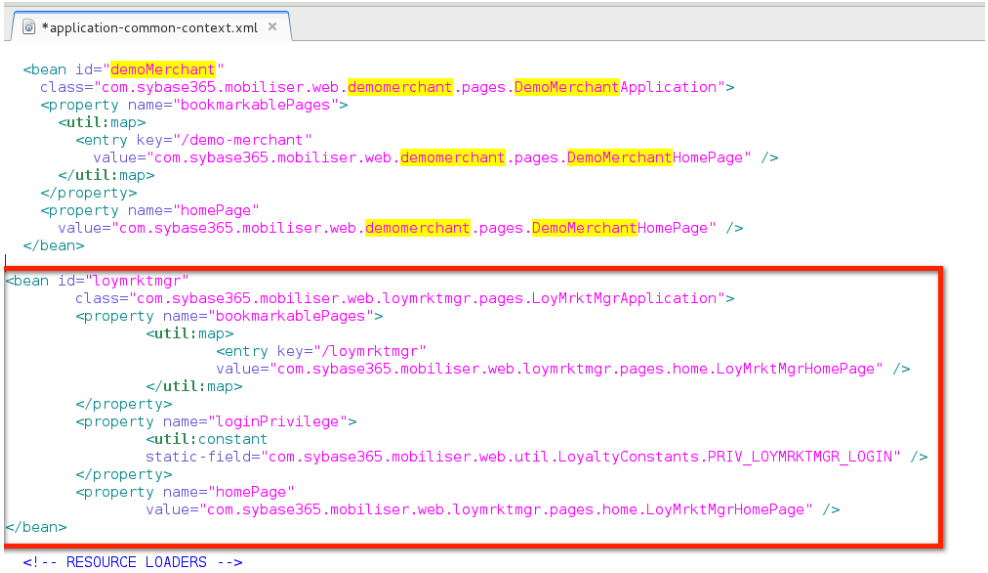
to

```
<bean id="cst"
    class="com.sybase365.mobiliser.web.cst.pages.LoyaltyCstApplication">
```



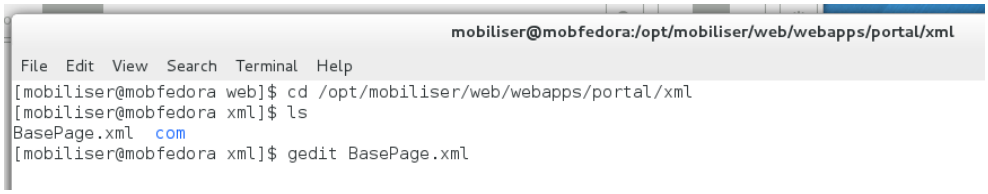
12. Add the Loyalty Marketing Manager Portal application by adding the following application reference. You can add it just after the "demoMerchant" bean.

```
<bean id="loymrktmgr"
    class="com.sybase365.mobiliser.web.loymrktmgr.pages.LoyMrktMgrApplication">
    <property name="bookmarkablePages">
        <util:map>
            <entry key="/loymrktmgr"
            value="com.sybase365.mobiliser.web.loymrktmgr.pages.home.LoyMrktMgrHomePage" />
        </util:map>
    </property>
    <property name="loginPrivilege">
        <util:constant
        static-field="com.sybase365.mobiliser.web.util.LoyaltyConstants.PRIV_LOYMRKTMGR_LOGIN" />
    </property>
    <property name="homePage"
        value="com.sybase365.mobiliser.web.loymrktmgr.pages.home.LoyMrktMgrHomePage" />
</bean>
```




13. Save the file and exit.

14. Update the Portal strings file, which enables the Loyalty specific menu items appear correctly in the existing Portal. Within the `/opt/mobiliser/web/webapps/portal/xml` folder, you will find the `BasePage.xml` file.




15. Add the following lines to this file. It's possible that these lines are already present in the `BasePage.xml` file: if this is the case, do not perform any change to this file.

```
<!-- ############## Loyalty Marketing Manager Top Menu ############## -->

<entry key="top.menu.loymrktmgr.loyalty">LOYALTY</entry>
<entry key="menu.loymrktmgr.loyalty.program">PROGRAMS</entry>
<entry key="menu.loymrktmgr.loyalty.store">STORE LOCATIONS</entry>
<entry key="menu.loymrktmgr.loyalty.cardtype">CARD TYPES</entry>
<entry key="menu.loymrktmgr.loyalty.transearningmodel">EARNING MODELS</entry>

<!-- ############## CST Top Menu ############## -->
<entry key="menu.cst.find.loycustomer">Find Loyalty Customer</entry>
<entry key="menu.cst.find.txnHistory">Point Transactions</entry>
<entry key="menu.cst.user.txnHistory">User Transactions</entry>
```

16. Run the command

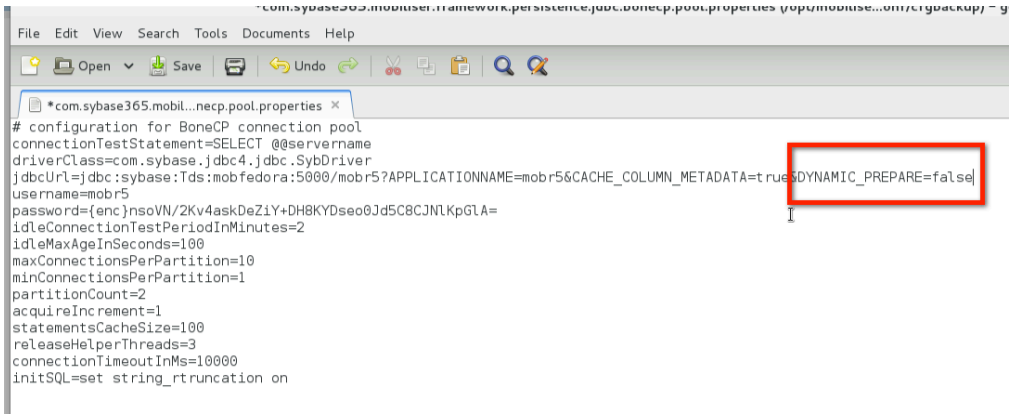
**cd /opt/mobiliser/money/conf/cfgbackup**

to go to the `cfgbackup` folder.

17. Run

    **gedit com.sybase365.mobiliser.framework.persistence.jdbc.bonecp.pool.properties**

    to edit the
    `com.sybase365.mobiliser.framework.persistence.jdbc.bonecp.pool.properties`
    file and add the following string "**&DYNAMIC_PREPARE=false**" to the jdbcURL as in the following picture.




18. Save the file and exit.

19. For the SAP Customer Loyalty configuration, please refer to the chapter 5 of the installation guide. For your comfort, you can find in the appendix A, the list of all the configurable parameters.

# 4.5 Running SAP Customer Loyalty and testing the service

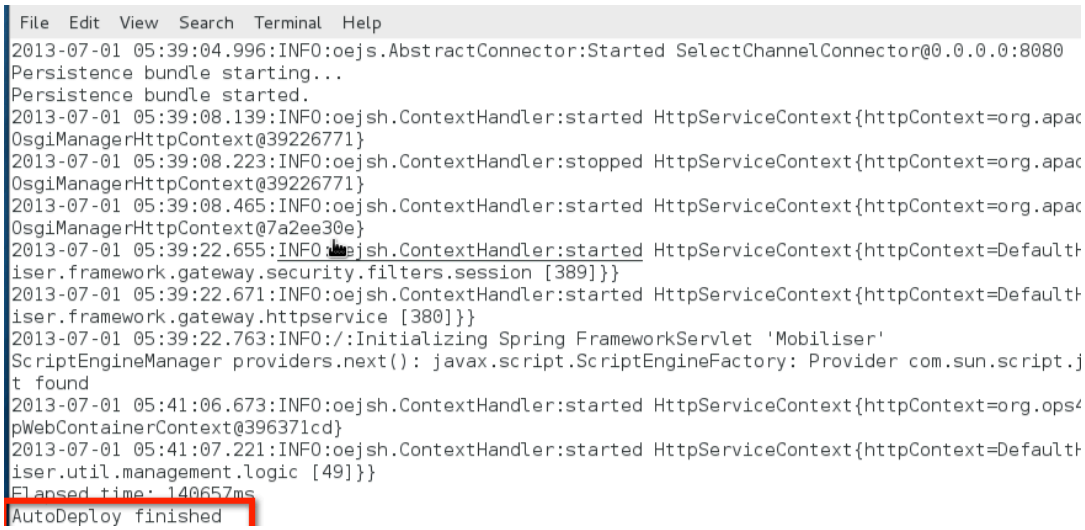
1. Now that all the things are in the right place, we can start Mobiliser. The main Mobiliser package is "money" and we are going to start it first. Go inside the `money` folder and run the following command:

   **bin/startup.sh**

2. If you want to see the status of this process and if you want to know when it's finished, you can run the command

   **tail -f logs/felix.out**

3. A lot of messages are written in this log. As soon as you see the message "AutoDeploy finished", you will understand that Mobiliser is now started and you can play with it.

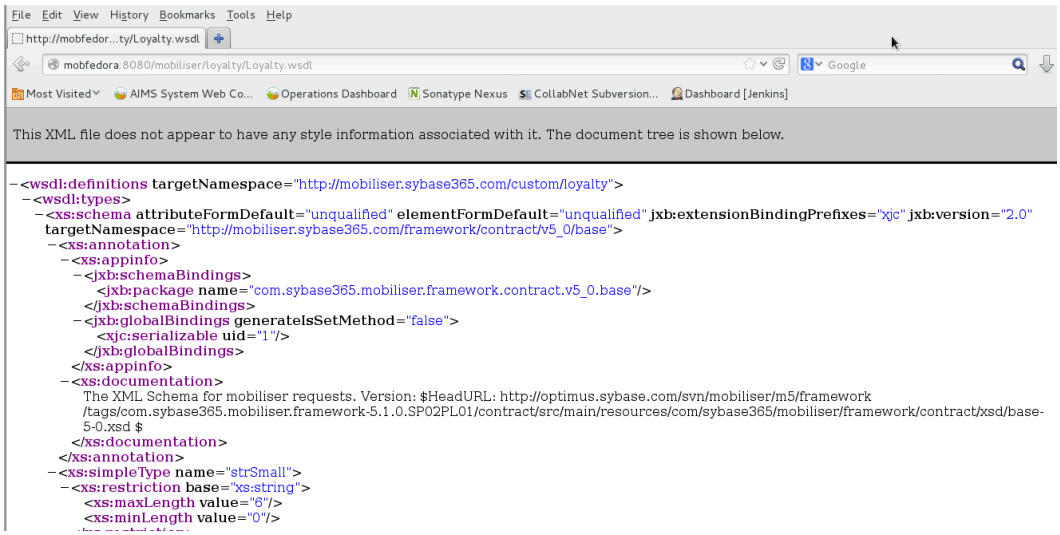


4. A valid check to do in order to see if SAP Customer Loyalty is fully working is to open the internet browser and run the following URL:

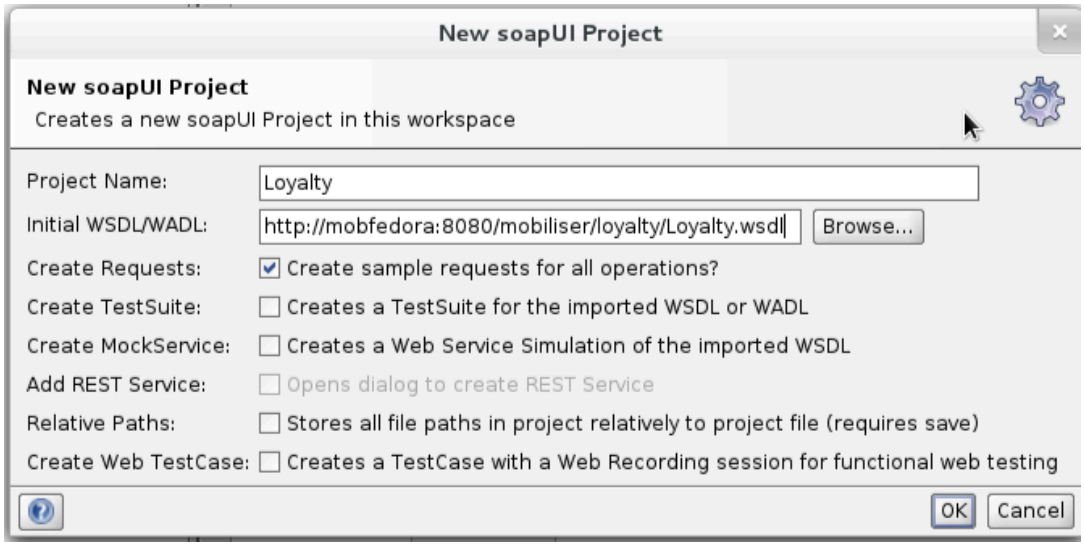
   http://<server_name>:8080/mobiliser/loyalty/Loyalty.wsdl

   (in this example it is http://mobfedora:8080/mobiliser/loyalty/Loyalty.wsdl )

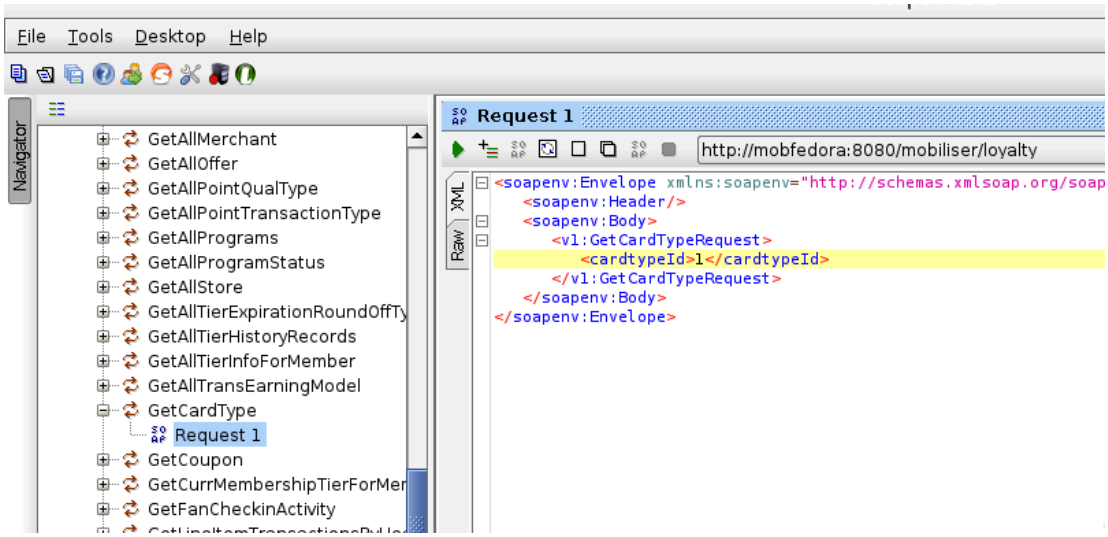
   If SAP Customer Loyalty is properly configured, you should get the Loyalty's schema:



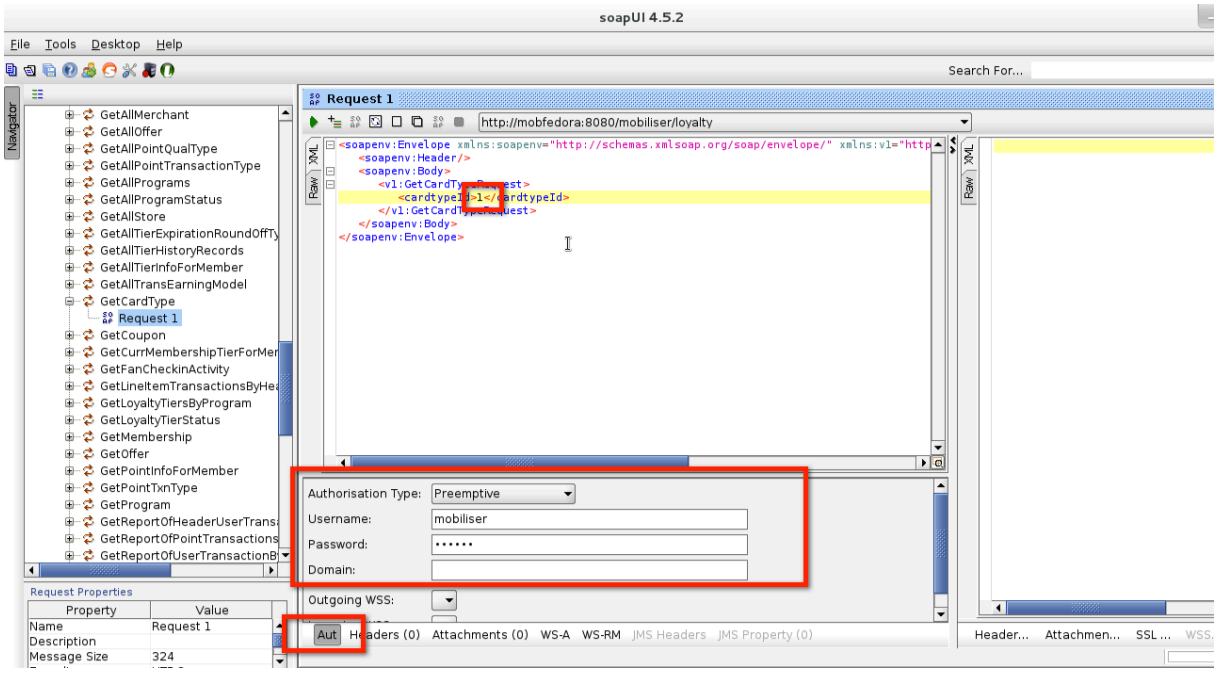
5. There is also another check that you can do by using the SoapUI tool. Open the SoapUI interface and create a new project by providing a project name and the link that you saw at the previous step.
   http://<server_name>:8080/mobiliser/loyalty/Loyalty.wsdl
   (in this example it is http://mobfedora:8080/mobiliser/loyalty/Loyalty.wsdl )




6. Go to one of the functions (i.e GetCardType), double click on the "Request 1" item and fill the request as in the picture below, removing all the unneeded statements. You just need the card type id.

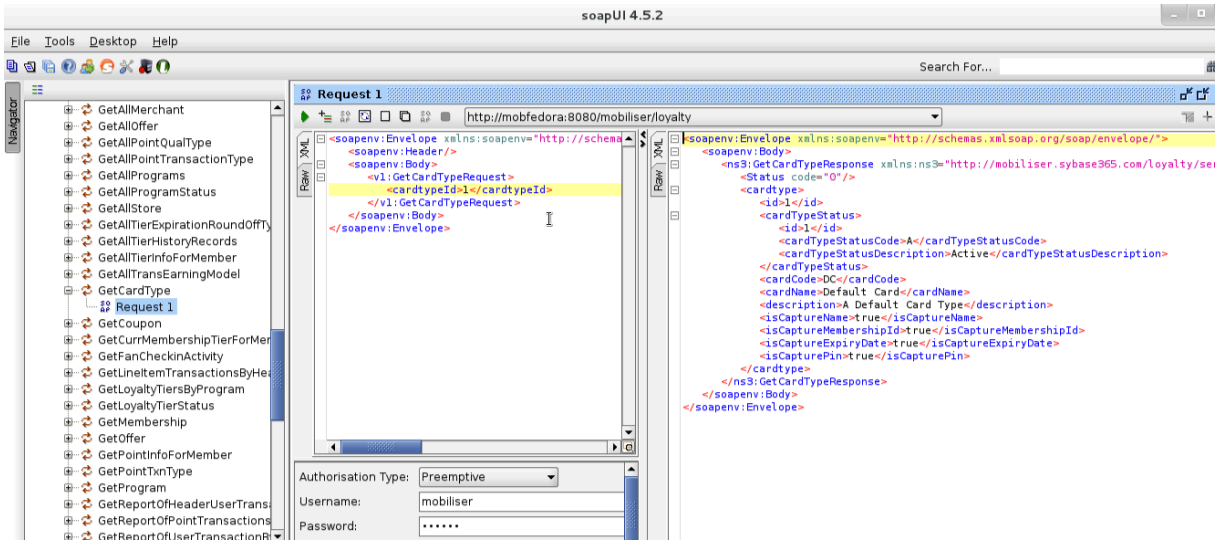


7. Click on the **Auth** word below the request and fill also the full authentication parameters.




8. Once you have filled the request with the required information, you can click on the "play" button on the toolbar to send the request to the server.

9. You should get the following answer related to the Card Type Id 1.

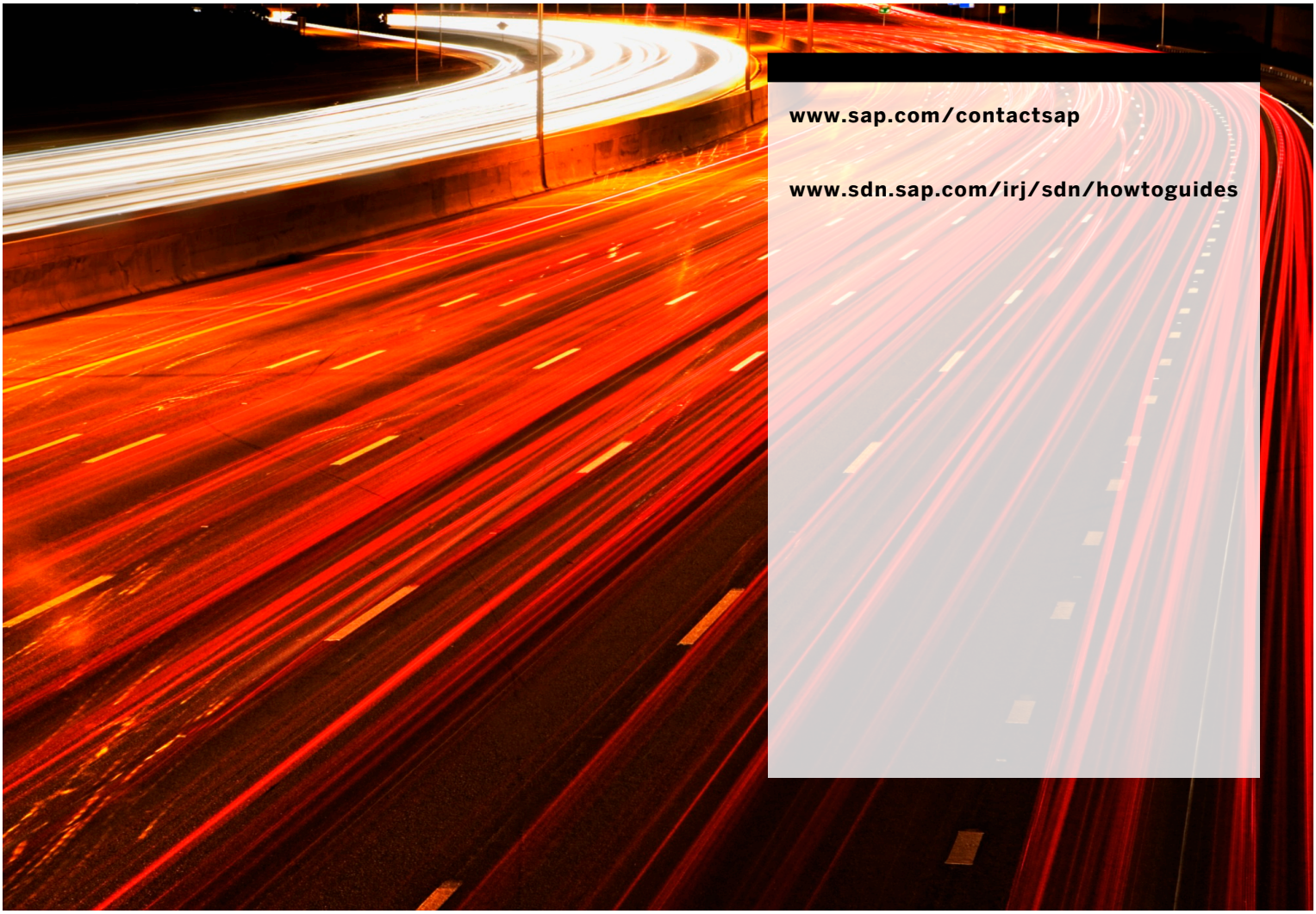


# 5. Appendix

## Appendix A – Preference values to add to the Mobiliser portal

**Table 1**

| Name | Valid values | Default value |
|---|---|---|
| BrandMode | single, multi | multi |
| SingleBrandProgramCode | Any valid loyalty program code | none (UC ?) |
| ShoppingListEnabled | true, false | true |
| WalletPasscodeLength | 0, 3, 4, 5, 6 | 4 |
| WalletPassCodeTimeout | # of seconds a passcode is valid. 0 means no timeout | 300 |
| TokenValidationEnabled | true, false | true |
| TokenValidationType | sms, email, both, none | email |
| GoogleAPIKey | A Google API key | |
| GoogleClientID | A Google API key | |
| GoogleClientSecret | | |
| LocatorDistanceUOM | | miles |
| FacebookAppId | A Facebook Application ID | |
| CardCaptureResolution | Two numeric values separated by an x, e.g. 320x212 | 320x212 |
| StoresToReturn | a number, representing a reasonable number of nearby stores | 5 |
| *OfferNewDays* | a number, representing a reasonable number of days after an offer issues a coupon, is considered to be new | 1 |
| *OfferExpireDays* | a number, representing a reasonable number of days before the offer 'valid until' date | 2 |
| *GeocodeFiltering* | a valid filtering value, for example, *country:us* | |
| *EnableFanExperience* | true, false | false |
| OfferRefreshPeriod | A numeric value representing the number of seconds after which the offer list should be refreshed. | 900 |



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