

TIBCO BusinessConnect™ Remote

User's Guide

*Software Release 5.0
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Preface

TIBCO BusinessConnect Remote is an easy-to-use, light-weight application that allows small partners to exchange ecommerce business documents with BusinessConnect host companies.

Topics

- *Related Documentation, page viii*

Related Documentation

This section lists documentation resources you may find useful.

TIBCO BusinessConnect Remote Documentation

The following documents form the TIBCO BusinessConnect Remote documentation set:

- *TIBCO BusinessConnect Remote Installation* Read this manual for instructions on site preparation and installation.
- *TIBCO BusinessConnect Remote User's Guide* Read this manual for instructions on using the product to exchange documents with the BusinessConnect host.
- *TIBCO BusinessConnect Remote Host Guide* This manual is intended for the BusinessConnect Remote host and is available separately from the TIBCO download site. It is not included with the documentation installed with the product. It includes information for the BusinessConnect host to help them support their trading partners in their use of BusinessConnect Remote software.
- *TIBCO BusinessConnect Remote Release Notes* Read the release notes for a list of new and changed features. This document also contains lists of known issues and closed issues for this release.

Chapter 1 **Introduction**

This chapter provides an introduction to TIBCO BusinessConnect Remote software.

Topics

- *Product Overview, page 2*
- *Major Product Features, page 5*
- *If You Want to Know More About B2B, page 8*
- *If You Want to Know More about Document Security, page 10*

Product Overview

TIBCO BusinessConnect Remote is a light-weight and very easy-to-use software application that allows you to participate in business-to-business (B2B) ecommerce with a larger trading partner. Large enterprises typically have B2B software, allowing them to transact with their large partners over the Internet — eliminating the need for these companies to send and wait for purchase orders, invoices, and other business documents by mail. They also don't need to place phone calls, leave messages, return calls, sometimes making mistakes in the process, just to place or receive an order. Their systems are typically highly automated, checking inventory and customer credit in a fraction of a second. Not all companies are in a position to pay for automated B2B systems, though.

One of your partners has a top-of-the line B2B solution in place — your partner uses TIBCO BusinessConnect software to trade with their business partners over the Internet. And they want to include you in their community of trading partners. That's why they offered you this copy of TIBCO BusinessConnect Remote software.

Figure 1 A Large and Small Company Exchange Business Documents

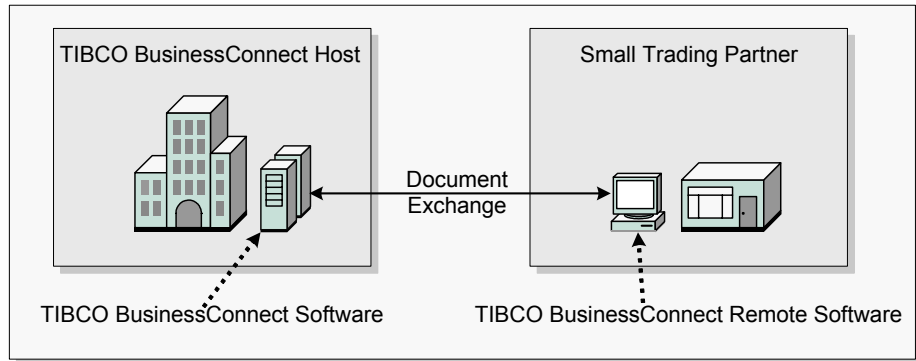


Figure 1 illustrates B2B ecommerce between a large company using TIBCO BusinessConnect and its small trading partner using BusinessConnect Remote. While the large company has powerful servers with many integrated applications and tons of data, the small company requires minimal space on a basic Windows or Linux desktop system to run BusinessConnect Remote software.

What You Need to Know

TIBCO BusinessConnect Remote allows you to send business documents, for example, purchase orders, invoices, requests for quotes, and acknowledgements, over the Internet to the partner that supplied you with this software. This partner is the BusinessConnect host. The software also allows you to receive these documents from the BusinessConnect host.

Sending and receiving documents using BusinessConnect Remote software is as easy as sending and receiving email. Place outgoing documents — those you wish to send to the BusinessConnect host — in the outbox. Look for documents coming in from the BusinessConnect host in the inbox.

In addition to sending and receiving business documents, BusinessConnect Remote allows you to watch the processing of these documents in real-time by viewing the real-time logs.

TIBCO BusinessConnect Remote software automatically generates reports detailing document-exchange activities for archival purposes. You can review document history at any time using the BusinessConnect Remote console, limiting the results you see, if desired, by time period.

Before You Begin

Before you can begin using BusinessConnect Remote software, your TIBCO BusinessConnect host company must have a BusinessConnect partner profile set up for you. There are two ways to set up a partner profile:

- If the BusinessConnect host company allows you to do so, you can use your web browser to create and manage your own partner profile. All you need is a link to the web site, where you can sign up.
- Alternatively, someone at the BusinessConnect host company can create a partner profile for you.

Also consider security components before you begin. Both the host and the partner have needs for securing the information that moves between you, and you both have a roll in ensuring that security. More than likely, the BusinessConnect host will want you to have at least one security credential for signing and encryption. The BusinessConnect Remote deployment wizard gives you the opportunity to upload one or more security credentials. To learn more about signing and encryption certificates, see *If You Want to Know More about Document Security* on page 10.

What's Ahead

The first time you use BusinessConnect Remote software, your experience should go something like this:

- You will mentally verify that you installed the BusinessConnect Remote software as described in *TIBCO BusinessConnect Installation*.
- You will mentally verify that the TIBCO BusinessConnect host company has a partner profile for you in their BusinessConnect system.
- You will launch the BusinessConnect Remote deployment wizard to set up the software for document exchange.
- You will start the BusinessConnect Remote server.
- You will launch the BusinessConnect Remote console, connect to the server, and start exploring the console.

Major Product Features

These are the major TIBCO BusinessConnect Remote features:

Deployment Wizard

The deployment wizard makes it easy for you to provide the information required by BusinessConnect Remote to allow for communication with the BusinessConnect host.

Server

The TIBCO BusinessConnect Remote server does all the real work behind the scenes, sending and receiving documents and providing for document security, for example. Specifically, BusinessConnect Remote software offers these features:

- **Access to your partner profile** Each time you launch BusinessConnect Remote, it connects to the TIBCO BusinessConnect host and retrieves your partner profile, including these pieces of information:
 - Transport settings
 - AS2 identities
 - Document security settings for digital signatures and document encryption
- **Latest host certificates** Each time you launch BusinessConnect Remote, it downloads the latest host security certificates.
- **Secure document exchange** Use of EDIINT AS2 transport includes these security features:
 - Signing
 - Encryption
 - Compression before Signing or After Signing
 - Synchronous Signed/Unsigned Receipts
- **Business protocols** You can exchange business documents using these business protocols:
 - Simple Documents (which include any text, XML or binary files)
 - EDI ASC/X12 Documents
 - EDI UN/EDIFACT Documents
 - EDI TRADACOMS Documents

- **Outbox** An outbox directory detects new files and automatically initiates their transport to the BusinessConnect host.
- **Inbox** BusinessConnect Remote software detects inbound documents coming from the BusinessConnect host. It authenticates and decrypts the business documents and saves them on the file system.
- **Notification of expiring credentials** If your private key credentials will expire soon, BusinessConnect Remote software alerts you when you launch the software.
- **History purging** Automatically purges the document exchange history.
- **Auto Archive** Automatically generates reports using the information in the document exchange history and archives those reports.
- **NT Service** On Windows, the BusinessConnect Remote server can run as an NT service, which can start automatically when you start up your machine.

Console

The TIBCO BusinessConnect Remote console is a user-friendly interface that makes it easy to exchange documents and monitor the server:

- **Send documents** Drag and drop documents to send them to the BusinessConnect host.
- **Receive documents** View an inbox listing of documents you received from the BusinessConnect host.
- **Download documents** Download and save business documents that you sent and received.
- **View configuration information**
 - Browse deployment settings.
 - Browse document exchange configurations.
- **View logs** View the following logging activities in real time:
 - System Trace
 - Server Tracing
 - Document Exchange Audit Trail
 - Document Exchange Advisory
- **Monitor server statistics** View in real time the total number of documents sent and received, the amount of data sent and received, and the maximum and average data throughput since the server started.

- **Shutdown the server** Allows you to shutdown the server remotely.

If You Want to Know More About B2B

You don't need to know the information in this section, but if you are unfamiliar with B2B software and would like to know a little more, read on.

You may wonder what the difference is between shopping online and B2B. The biggest difference is that the "shopping" takes place between businesses. But it's more than just that. As you know, businesses come with a great need for proper accounting and other organizational processes. With large companies, these processes should be well defined and include precise record-keeping. Precise record-keeping requires forms — lots of forms ferrying lots of data from department to department. If you order a couple of shirts over the Internet, you likely have no use for the forms you pull out of the box and toss aside. But when two businesses do business together, the forms are crucial to both sides of the transaction.

It's the data on all those forms that create the challenge for B2B. If each company uses a different set of forms, how can the transactions be automated? The solution that rose out of this challenge was standards. Businesses could standardize on a single set of forms so that they could do business electronically.

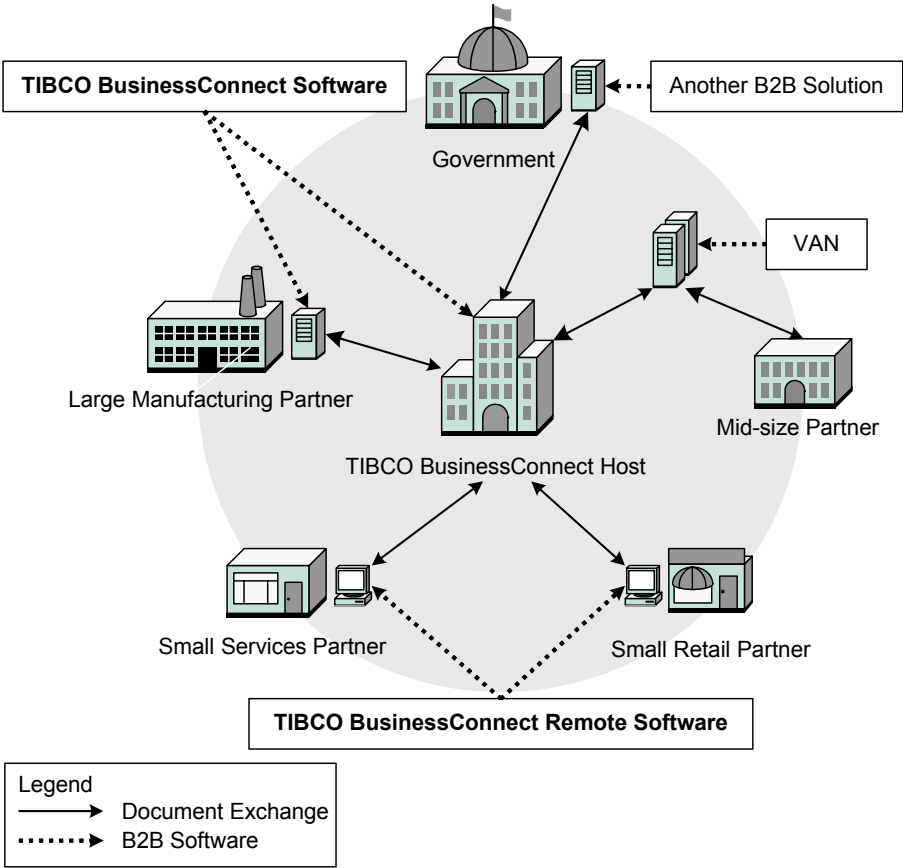
But different industries require different sets of information. This need gave rise to multiple industry-specific standards. The EDI -X12 and RosettaNet standards emerged and were widely adopted by companies globally. B2B solutions must be able to accommodate multiple standards to meet the needs of large businesses conducting B2B ecommerce across multiple industries.

Similarly, there are multiple B2B software applications out there. If all trading partners had to have the same B2B software to do business together, this would severely limit electronic trade. For example, imagine if you could only use your mobile phone to talk with people who use the same mobile phone service?

As illustrated in Figure 2, your TIBCO BusinessConnect host can do business with companies using BusinessConnect and companies (or government) using other B2B software applications. A VAN (Value Added Network) is a company that allows its customers to connect into its software services, including B2B services.

TIBCO BusinessConnect Remote software allows small companies like yours to conduct B2B ecommerce with your BusinessConnect host without investing in another B2B software application. You can quickly and easily start exchanging documents securely with your BusinessConnect host over the Internet.

Figure 2 TIBCO BusinessConnect Communicates with Multiple B2B Solutions



If You Want to Know More about Document Security

Document security is a huge topic that can become highly technical. There is also a lot of overlapping terminology. This section provides a narrow overview of document security in its simplest terms as it relates to TIBCO BusinessConnect and TIBCO BusinessConnect Remote software.

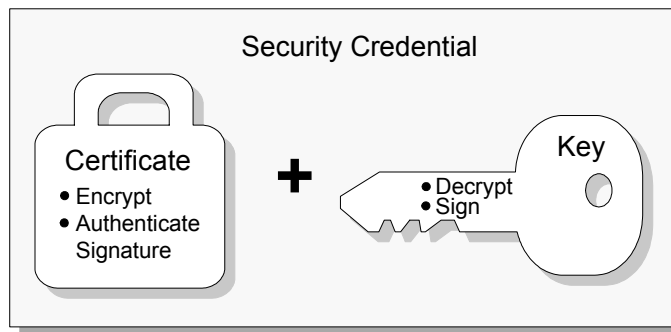
TIBCO BusinessConnect and TIBCO BusinessConnect Remote software use the PKI (public key infrastructure) system of providing security for B2B transactions.

Security Credentials: Certificates and Keys

While there are many terms in use for the two main components of PKI, we use these terms in the documentation:

- Certificate — The security file that partners exchange.
- Key — The security file that partners keep private.
- Security Credential — A certificate-key pair.

While not a perfect metaphor, we use a lock to illustrate the certificate and a key to illustrate the key:

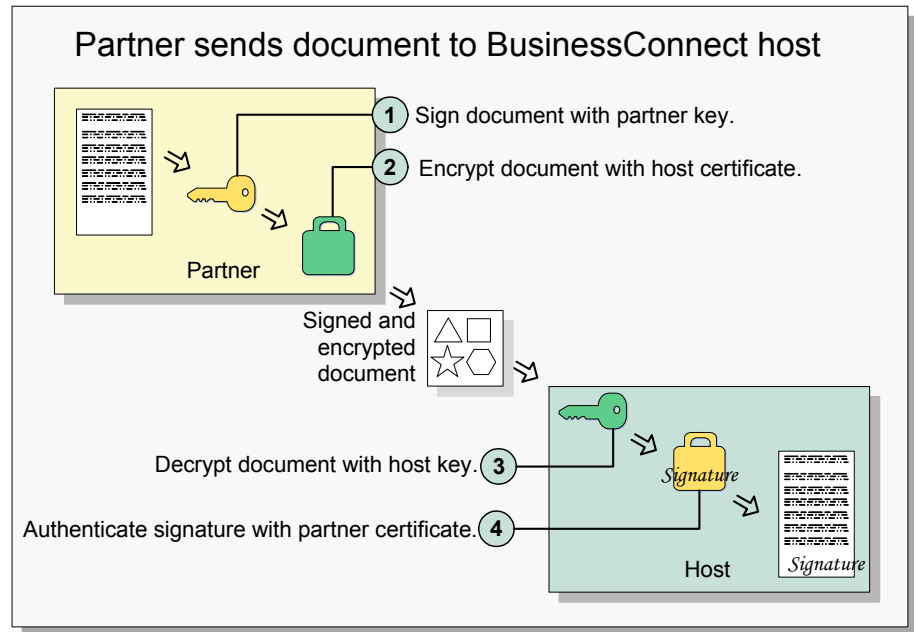


A certificate can encrypt data sent to a partner and it can authenticate the digital signature of documents received. A key can decrypt documents received and sign documents sent to a partner.

Each time you launch the BusinessConnect Remote console, the software automatically connects to the BusinessConnect host and downloads the certificate of the BusinessConnect host. This allows you to encrypt the documents you send to the host. It also allows you to authenticate the documents that you receive from the host so you know that they are really coming from the host and not an imposter.

Before you begin exchanging documents with the BusinessConnect host, the host will ask you to send them your certificate. This allows the host to encrypt the documents it sends to you and to authenticate the documents it receives from you so they know the documents are really coming from you.

This next illustration shows the certificates and keys used when you send a document to the BusinessConnect host:



Obtaining a Security Credential

To obtain a security credential, contact a certificate authority (CA). CAs are companies in the business of providing security credentials. You can obtain a security credential from the web site of any authorized certificate authority such as:

- VeriSign: <http://www.verisign.com/>
- GeoTrust: <http://www.geotrust.com/>



BusinessConnect supports X509 certificates versions 1, 2, and 3.

All digital certificates used in BusinessConnect must be compliant with the PKIX standard RFC #3280, which described on the following website:

<http://www.ietf.org>

You can obtain a multi-purpose security credential, which supports document encryption/decryption, SSL encryption during transport, and signing/authentication or you can obtain multiple, specialized credentials. The BusinessConnect Remote deployment wizard allows you to assign specific keys to specific tasks if you desire.

Chapter 2 **Deploying**

This chapter describes how to use the BusinessConnect Remote deployment wizard to deploy BusinessConnect Remote software on your system.

Topics

- *Overview: Deployment Wizard, page 14*
- *Launching the Deployment Wizard, page 15*
- *Creating and Modifying Deployments, page 16*
- *Deployment Wizard Reference, page 17*

Overview: Deployment Wizard

The deployment wizard makes it easy for you to provide all of the information TIBCO BusinessConnect Remote software requires to communicate with the TIBCO BusinessConnect host. It also allows you to configure BusinessConnect Remote to meet your needs for data security using encryption, digital signatures, and more. Much of the information that the wizard can collect is optional and intended for technical users, for example, system administrators. You can comfortably accept the default values in most cases. Some of the information, however, is required — without it, BusinessConnect Remote software cannot connect to the BusinessConnect host to exchange business documents and access your partner profile.

Required Information

These are the kinds of information the BusinessConnect Remote software requires for document exchange:

- The name used to identify your partner profile
- The IP address and port number for the BusinessConnect host.
- The type of server used for communication: HTTP or HTTPS.

Contact the BusinessConnect host to collect the information.

Optional Information

These are the kinds of optional information that the BusinessConnect Remote deployment wizard can collect:

- Outbound document exchange options, for example, you can specify whether you want to digitally sign outbound documents, whether you want to encrypt them, and whether you want to compress them. You can also upload security credentials.
- Outbound file poller options, for example, you can specify how frequently you want the file poller to check for new documents, how long you want BusinessConnect Remote to wait for a response from the BusinessConnect host before timing out, and a file pattern to be used to select the outbound documents.
- Document history options, for example, you can specify how frequently BusinessConnect Remote should delete documents in the history file.

Launching the Deployment Wizard

The process of launching the deployment wizard is only slightly different on Windows and Linux systems.

Windows

You can launch the TIBCO BusinessConnect Remote deployment wizard on Windows in either of two ways:

- Use the Windows Start menu:
Select **Start>Programs>TIBCO>TIBCO BusinessConnect Remote 5.0>Deployment Wizard**.
The BusinessConnect Remote connection dialog appears.
- Navigate to the application executable in Windows Explorer and double-click:

`bcremote_home\bin\deploywizard.exe`

This is the default location:

`C:\tibco\bcremote\5.0\bin\deploywizard.exe`

Linux

Using either the Linux command-line interface or the Linux GUI desktop interface, navigate to and execute `deploymentwizard.exe`:

`bcremote_home/bin/deploymentwizard`

This is the default location:

`/tibco/bcremote/5.0/bin/deploywizard`

Creating and Modifying Deployments

To create a new deployment or modify an existing deployment, perform these steps:

1. After you launch the wizard, select the appropriate radio button:
 - **Create New Deployment**
 - **Open Existing Deployment**
2. Click **Next**. If you selected Open Existing Deployment, a file chooser dialog appears. Otherwise, the first wizard screen appears.
3. If you are opening an existing deployment, browse to the configuration file. Look for the existing deployment configuration file here:

bcremote_home/deployments/bcremote-instanceName.tra

This is the default location:

/tibco/bcremote/5.0/deployments

4. Use the information in Deployment Wizard Reference on page 17 to guide you in providing the information requested by the BusinessConnect Remote deployment wizard.

Deployment Wizard Reference

Whether you are creating a new deployment or modifying an existing one, use the information in this section to provide valid information for the parameters.

Provide Information about the Host

Except for the Instance Name, this section requires information from the BusinessConnect host that allows you to connect to their BusinessConnect deployment:

Parameter	Description
Instance Name	This can be any name you choose to identify this BusinessConnect Remote deployment. Consider it a small opportunity for creativity if you like.
Client Partner	The name used for your partner profile on the BusinessConnect host system. This is some form of your company name.

Parameter	Description
Protocol Standard	<p>The types of documents you will exchange with your BusinessConnect host. These are the supported document types:</p> <ul style="list-style-type: none">• Simple Documents — document type that is not limited to an industry protocol standard. BusinessConnect host processes documents of this category without business logics according to the industry protocol standards. With this setting, BusinessConnect Remote software provides transport connectivity for secure document exchange with the BusinessConnect host.• EDI ASC/X12 Documents — EDI standard from American National Standards Institute (ANSI). The Accredited Standards Committee (ASC) develops and maintains the X12 standards.• EDI UN/EDIFACT Documents — UN/EDIFACT is the United Nations rules for Electronic Data Interchange for Administration, Commerce, and Transport. It is the international messaging standard for EDI. Organizations that choose to trade globally use the UN/EDIFACT standard.• TRADACOMS Documents — TRADACOMS is a UK based standard, designed for domestic trade. TRADACOMS first standard was release in 1982, a number of years before EDIFACT appeared.
Sever Host	The destination host name or IP address for the TIBCO BusinessConnect host server.
Server Type	HTTP or HTTPS.
Host Port	The port number for the TIBCO BusinessConnect host server.

Provide Security Credential Files

To conduct B2B ecommerce securely, both business partners must have valid and up-to-date (not expired) security credentials. This section describes the key parameters in the BusinessConnect Remote deployment wizard.



Learn more about security credentials, including certificates and keys, in [If You Want to Know More about Document Security](#) on page 10.

Copy your key files into the following directory:

`bcremote_home\keys`

This is the default location:

`C:\tibco\bcremote\5.0\keys`

Provide the names and passwords for the files as described here:



You can use one key file for all of these purposes if you desire.

Parameter	Description
Signing Key File and Password	The file name of your key for signing the documents you send to the BusinessConnect host.
Decryption Key File and Password	The file name of your key for decrypting the documents you receive from the BusinessConnect host.
SSL Identity File and Password	The file name of your Private Key Identity for decrypting data on the incoming secure socket layer (SSL).



All passwords are safely encrypted when you save the deployment configuration.

Configure Outbound Document Exchange

This information is stored as part of your partner profile in the BusinessConnect host system. If you set up your own partner profile using TIBCO BusinessConnect Partner Self Service, you may have already specified this information. Otherwise, the BusinessConnect host set these options for you. In either case, you can either click **Next** to leave the settings as they are or modify the current settings.

Parameter	Description
Sign	<p>Check the checkbox if you want to digitally sign the documents you send to the BusinessConnect host.</p> <p>If you check this checkbox, provide a signing key file as described in Provide Security Credential Files on page 19.</p>
Encrypt	<p>Check the checkbox if you want to encrypt the documents you send to the BusinessConnect host.</p> <p>Each time you launch BusinessConnect Remote, the BusinessConnect Remote server downloads the latest host certificate necessary for encrypting the outbound documents.</p>
Compress	<p>Check the checkbox if you want to compress the documents you send to the BusinessConnect host.</p>
Compress Order	<p>If you checked both the Sign and the Compress checkboxes, specify whether you want to compress documents before or after signing. The default value is "After signing."</p>
Receipt	<p>If you want the BusinessConnect host to send a receipt to acknowledge your request to send a document, you can specify whether BusinessConnect should digitally sign the receipt. These are the options:</p> <ul style="list-style-type: none">• None — Do not send a receipt. This is the default.• Sync Signed – Return a signed receipt when the packaged outbound message is processed.• Sync Unsigned – Return an unsigned receipt when the packaged outbound message is processed.

Configure Outbound File Poller

The outbound file poller monitors the outbox folder for new documents. You can configure these aspects of the outbound file poller or click **Next** to leave the current settings as they are:

Parameter	Description
Polling Interval (seconds)	By default, the file poller checks for new files in the outbox folder every 60 seconds.
Delete on Transmission	Check the checkbox to instruct BusinessConnect Remote software to delete the document from the outbox folder after it successfully sends the document to the BusinessConnect host. The default is unchecked.
Socket Timeout (seconds)	As soon as BusinessConnect Remote software attempts to send a document to the BusinessConnect host, it begins waiting for a response from the BusinessConnect host. The value of this parameter determines how long BusinessConnect Remote software should wait for the response before timing out. The default is 120 seconds.
Max Thread Pool Size	BusinessConnect Remote software can work on multiple tasks related to outbound-document processing simultaneously. The value of this parameter determines how many outbound-document processing tasks BusinessConnect Remote software can work on at one time. The default is 5.
File pattern	By default, the file poller detects all files in the outbox. The pattern to detect all files is this: *.*. You can change the file pattern to detect some subset of the files. For example, this file pattern detects Microsoft Excel spreadsheets that begin with "po_": po_*.xls .

Configure Inbound Listener

The inbound listener detects documents arriving from the BusinessConnect host. You can configure these aspects of the inbound listener or click **Next** to leave the current settings as they are:

Parameter	Description
Listening Port Override	Information stored in the BusinessConnect host system includes the port number on which BusinessConnect Remote should listen for documents arriving from the host. You can override that port number by providing a different port number here.
Max Thread Pool Size	BusinessConnect Remote software can work on multiple tasks related to inbound-document processing simultaneously. The value of this parameter determines how many inbound-document processing tasks BusinessConnect Remote software can work on at one time. The default is 5.

Configure Document History

BusinessConnect Remote software stores the following information about both incoming and outgoing documents in the history folder:

- Payload size
- Processing start and end times
- File type
- Processing audit states

The best way to view this information is through the BusinessConnect Remote console. BusinessConnect Remote periodically generates HTML reports of this information for archiving and periodically purges stale information from the history folder. After stale information is purged it is no longer available through the console but is available in the archived reports.



The business documents themselves are stored in the sent folder — not the history folder. Purging of the history folder has no impact on the documents in the sent folder.

You can specify how often BusinessConnect Remote software purges the information the history folder and how often it generates and archives the HTML reports. Click **Next** to accept the default values.

Parameter	Description
Auto Purge Document History	<p>Select a value from the drop-down list to specify which information BusinessConnect Remote software will delete based on the age of the information. These are the options:</p> <ul style="list-style-type: none"> • More than 2 weeks old • Older than 30 days • Older than 60 days • Older than 90 days <p>The default is Older than 30 days.</p> <p>After BusinessConnect Remote software deletes the history information, the documents themselves are no longer accessible through the BusinessConnect Remote console. You can still access them from the sent folder, however, and you can still access document history through the document history reports. (See next.)</p>
Auto Archive Document History	<p>Select a value from the drop-down list to specify how frequently BusinessConnect Remote software archives information in the history file as HTML reports. These are the options:</p> <ul style="list-style-type: none"> • Daily • Weekly <p>The default is Daily.</p> <p>BusinessConnect Remote software stores the reports here:</p> <p><i>bcremote_home\reports</i></p> <p>This is the default location:</p> <p><i>C:\tibco\bcremote\5.0\reports</i></p>

Configure the Server

These options affect the BusinessConnect Remote server. Click **Next** to accept the default values:

Parameter	Description
JVM Max Heap Size (MB)	<p>The maximum heap size for the Java virtual machine in megabytes. The default is 512MB.</p> <p>This parameter controls how efficiently BusinessConnect Remote software processes concurrent requests. If this parameter is set to a value that is too high, it wastes system resources. If it is too low, the system runs out of memory and exits abnormally.</p>
Client Console Access Port	<p>The listening port number for the console access to this deployment instance. When you launch the console and attempt to connect to the server, this port number appears in the connection dialog. The default value is '8881'</p>
Password	<p>You can set a password for the console here, but it is optional. If you set a password here, each time you launch the console, BusinessConnect Remote will require the password before connecting.</p>

Save the Deployment Configuration

All the information you provided to the BusinessConnect Remote deployment wizard gets saved in a configuration file. The BusinessConnect Remote deployment wizard prompts you for a file name and location.

Name the file `bcremote-instanceName.tra`.

Store the file here:

`bcremote_home\deployments`

This is the default location:

`C:\tibco\bcremote\5.0\deployments`

Chapter 3

Launching BusinessConnect Remote

This chapter describes how to start the BusinessConnect Remote server, connect to the running instance of the BusinessConnect Remote server, and launch the BusinessConnect Remote console.

Topics

- *Starting and Stopping the TIBCO BusinessConnect Remote Server, page 26*
- *Launching the TIBCO BusinessConnect Remote Console, page 29*
- *Connecting to TIBCO BusinessConnect Remote Server, page 31*

Starting and Stopping the TIBCO BusinessConnect Remote Server

Although your view of BusinessConnect Remote is mostly limited to the console, it is the server doing all of the real work required to exchange business documents with the TIBCO BusinessConnect host. The BusinessConnect Remote server is a service that you can start and stop. The server must be running before you can launch the console or perform any tasks with BusinessConnect Remote.

Starting the Server

On Windows, you have the option of running the BusinessConnect Remote server as an NT service. On both Windows and Linux, you can run a command script to start the server.

Command Script

When you create and save a deployment using the BusinessConnect Remote deployment wizard, the software generates a command script, which allows you to start the server using the deployment configuration you just created.



Do not attempt to start the server using the following executable in the `bin` directory: `bcremote.exe`. This executable is not linked to a deployment configuration and therefore cannot start the server properly.

To start the BusinessConnect Remote server, perform these steps:

1. Navigate to the following directory:

```
bcremote_home/deployments
```

This is the default location:

```
/tibco/bcremote/5.0/deployments
```

2. Double-click the command script that is named for the deployment instance:

Windows:

```
bcremote-instanceName.cmd
```

Linux:

```
bcremote-instanceName.sh
```

NT Service

On Windows, when you create and save a deployment using the BusinessConnect Remote deployment wizard, the software generates two command scripts that set up the BusinessConnect Remote server to run as an NT service using the deployment configuration you just created.



Uninstalling BusinessConnect Remote does not uninstall the BusinessConnect Remote NT service. Uninstalling the NT service requires running the uninstall command script.

Install

To install BusinessConnect Remote as an NT service, perform these steps:

1. Navigate to the following directory:

```
bcremote_home/deployments
```

This is the default location:

```
/tibco/bcremote/5.0/deployments
```

2. Double click the command script that is named for this deployment instance:

```
bcremote-install-service_instanceName.cmd
```

For information about starting an NT service, refer to Windows Help.

Uninstall

To uninstall the BusinessConnect Remote NT service, perform these steps:

1. Stop the BusinessConnect Remote NT service.

2. Navigate to the following directory:

```
bcremote_home/deployments
```

This is the default location:

```
/tibco/bcremote/5.0/deployments
```

3. Double click the command script that is named for this deployment instance:

```
bcremote-uninstall-service_instanceName.cmd
```

Stopping the Server

To stop the BusinessConnect Remote server, perform this step in the BusinessConnect Remote console:

1. Select **Actions>Shutdown Server**.

You can also terminate the program from the command window where the BusinessConnect Remote server is running. Typically CTR-C works.

Launching the TIBCO BusinessConnect Remote Console

This section describes how to launch the BusinessConnect Remote console on Windows and Linux.

Windows

You can launch the TIBCO BusinessConnect Remote console on Windows in either of two ways:

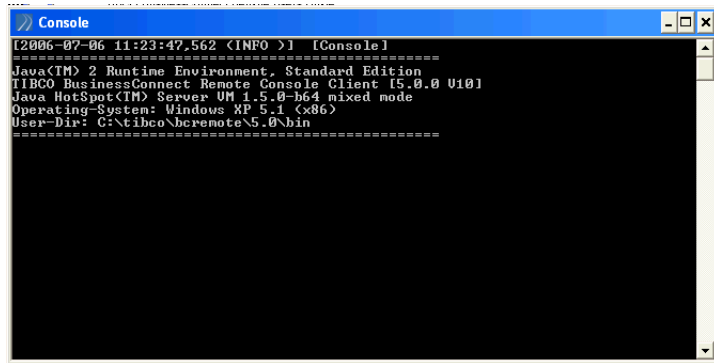
- Use the Windows Start menu:
Select **Start>Programs>TIBCO>TIBCO BusinessConnect Remote 5.0>Console**.
The BusinessConnect Remote connection dialog appears.
- Navigate to the application executable in Windows Explorer and double-click:

`bcremote_home\bin\console.exe`

This is the default location:

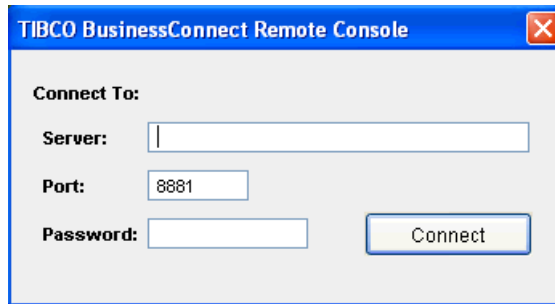
`C:\tibco\bcremote\5.0\bin\console.exe`

You will first see a console command window similar to this:



```
[2006-07-06 11:23:47.562 <INFO >] [Console]
=====
Java(TM) 2 Runtime Environment, Standard Edition
TIBCO BusinessConnect Remote Console Client [5.0.0 010]
Java HotSpot(TM) Server VM 1.5.0-b64 mixed mode
Operating-System: Windows XP 5.1 (x86)
User-Dir: C:\tibco\bcremote\5.0\bin
=====
```

Next you will see the connection dialog:



See Connecting to TIBCO BusinessConnect Remote Server on page 31 to continue.

Linux

Using either the Linux command-line interface or the Linux GUI desktop interface, navigate to and execute `console.exe`:

`bcremote_home/bin/console`

This is the default location:

`/tibco/bcremote/5.0/bin/console`

Having Problems?

- Did you start the BusinessConnect Remote server?

See Starting and Stopping the TIBCO BusinessConnect Remote Server on page 26.

Closing the BusinessConnect Remote Console

To close the BusinessConnect Remote console, exiting the software, perform this step in the BusinessConnect Remote console:

1. Select **Console>Quit**.

Connecting to TIBCO BusinessConnect Remote Server

BusinessConnect Remote software includes a connection dialog, which allows you to specify the location of the BusinessConnect Remote server and connect.

Begin by launching the BusinessConnect Remote software.

Connect

To connect to a running instance of the BusinessConnect Remote server, perform these steps:

1. Specify the location of the BusinessConnect Remote server that you want to connect to:
 - If the BusinessConnect Remote server is on the machine you are using now, type **localhost** in the **Server** field.
 - If the BusinessConnect Remote server is on another machine, type the machine name or the IP address of the other machine, for example, `tucan-dt` or `207.142.131.248`.



The BusinessConnect Remote installation software always installs both the console and the server; therefore, if you are currently viewing the BusinessConnect Remote connection dialog, you also have a BusinessConnect Remote server installed on the machine. If you have a system administrator who would like you to connect to a BusinessConnect Remote server on a different machine, that person can provide you with the IP address of the other machine.

2. Specify the port number in the **Port** field. The default is **8881**. The port number is configured during deployment configuration.
3. Specify the password in the **Password** field if there is a password configured for the console. The password is configured during the deployment configuration.
4. Click **Connect**. The console appears.

Having Problems?

- Did you start the BusinessConnect Remote server?

See Starting and Stopping the TIBCO BusinessConnect Remote Server on page 26.

- Did you launch the BusinessConnect Remote console?

See Launching the TIBCO BusinessConnect Remote Console on page 29.

Disconnect

Disconnect in either of these ways:

- Select **Console>Disconnect**. You return to the connection dialog.
- Select **Console>Quit**. You exit the BusinessConnect Remote console.

Chapter 4 **Exchanging Business Documents**

This chapter describes how to exchange business documents with a TIBCO BusinessConnect host.

Topics

- *Overview: Document Exchange, page 34*
- *Sending Business Documents, page 35*
- *Receiving Business Documents, page 39*

Overview: Document Exchange

Sending and Receiving business documents through BusinessConnect Remote is as easy as sending and receiving email with your favorite email software. Notification of inbound documents — documents the BusinessConnect host sends to you — are stored in an inbox. Outbound business documents — those you send to the BusinessConnect host — go to an outbox for transport to the partner. Like the "sent" folder in your email program, you can view documents that you sent to the partner in the sent documents folder.

You can access the inbox and outbox in two ways:

- The BusinessConnect Remote console allows you to view your inbox and download documents, and it also allows you to both view your previously sent items and drag-and-drop documents into your outbox.
- Using Windows Explorer, your equivalent Linux file system interface, or the Linux command line, you have full access to the inbox and outbox folders. See Appendix A, Directory Structure, on page 57 for detailed information about the directory structure.

The following sections describe how to send and receive business documents using the BusinessConnect Remote console and using the file system.

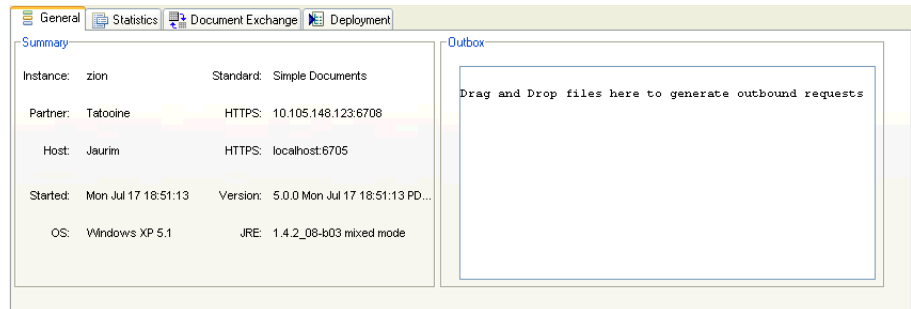
Sending Business Documents

You can send business documents to the BusinessConnect host by placing files in the outbox directory on the file system or by dragging the files from the directory to the outbox window of the console.

You can also review and download documents that you sent previously using either the BusinessConnect Remote console or the file system.

Sending Documents Using the Console

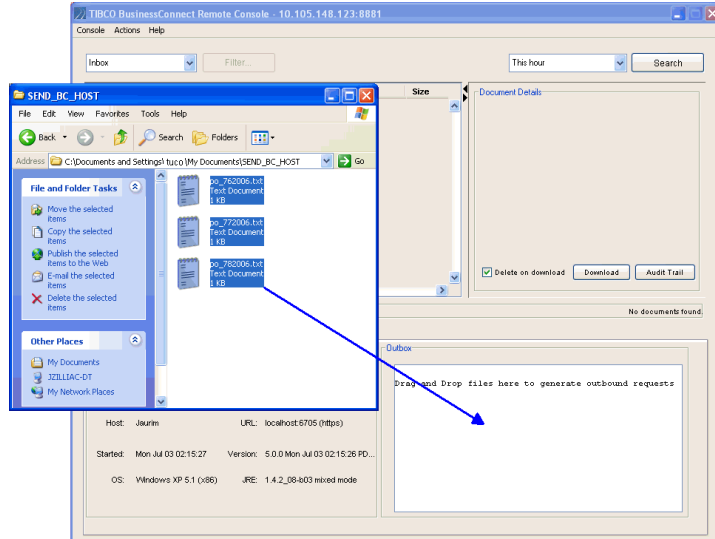
The BusinessConnect Remote console provides a drag-and-drop pane, which allows you to easily send business documents to the BusinessConnect host.



To send documents using the console, perform these steps:

1. Navigate to the business documents in Windows Explorer or your equivalent Linux file-system interface.

2. Select the files and drag and drop them into the **outbox** pane.



Sending Documents Using the File System

TIBCO BusinessConnect Remote includes an outbox directory, which detects new files so that the BusinessConnect Remote server can transport the files to the BusinessConnect host. To send documents to the BusinessConnect host, simply move or copy the files into the outbox folder on your file system:

```
<BCREMOTE_HOME>/outbox/instanceName/protocol/bc_host_name
```

This is the default location:

```
/tibco/bcremote/5.0/outbox/instanceName/protocol/bc_host_name
```

The outbox file poller detects the new files and BusinessConnect Remote sends the files to the BusinessConnect host.

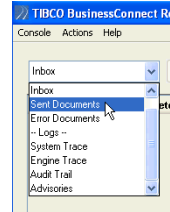
Reviewing and Downloading Sent Documents

Just as most email programs save a copy of the emails you send out and allow you to review those sent emails, BusinessConnect Remote saves a copy of the documents you sent to the BusinessConnect host and allows you to review and download those documents.

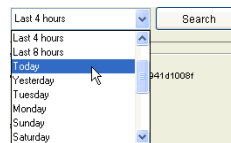
Reviewing and Downloading Sent Documents Using the Console

To review and download sent documents using the BusinessConnect Remote console, perform these steps:

1. Select **Sent Documents** from the pull down list:



2. Select the relevant time period from the pull down list to the right of the console and click **Search**.



The console displays a list of documents sent during the chosen time period.

3. Select the documents you want to download.
4. Verify that the **Delete on download** check box is in the desired state. If you want BusinessConnect Remote software to delete the documents from the inbox folder on your file system after it downloads and saves the documents to the location you specify, leave the Delete on download check box checked. This is its default state. Otherwise, uncheck the Delete on download check box.
5. Click **Download**. A file saver dialog appears.
6. Navigate to the location in which you want to save the documents and click **Download**.

Reviewing and Downloading Sent Documents From the File System

To access sent documents from the file system, navigate to the BusinessConnect Remote history file:

bcremote_home/outbox/instance/protocol/bchost_name

This is the default location:

/tibco/bcremote/5.0/outbox/instance/protocol/bchost_name

where:

- *instance* This is the name you provided as the Instance Name when you deployed BusinessConnect Remote.
- *protocol* This is the type of document you are exchanging with the BusinessConnect host:
 - For simple documents, the folder is EZComm.
 - For EDI ASC/X12 documents, the folder is EDI-X12.
 - For EDI UN/EDIFACT documents, the folder is EDI-EDIFACT.
 - For EDI Tradacoms documents, the folder is EDI-TRADACOMS.
- *bchost_name* This is the name of the BusinessConnect host

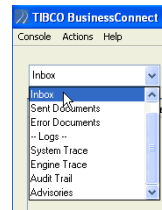
Receiving Business Documents

When BusinessConnect Remote receives documents from the BusinessConnect host, it places them in the inbox. You can access these documents in two ways: through the BusinessConnect Remote console or directly from the file system.

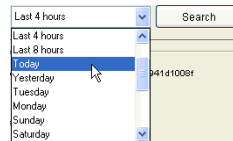
Accessing Your Inbox Using the Console

To access your inbox using the console and download documents, perform these steps:

1. Select **Inbox** from the pull down list if it is not already selected:



2. Select the relevant time period from the pull down list to the right of the console and click **Search**.



The console displays a list of documents received during the chosen time period.

3. Select the documents you want to download.
4. Verify that the **Delete on download** check box is in the desired state. If you want BusinessConnect Remote software to delete the documents from the inbox folder on your file system after it downloads and saves the documents to the location you specify, leave the Delete on download check box checked. This is its default state. Otherwise, uncheck the Delete on download check box.
5. Click **Download**. A file saver dialog appears.
6. Navigate to the location in which you want to save the documents and click **Download**.

Accessing Your Inbox on the File System

To access your inbox on the file system, simply navigate to the inbox file:

bcremote_home/inbox/instance/protocol/bchost_name

This is the default location:

/tibco/bcremote/5.0/inbox/instance/protocol/bchost_name

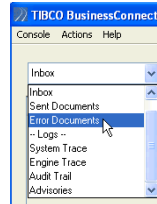
where:

- *instance* This is the name you provided as the Instance Name when you deployed BusinessConnect Remote.
- *protocol* This is the type of document you are exchanging with the BusinessConnect host:
 - For simple documents, the folder is EZComm.
 - For EDI ASC/X12 documents, the folder is EDI-X12.
 - For EDI UN/EDIFACT documents, the folder is EDI-EDIFACT.
 - For EDI Tradacoms documents, the folder is EDI-TRADACOMS.
- *bchost_name* This is the name of the BusinessConnect host

Reviewing Document Exchange Errors

Occasionally documents may not reach their destination, whether they are outbound documents to the BusinessConnect host or inbound documents from the BusinessConnect host. You can review any errors associated with documents that did not reach their destination in the BusinessConnect console.

To review these errors, select Error Documents from the main pulldown menu:



Chapter 5 **Viewing Real-Time Logs**

This chapter describes the real-time logs and how to view them.

Topics

- *Viewing Real-Time Logs, page 44*

Viewing Real-Time Logs

You can view processing for the current session in the real-time logs. Using keywords, you can filter the messages, displaying only those that interest you.

To view real-time logs, select the type of log you want to view from the main drop-down list. BusinessConnect Remote provides these real-time logs:

- System trace
- Engine trace
- Audit trail
- Advisories

System Trace

The system trace provides two types of information:

- Captures the startup log of the BusinessConnect Remote server.
- Trace the background processes that run periodically by the BusinessConnect Remote server. These background processes include:
 - Document History Purger — This process removes older transaction records.
 - Document History Archiver — This process archives older transaction records.



The BusinessConnect Remote deployment wizard allows you to configure the document history purger and the document history archiver. See [Creating and Modifying Deployments](#) on page 16 and [Configure Document History](#) on page 22 for more information.

Engine Trace

The engine trace captures the activities executed in the BusinessConnect Remote server. You can view these levels of tracing:

- INFO
- WARN
- DEBUG
- ERROR

By default, the engine trace level is set at INFO.

To change the engine trace level, perform these steps in the BusinessConnect Remote console:

1. Select **Actions>Server Trace Level**.
2. Select the desired trace level.

Audit Trail

The audit trail captures the states of each document exchange between the BusinessConnect Remote and the BusinessConnect host. BusinessConnect Remote stores the audit trails of each transaction in the history folder.

Advisories

The BusinessConnect Remote server issues advisories when a receipt is sent or received. The receipt advisories indicate either the BusinessConnect host has processed an outbound message or BusinessConnect Remote software has processed an inbound message. BusinessConnect Remote software issues Error advisories when the BusinessConnect Remote server encounters errors while processing a message.

Chapter 6

Exploring the Monitors in the Console

This chapter describes the information available for your inspection in the monitors of the BusinessConnect Remote console.

Topics

- *Viewing General Information about the Deployment, page 48*
- *Viewing Statistics about Inbound and Outbound Documents, page 49*
- *Viewing Your Document Exchange Security Configuration, page 51*
- *Viewing Your Deployment Configuration, page 54*

Viewing General Information about the Deployment

The General tab of the BusinessConnect Remote console provides information about the BusinessConnect host and the BusinessConnect Remote server. Much of this information is the same information collected by the BusinessConnect Remote deployment wizard in the first screen. (See Provide Information about the Host on page 17.)

Field	Description
Instance	The name that identifies the BusinessConnect Remote server.
Standard	The document type (the business protocol standard) that you exchange with the BusinessConnect host.
Partner	The name used in your partner profile to identify your organization (some form of your company name).
URL (Partner)	URL of the BusinessConnect Remote server where inbound documents are received.
Host	Name of the BusinessConnect host.
URL (Host)	URL of the BusinessConnect host where outbound documents are sent.
Started	The time the BusinessConnect Remote server was started.
Version	The BusinessConnect Remote software version.
OS	The operating system on which the BusinessConnect Remote server is running.
JRE	The Java Runtime Environment information for the BusinessConnect Remote server.

Viewing Statistics about Inbound and Outbound Documents

The Statistics tab allows you to view detailed information about inbound and outbound documents

Outbound Document Statistics

Field	Description
Document Received	The number of outbound-document requests received since the BusinessConnect Remote server started.
Data Sent	The amount of data that was processed and sent to the BusinessConnect host.
Request Completed	The number of outbound-document requests that were processed successfully and sent to the BusinessConnect host.
Request Error	The number of outbound-document requests that encountered errors during processing.
Request Processing	The number of outbound-document requests that are currently processing.
Request Queued	The number of outbound-document requests that are pending.
Max Data Sent/min	The maximum throughput of the outbound-document requests processed in bytes per minute.
Avg. Data Sent/min	The average throughput of the outbound-document requests processed in bytes per minute.

Inbound Document Statistics

Field	Description
Document Received	The number of inbound-document requests received since the BusinessConnect Remote server started.
Data Sent	The amount of data that was processed and received from the BusinessConnect host.
Request Completed	The number of inbound-document requests that were processed successfully and received from the BusinessConnect host.
Request Error	The number of inbound-document requests that encountered errors during processing.
Request Processing	The number of inbound-document requests that are currently processing.
Request Queued	The number of pending inbound-document requests.
Max Data Sent/min	The maximum throughput of the inbound-document requests processed in bytes per minute.
Avg. Data Sent/min	The average throughput of the inbound-document requests processed in bytes per minute.

Viewing Your Document Exchange Security Configuration

This section describes the information about security settings available for viewing in the monitor of the BusinessConnect console.



To learn more about document security, see [If You Want to Know More about Document Security](#) on page 10.

Outbound Security Settings

You can modify the outbound security settings using the BusinessConnect Remote deployment wizard. See these sections for more information:

- [Creating and Modifying Deployments](#) on page 16
- [Provide Security Credential Files](#) on page 19
- [Configure Outbound Document Exchange](#) on page 20.

Field	Description
Signing Key	The file name of your private key credential for signing the documents you send to the BusinessConnect host.
Encryption Certificate	This is the certificate credential provided by the BusinessConnect host to encrypt the documents you send to the host. Each time you launch BusinessConnect Remote, the BusinessConnect Remote server downloads the latest certificates from the BusinessConnect Remote host.
Packaging	This describes how documents are packaged before sending to the BusinessConnect host. The packaging includes combination of signing, encryption and compression. These options are set during the deployment configuration creation using the Deployment Wizard.
Destination URL	The destination URL of the BusinessConnect host where the packaged document is sent.
Server SSL Certificate	The file name of your Private Key Identity for decrypting data on the incoming secure socket layer (SSL).

Field	Description
Receipt	<p>The type of synchronous receipt returned from BusinessConnect host:</p> <ul style="list-style-type: none">• None• Sync Signed – BusinessConnect host returns a signed receipt when the packaged outbound message is processed.• Sync Unsigned – BusinessConnect host returns an unsigned receipt when the packaged outbound message is processed.

Inbound Security Settings

This configuration is set up and maintained by the BusinessConnect host.

Field	Description
Verification Certificate	The certificate credential provides message authenticity by verifying the digital signature of the inbound message that is signed by the BusinessConnect host. BusinessConnect Remote downloads the certificate for authentication from BusinessConnect host on startup.
Decryption Key	<p>The private key credential provides document security that decrypts the inbound document encrypted by the BusinessConnect host. Your organization provides the corresponding certificate credential for the BusinessConnect host to encrypt the message. By default, it is set as DefaultDecryptKey during the deployment configuration creation using the deployment wizard.</p> <p>For more information about document security, see If You Want to Know More about Document Security on page 10.</p>
Packaging	This field describes how documents are packaged for incoming messages received from the BusinessConnect host. The packaging includes combination of signing, encryption and compression. The BusinessConnect host sets these options.
Receiving URL	The receiving URL of the BusinessConnect Remote where the packaged document is received.
Server SSL Identity	The private key credential provides transport-level security on SSL socket that decrypts incoming message data received from BusinessConnect host. Your organization provides the corresponding certificate credential for BusinessConnect host to encrypt data on the SSL socket. By default, it is set as DefaultSSLKey during the deployment configuration creation using the Deployment Wizard.
Receipt	<p>The type of synchronous receipt requested by the BusinessConnect host:</p> <ul style="list-style-type: none"> • Sync Signed – BusinessConnect Remote returns a signed receipt when the inbound message is processed. • Sync Unsigned – BusinessConnect Remote returns an unsigned receipt when the inbound message is processed.

Viewing Your Deployment Configuration

You can modify the deployment configuration settings using the BusinessConnect Remote deployment wizard. See these sections for more information:

- [Creating and Modifying Deployments on page 16](#)
- [Configure Outbound File Poller on page 21](#)
- [Configure Inbound Listener on page 22](#)

Configure Outbound File Poller

The outbound file poller monitors the outbox folder for new documents. :

Parameter	Description
Polling Interval (seconds)	By default, the file poller checks for new and modified files in the outbox folder every 60 seconds.
Delete on Transmission	Indicates whether BusinessConnect Remote deletes documents from the outbox folder after it successfully sends the documents to the BusinessConnect host.
Socket Timeout (seconds)	Indicates how long BusinessConnect Remote waits for a response from the BusinessConnect host before timing out. The default is 120 seconds.
Max Thread Pool Size	Indicates how many outbound-document processing tasks BusinessConnect Remote can work on at one time. The default is 5.
File pattern	The file pattern for detecting new files in the outbox folder.

Configure Inbound Listener

The inbound listener detects documents arriving from the BusinessConnect host.

Parameter	Description
Listening Port Override	Information stored in the BusinessConnect host system includes the port number on which BusinessConnect Remote should listen for documents arriving from the host. This port number overrides the port number provided by the BusinessConnect host.
Server Type	The listening server port type for receiving inbound messages from the BusinessConnect host: HTTP or HTTPS .
Max Thread Pool Size	Indicates how many inbound-document processing tasks BusinessConnect Remote can work on at one time. The default is 5.

Appendix A **Directory Structure**

TIBCO BusinessConnect Remote software creates a set of folders on the file system during installation and uses these folders to organized and manage information. The paths provided in the folder descriptions below make extensive use of variables. Here is information about the variables:

- *bcremote_home* This is the directory in which BusinessConnect Remote is installed. The default directory is this:
/tibco/bcremote
- *instance* This is the name you provided as the Instance Name when you deployed BusinessConnect Remote.
- *protocol* This is the type of document you are exchanging with the BusinessConnect host:
 - For simple documents, the folder is EZComm.
 - For EDI ASC/X12 documents, the folder is EDI-X12.
 - For EDI UN/EDIFACT documents, the folder is EDI-EDIFACT.
 - For EDI Tradacoms documents, the folder is EDI-TRADACOMS.
- *host* This is the name of the BusinessConnect host.

Folder	Description
Inbox	All inbound documents received from BusinessConnect host are stored here. Path: <i>bcremote_home</i> /inbox/ <i>instance</i> / <i>protocol</i> / <i>host</i>

Folder	Description
Outbox	<p>BusinessConnect Remote stores all processed outbound documents in this directory.</p> <p>Path: <i>bcremote_home/outbox/instance/protocol</i></p> <p>The outbox folder includes these sub folders:</p> <ul style="list-style-type: none">• <i>_Error</i> Stores all outbound documents that have encountered processing errors.• <i>_Sent</i> Stores all outbound documents that were successfully sent to the BusinessConnect host.• <i>host</i> The actual name of this directory is the name of the BusinessConnect host. Temporarily stores documents destined for the BusinessConnect host. The BusinessConnect Remote server periodically checks for new files in this directory. The checking frequency is configurable. See Configure Outbound File Poller on page 21 for more information.
Logs	<p>The BusinessConnect Remote server records all activities, sorting the information into four major log files:</p> <p>that are primarily useful for diagnosing problems:</p> <p>System Trace Records startup activities and background-process activities, including document-history archiving and purging. The log file name is <i>tibcobcremote_system.log</i>.</p> <p>Engine Trace Records document-exchange request activities. You can view four levels of engine tracing in the BusinessConnect Remote console. See Engine Trace on page 44. The log file name is <i>tibcoremote_trace.log</i>.</p> <p>Audit Trail All states of each document exchange request are captured here. The log file name is <i>tibcoremote_audit.log</i>.</p> <p>Advisories All advisories of each document exchange are captured here. The log file name is <i>tibcoremote_advisory.log</i>. Three type of advisories are captured:</p> <ul style="list-style-type: none">• When a receipt is sent upon successfully processing of an inbound document received from BusinessConnect host• When a receipt is received upon successfully processing of an outbound document by the BusinessConnect host• Any error is encountered during processing of a document exchange request

Folder	Description
History	<p>This folder contains a set of index files that store all document exchange history with the BusinessConnect host. It maintains all the attributes and details audit trail information of each document history that allows users to query the history using the Console client.</p> <p>Path: <i>bcremote_home/history/instance/protocol/host</i></p>
Reports	<p>This folder contains document exchange reports that are automatically generated periodically based on information stored in the index files of the document exchange history. BusinessConnect Remote provides option to archive past document exchange history into reports in HTML formats on a daily or weekly basis.</p> <p>Path: <i>bcremote_home/reports/instance/protocol/host</i></p>
Temp	<p>All temporary files that are created during processing of a document exchange request are stored here.</p>

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