3. Exploring the iNETstore Applications & Directories

Exploring iNETstore

After installing iNETstore and rebooting your computer, you are ready to start exploring the tools. iNETstore is composed of two components - iNETstore Maintenance and iNETstore Server.
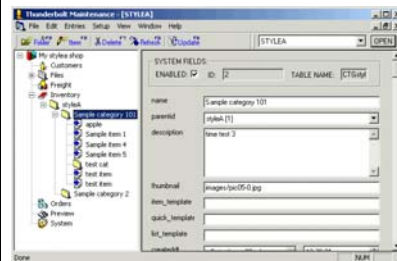
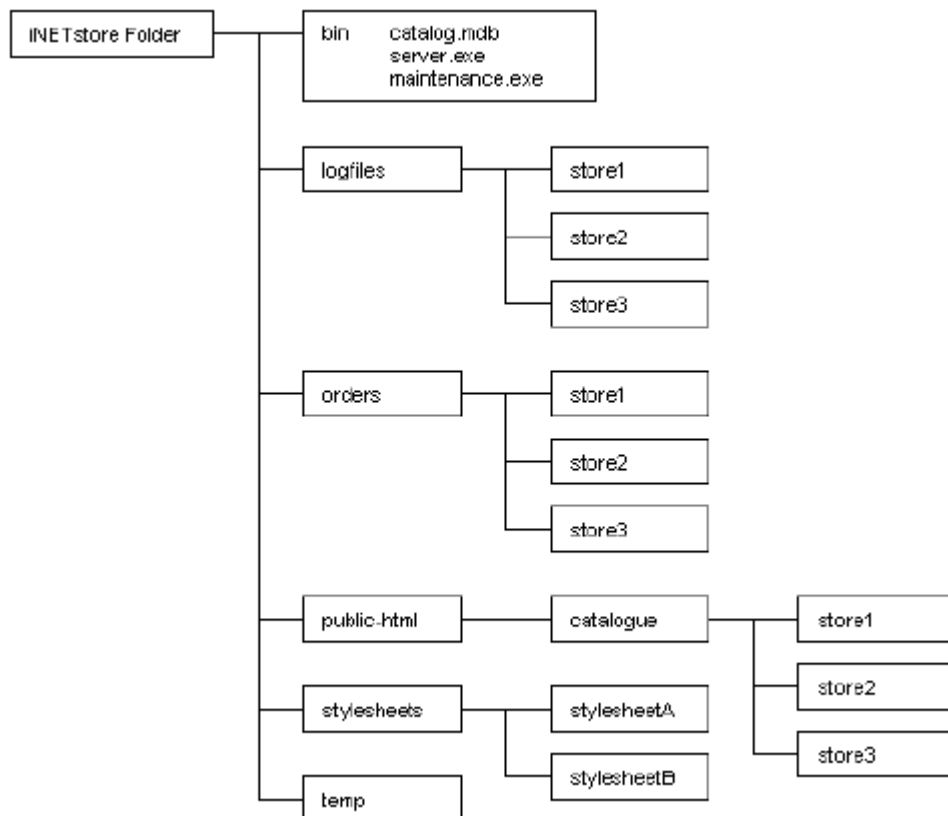| iNETstore Server	iNETstore Maintenance
Used to:	Used to:
• Enable you to preview your store on your own personal computer.	• Create a store • Import / export data • Send to / get from server (Internet) • Maintain your database

iNETstore Directory Structure

The diagram below illustrates the location of various directories used by iNETstore. It should help you to find files quickly.

Note that most directory locations can be changed within the Directories settings of both the Server and Maintenance applications. The diagram shows the structure that is present after a default installation.

iNETstore Folder	This is the path to the folder in which iNETstore was installed by default. Usually, this is something like: c:\Program Files\iNETstore\
bin	The iNETstore executables are located in this directory. Following is a list of the main files you will need:

	server.exe	iNETstore Server - This application is started by default upon start up
	maintenance.exe	iNETstore Maintenance - Click on this icon to start iNETstore Maintenance
	catalog.mdb	By default, iNETstore ships with this Microsoft Access database file. You can view and modify this with Microsoft Access if required.
	other files	The directory contains many other files, such as configuration files and all required DLL's. You should not need to view or modify these files.

logfiles	This directory contains all log files generated by iNETstore. A separate log file directory is created for each store. Note that these files only relate to testing.
orders	Order files are stored here. A separate order directory is created for each store. Note that these files only relate to testing.
public-html	This is the web directory that is accessible by web browsers through iNETstore Server. The directory should contain your web files (html and images).
catalogue	The catalogue directory is located within your web directory (public-html) and contains all of your stores. For example, if you created a store called 'acme', iNETstore Maintenance will create a directory called 'acme' within 'catalogue' that contains all of the files belonging to that store. The following chapters contain more information about the structure of stores.
stylesheets	This directory contains all style sheets (templates) that are used by iNETstore Maintenance during the store creation process.
temp	The temp directory is used by iNETstore to save temporary files. It should not be removed.

iNETstore Maintenance

iNETstore Maintenance is designed to help you create, maintain, upload and download your store.

Starting iNETstore Maintenance

You can start iNETstore Maintenance from the start menu as follows:

1. Click on 'Start' on the bottom left of your screen.
2. From the menu, select 'Programs'
3. Select the 'iNETstore' folder
4. Select 'iNETstore Maintenance'

iNETstore will now be started and you should see the iNETstore Maintenance console.

Getting Started

When the iNETstore Maintenance console is open, you have two options:

- Open an existing store
  Select a store name from the pull-down menu in the toolbar (shown on the right) and click on 'OPEN'.
- Create a new store
  Select 'Create Store' from the 'File' menu.
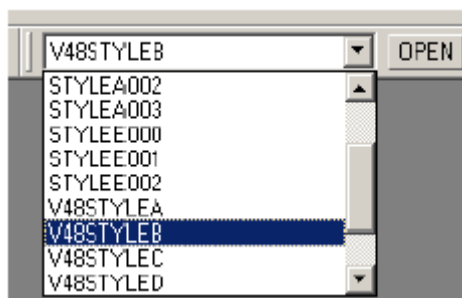
Using the iNETstore Maintenance Console

iNETstore Maintenance allows you to modify data in your store, such as update your product information, change freight options, modify company details, etc.
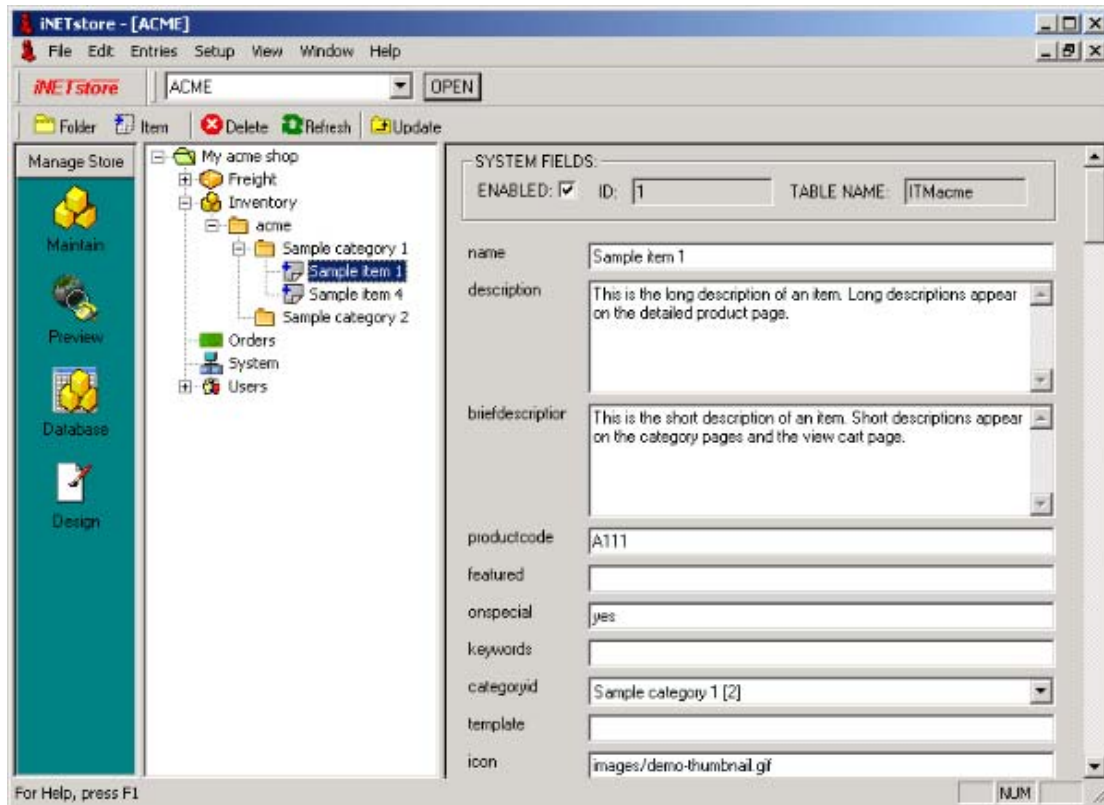
The interface of iNETstore Maintenance consists of these elements:

Main Elements

Title Bar	This is where the iNETstore title and the name of the store you are currently working on are shown.
Menu bar	All iNETstore Maintenance commands can be accessed via the drop down menus on this bar.
Store Selector	This is where you select the store that you wish to work on, after selecting the store from the drop down list you should click the OPEN button to display your store.
Toolbar	There are a variety of buttons located on the toolbar to give you quick access to many of the most common commands.
Selector Pane	This is where you can select the type of work you want to do with your store.
Navigation Pane	You can browse the different components of your store from the Navigation Pane.
Data Entry Pane	This is where you actually enter the data into your store and where you can browse your store.
Status Bar	Important messages are displayed in this bar.

Buttons

Folder	Create a new folder (product category).
Item	Create a new item (product).
Delete	Delete the selected item or folder, folders must be empty before they can be deleted.
Refresh	This will refresh the list in the Navigation Pane.
Update	Save the changes you have just made.

Menus

File	Create Store	This will take you through a short store creation wizard, upon completion of which a new store is created and populated with a small amount of sample data.
	Delete Store	This is used to delete a store that has previously been created.
	Modify Tables	You can use this menu do add and delete fields from the iNETstore database.
	Get From Server	Use this if you would like to download data from a store that has previously been uploaded to an ISP.
	Send To Server	The send to server wizard is used to upload a store to the Internet. Before being able to use this wizard, you will need to register for a web hosting account with an ISP that supports iNETstore.
	Web Preview	If you select this menu option, your default web browser will be launched and open your selected store. You can use this to preview and test your store before uploading it to the Internet.
	Exit	Quit iNETstore Maintenance. The program will be closed.
Edit		This menu contains the standard Windows options Undo, Copy, Cut and Paste.

Entries	Load Entry	Use this option to switch back from the layout manager to data entry mode.
	Load Layout	This option will switch from data entry mode to the layout manager. The layout manager allows you to customise the design of your data entry screen.
	New Folder	Insert a new folder (category) into the tree. This is used if you are editing your inventory.
	New Item	Add a new item to the database.
	Update	This is used to save changes, after you have made a database modification, e.g. added or changed an item.
	Delete	Delete the selected item or category.
	Refresh Branch	Refresh the tree.
Setup	Directories	Allows you to specify the path to the directories where your files and stylesheets (templates) are located. You should not normally need to change this.
	Options	Customise various other options, such as the database connection string, default URL, etc.
View	Toolbar	Show / hide the toolbar.
	Statusbar	Show / hide the statusbar.
Help	Help Topics	View the iNETstore help file.
	About Thunderbolt	View information about the version of iNETstore which you are currently running.

Tree

On the top left of iNETstore Maintenance is the root of a tree, much like Windows Explorer. Folders and items can be added or deleted from the tree and data updated using the toolbar at the top. To browse the tree, click on the plus sign on root of the tree and watch it expand. Flowing down are several branches:
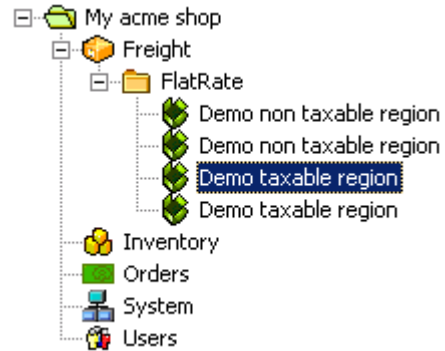

- My StoreName shop
  - Freight
  - Inventory
  - Orders
  - System
  - Users

Freight

Drill down into the freight options by clicking on the plus sign next to Freight then clicking on FlatRate, the default freight rate, to reveal several freight regions (with a pencil icon to the left):

- Freight
    - o FlatRate
        - ▪ Demo non-taxable region
        - ▪ Demo taxable region

Double click on one of these regions and a form will open up in the right-hand panel of iNETstore Maintenance, where you can edit the freight properties. Double click on a few regions and you will see the methods and shipping details change to the right. To add a new freight group, select Freight then click on Folder on the toolbar. Likewise to add a new tax region, select a freight group then click Item on the toolbar. For each you will be prompted for relevant information. To remove freight groups or tax regions, just select them and click on Delete on the toolbar.

Inventory

Each store has a list of categories and items. To browse them click on the plus signs all the way down the branch until you reach the items at the leaf. Drill into the category information by double clicking on the category folder and all the details will be shown in the right hand panel. Likewise with items - double click on an item and its details will be displayed on the right.
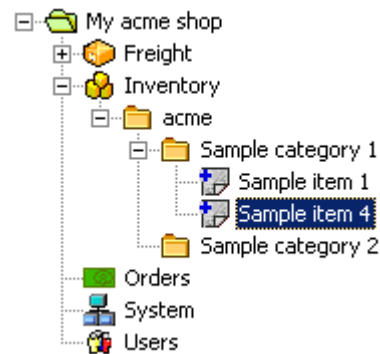
- Inventory
  - my new store
    - Sample category 1
      - Sample item 1

To add a category, select the shop you want to insert it into, then click on Folder on the toolbar. A popup panel will prompt you for the category name in the first field. Just enter a long name including spaces and take the default category in the pull-down list. Click OK and the category will be inserted into the shop. To add an item, select a category then click on Item on the toolbar. Fill in the forms on the right side of iNETstore Maintenance and click Update on the toolbar to complete entering. To delete a category or item, select it then click Delete on the toolbar.

Orders
The Orders folder will be empty when you first create your store. However when you place an order in your store you will be able to browse each of the orders generated on your own machine here.

System: Company Details and Design Options
There is one special folder in each store called System. This holds important company details such as your company name, contact details, payment methods as well as your iNETstore password. The system folder also contains design configurations such as messages shown on individual pages and other options.
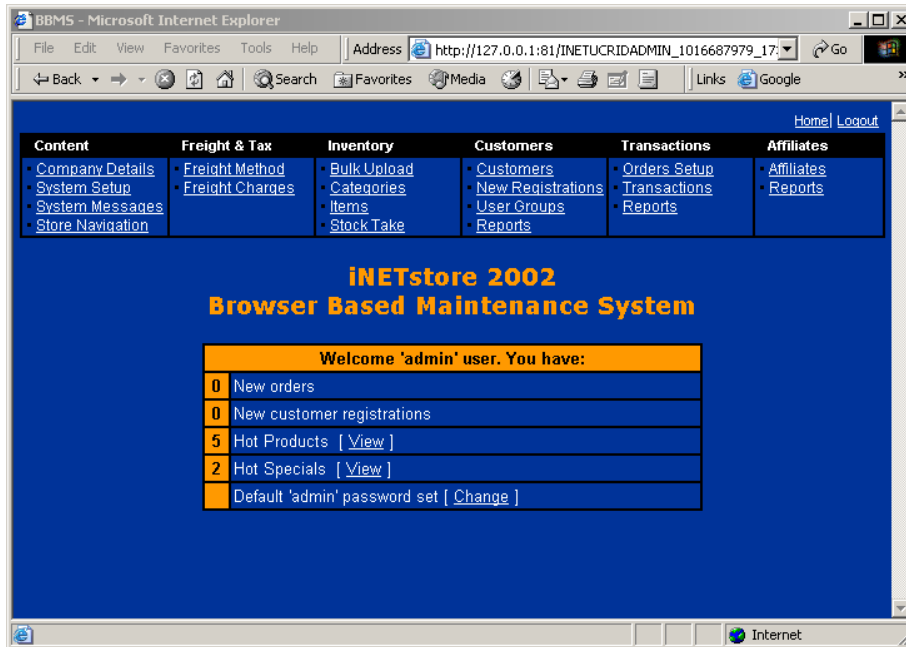
Users
The Users folder consists of two default entries. One for a guest user visiting your public store and one for the administrator. The folders within the Users section represent user groups. Each user group is essentially a distinct set of templates controlling the design and functionality for that user group. A customer database can be added to these or additional user groups if necessary.

Browser Based Maintenance System (BBMS)

The Browser Based Maintenance System (BBMS) allows merchants to edit data live on the server. It is an alternative to the iNETstore Maintenance program.

Logging into BBMS

To use BBMS login to your store using the default administrator username and password:

Username: admin
Password: pass

You can update this username and password under the "Users" branch of iNETstore Maintenance.

Use this login box to login to BBMS.

Default values:
Username: admin
Password: pass

Note: If you are using a template that does not contain a login box, you log in by pointing your browser to:

http://www.yourstore.com/admin
(replace www.yourstore.com with the URL of your store)

Menu Options

Following is a list of menu options provided in BBMS:

Content

This section allows you to edit content and system messages such as your contact details, messages appearing on your web site, titles, etc.

For more information about managing content, see chapter 6.

Company Details	Edit your company contact details
Edit Setup	Edit system details such as starting transaction id, secure server address, encryption key, tax type, store layout (view type and number of columns) and image border size.
Edit Web Pages	Edit the messages that appear on your web site, including home page message, about us page, etc.
System Messages	Edit the messages that appear on your website, including homepage message, contact us page message, search page message and legal notice (footer).
Store Navigation	Add extra web pages and hyperlinks to the store navigation.

Freight & Tax

iNETstore supports multiple freight methods such as flat rate, value based, quantity based, and weight based.

For more information about entering freight, see chapter 7.

Freight Method	Change the freight method used by your store.
Freight Charges	Once you have selected a freight method, you can enter freight costs through this section.

Inventory

You can mange the inventory of your site through BBMS. This is especially useful during stock take, since you can update stock levels directly on your live site.

For more information about inventory management, see chapter 5. For information about stock control, see chapter 21.

Bulk Upload	This section contains instructions about bulk-uploading inventory data to your website.
Categories	Edit the categories.
Items	Edit the items.
Stock Take	This section allows you to manually update stock levels. While you could also change stock levels in the 'Edit Category' section, the 'Stock Take' section has been designed for efficient data entry during stock take.

Customers

For more information about customer management, see chapter 8.

Customers	Manage your customer database.
New Registrations	View newly registered customers.
User Groups	View current user groups. This section also allows you to add a new user group to the database.
Reports	Generate reports such as about the total number of customers, etc. You can also export customer lists in this section.

Transactions

For more information about transaction management, see chapter 9.

Orders Setup	Configure the transactional functionality of your store. In this section, you can change things such as the type of payments that are accepted, your order email, the gateway server details, freight tracking URL, view cart message, order email message and more.
Transactions	This section allows you to view your orders.
Reports	Generate transaction reports, e.g. the total number of orders, average order value and more.
Picking Slips	Create picking slips.

Manage Affiliates

iNETstore 2003 contains an affiliate system. This allows you to pay others commissions on orders they have generated. It can also be used to track the effectiveness of marketing and promotional campaigns.

For more information about managing affiliates, see chapter 20.

Affiliates	Edit affiliate details.
Affiliate Reports	Create an affiliate report. This shows you the total amount that is owed to that affiliate. The report is fully itemised, so you can see all orders that have been generated by that affiliate.

iNETstore Server

iNETstore Server is the local web server that runs in the background, allowing you to develop and test out your shop before deploying it to the Internet.

Checking Whether iNETstore Server Is Running

iNETstore Server must be running before you can view your stores or use iNETstore Maintenance.

To check whether the server is running, move your mouse pointer over the iNETstore icon in the taskbar. If you keep the mouse pointer over the icon for a few seconds, a tooltip should appear saying 'server started'.

If you can't see the iNETstore icon, your server has obviously not been started and you need to start it using the procedure described below.

Starting iNETstore Server

If you have carried out a default installation, there should be an iNETstore icon in the start menu. To start the server:

1. Click on 'Start' on the bottom left of your screen.
2. From the menu, select 'Programs'
3. Select the 'Startup' folder
4. Select 'iNETstore Server'

iNETstore will now be started.

Fixing iNETstore Server Start-up Problems

Some problems that can occur during start-up and their solutions are described below:

Socket Error

Problem

The server displays a message such as:
Unable to create socket to listen on 127.0.0.1 (127.0.0.1) and port: 81.

Solution

The server can't listen on the specified IP address and port. It is possible that there is another web server, which already blocks this port. For example, you may be running Microsoft Personal Web Server or Microsoft Internet Information Server.

If this is the case, either switch any web server other than iNETstore Server off or run iNETstore Server on a different port to avoid such conflicts. To change the port number, follow the following steps:

1. Double-click on the iNETstore Server icon in the system tray. The iNETstore Server console should open up
2. Select Settings | Virtual Servers from the menu. The virtual servers window should appear.
3. Single-click on the relevant server to select it and the click on the edit button.
4. Change the port number to one that is not already taken by another server. iNETstore can listen on any port. For example 8080.

Database Error

Problem

The server displays a message such as:
Unable to connect to the database

Solution

This may have several causes:

- The ODBC data source has been changed or removed. Go to Settings | Server Options | Database in the iNETstore Server console to select a current data source.
- The default database file (called catalog.mdb in the bin directory) has been removed or renamed. Check whether the file is there.
- The default database file may have been corrupted. Try whether you can open it with Microsoft Access. If not, you should replace it with your most previous backup file.
- You may be using an old or incompatible version of ODBC. Please upgrade to the latest release that is available from the Microsoft web site.

SSL Error

Problem

The server displays a message such as:
SSL DLL's not loaded. HTTPS functionality has been disabled.

Solution

SSL DLL's are no longer supported. Disregard this message.

Viewing Your Store

When iNETstore Server is running, you can preview any stores that are installed on your system. This includes iNETstore sample stores and stores you have created. By default, the location of the store directory is http://127.0.0.1:81/catalogue. If you type this URL into the address box of your browser, you will see a listing of all stores on the server.

You should also be able to access your store directory by single-clicking on the iNETstore icon in the system tray and selecting 'Browse Stores' from the appearing pull-down menu. A screen shot of the menu is shown on the right.

iNETstore Server Home Directory

The iNETstore home directory contains links to your store directory, a template library, and a quick start guide. You can access this directory by pointing your browser to http://127.0.0.1:81 or by selecting 'Browse Home' from the pull-down menu after single-clicking on the iNETstore system tray icon.

The iNETstore Server Console

When started, iNETstore Server is automatically minimised. You can see the iNETstore Server console by double-clicking on the iNETstore icon in the system try. After doing this, you will see the following window on your screen:
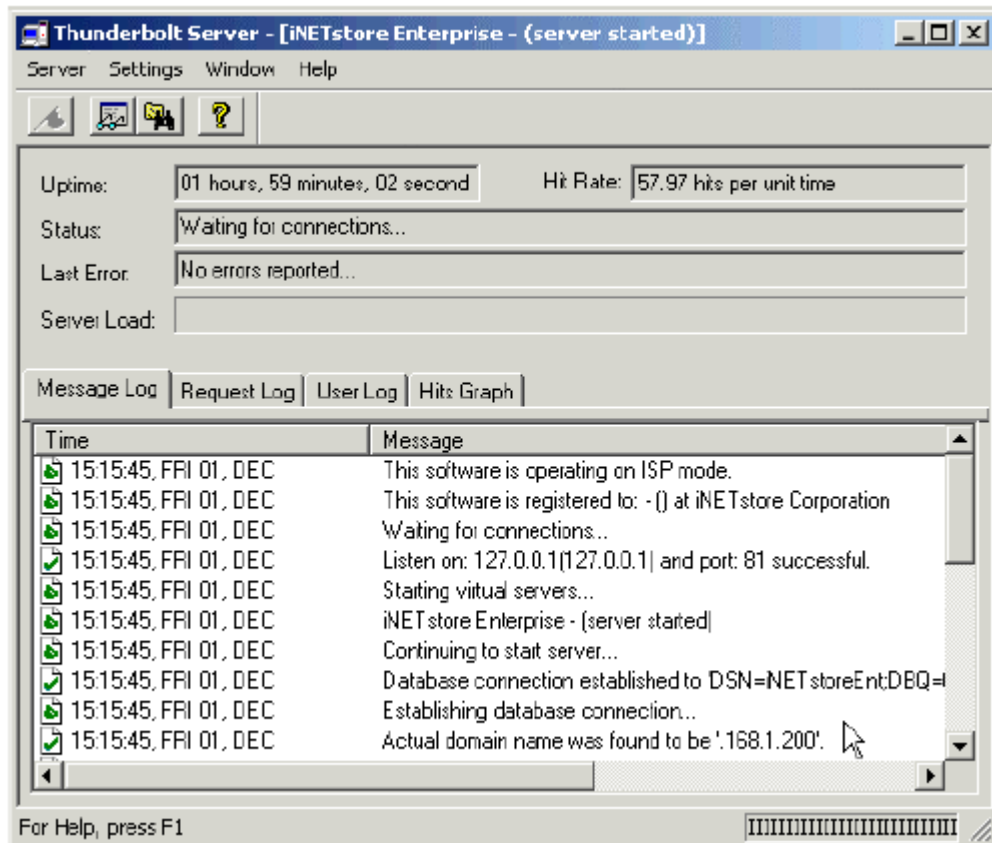
Buttons

Start the server
Normally the server starts up automatically. However, if it doesn't due to a problem, this button allows the user to start it up manually.

View home directory
If clicked, a web browser is opened with the server home directory.

View store folder
If clicked, a web browser is opened, showing all stores that are contained on the server.

About iNETstore Server
This button causes a window to pop up with more information about the version of iNETstore you are currently running.

Tabs
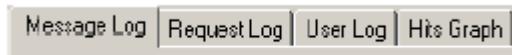
Message Log This window shows iNETstore Server status messages. You should look here if there is a problem, for example if the server doesn't start up correctly.

Request Log The request log shows all requests for files (html pages and images) that are made.
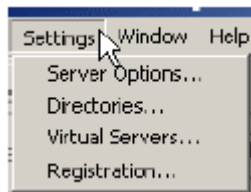
User Log The user log shows the status of all user sessions. It gives you information about the people who are logged into your server.

Hits Graphic This gives you an indication about the number of requests your server has processed since it has been started.
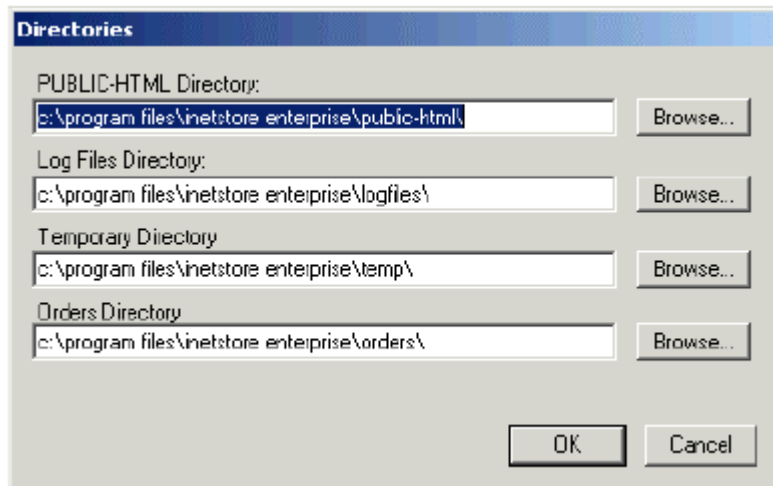
Server Menu

Select 'Exit' from the server menu to shut down the server.

Settings Menu

Options in the settings menu allow you to change the preferences of your server.

Directories

This dialogue window allows you to specify the paths to the directories used by iNETstore. The iNETstore installation program normally sets up these paths automatically and changes should not be necessary.

If you need to make changes, for example if your hard disk is full and you would like to move the iNETstore catalogue directory to another disk, you can make changes here.
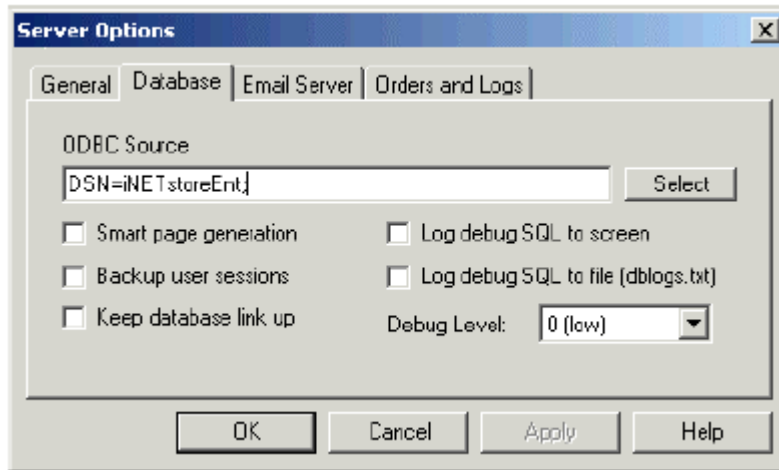
|	
PUBLIC-HTML Directory	This is the directory where your stores, including all html pages and images are located.
Log Files Directory	This is where iNETstore log files are located.
Temporary Directory	This is where iNETstore stores temporary files.
Orders Directory	This is where iNETstore saves orders generated through your store.

Server Options

This window allows you to change server options such as the administrator password, default html pages, ODBC data source and more.
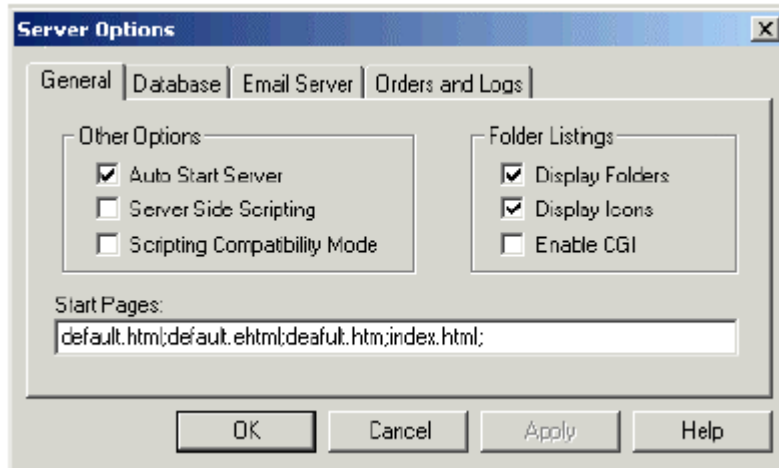
Auto Start Server	If ticked, the server starts listening for requests immediately after launch. If not ticked, the server will need to be started manually. It is recommended to leave this box ticked.
Server side scripting	This feature is not supported.
Scripting compatibility mode	This feature is not supported.
Display folders	This enables the display of directory folders if there is no start page in a directory.
Display icons	This turns on graphical icons for the directory display enabled above.
Enable CGI	This feature is not supported.
Start Pages	Default pages that are shown if the user requests a directory path that does not contain a file name. Multiple pages can be delimited by a semicolon. In this case, the first available page will be shown.

|	
ODBC Source	This is the database connection string to the ODBC data source that is used for this server. You can select an existing ODBC data source by clicking on the 'select' button. This option allows you to change the database, for example change to an MS SQL Server database if you need a more scalable solution.
Smart page generation	This turns on caching; all database-generated files will be cached for quicker browsing. In a server environment it is recommended to switch smart page generation on. However, if you are using your local server for developing only then this option should be switched off.
Backup user sessions	Enabling this will ensure that users shopping sessions are backed up in the database. They will be retrieved in case of server failure. This option should be switched on.
Keep database link up	This is necessary when connecting to SQL server databases, it ensures that iNETstore Server automatically re-connects to the database server if it has been disconnected.
Log debug SQL to screen	This will enable the SQL debug messages to be displayed in the status window of the server. This option is useful for developers while they are debugging SQL code. Otherwise, it should be turned off.
Log debug SQL to file	This will enable the SQL debug messages to be saved to the dblogs.txt file. This file is normally located in the c:\ directory.
Debug Level	This is the level of debug you require for the above two operations. The higher the level the more details that is logged. You should select '0 (low)' unless are you actively debugging code.
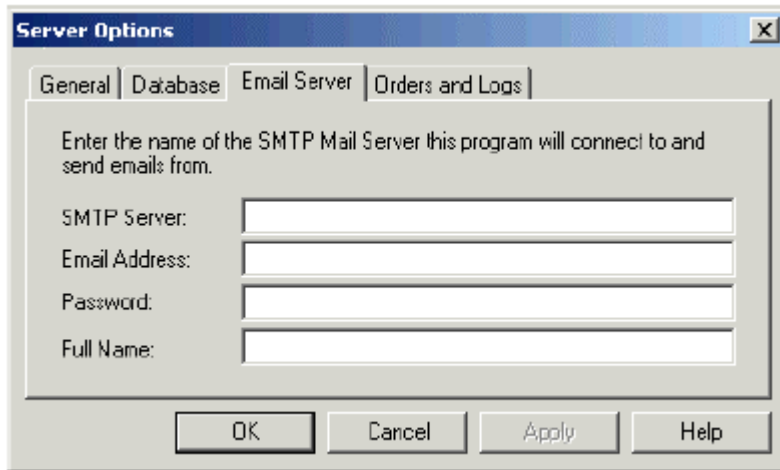
If you require iNETstore's built-in email functionality, you will need to specify your network email settings here. If unsure, ask your network administrator or ISP for the details.

SMTP Server   This is the address of the outgoing SMTP mail server.

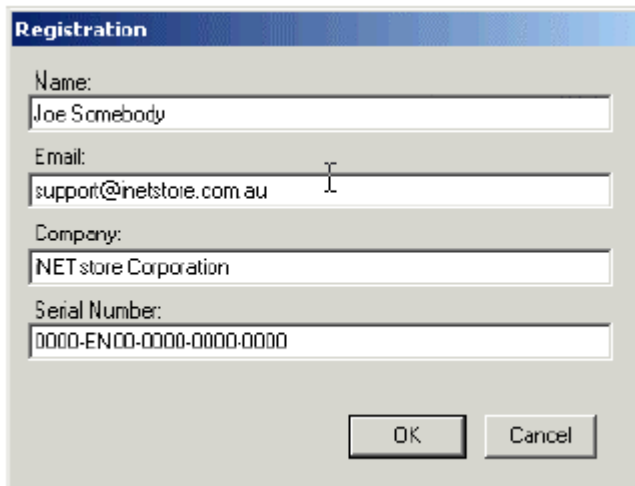Email address   Your reply-to email address.

Password   The password of an account that is allowed to send email through the mail specified server.

Full Name   Full name of the person who owns the account. This name will be shown as the sender to people who receive mail sent through iNETstore.
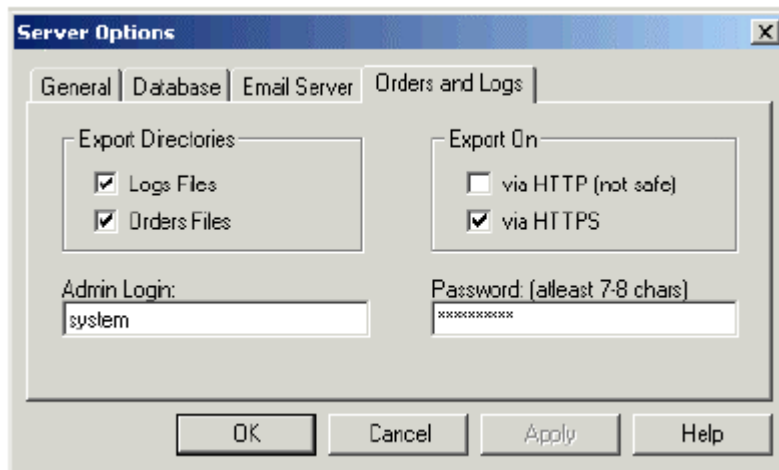
Log Files   This enables log files. If ticked, log files are written to the directory
              specified in the directories window. If not ticked, no log files are
              written.

Orders Files This enables order files. If ticked order files are written to the
              specified directory. If not ticked, no order files are exported. Note that
              orders are still written to the database, even if this option is not ticked.
              For security reasons, it is recommended to un-tick this option.

Via HTTP   Allow non-secure access to the logfiles and order files.

Via HTTPS   Allow secure access to the logfiles and order files.

Admin Login   The master login name.

Password   The master password.

Registration Menu

Please enter your registration details here.

|	
Name	Your full name
Email	Your email address
Company	Your company name
Serial Number	A valid iNETstore serial number. This should be printed on your iNETstore CD or be provided to you by our sales staff or an approved partner organisation.

Virtual Servers Menu

This section allows you to specify the IP address or domain and port that iNETstore Server exports on. Usually, this is only needed for ISP's and organizations that are hosting their own sites (requires Server Edition). The Merchant and Professional Edition of iNETstore 2003 will only export on a local host IP address (127.0.0.1).

INETstore also supports virtual server accounts through the host header method. This means that you can run multiple virtual server on the same machine and IP address. You can also point multiple IP addresses to iNETstore server if required.

Refer to the Server Edition Installation chapter for more information about configuring virtual servers.
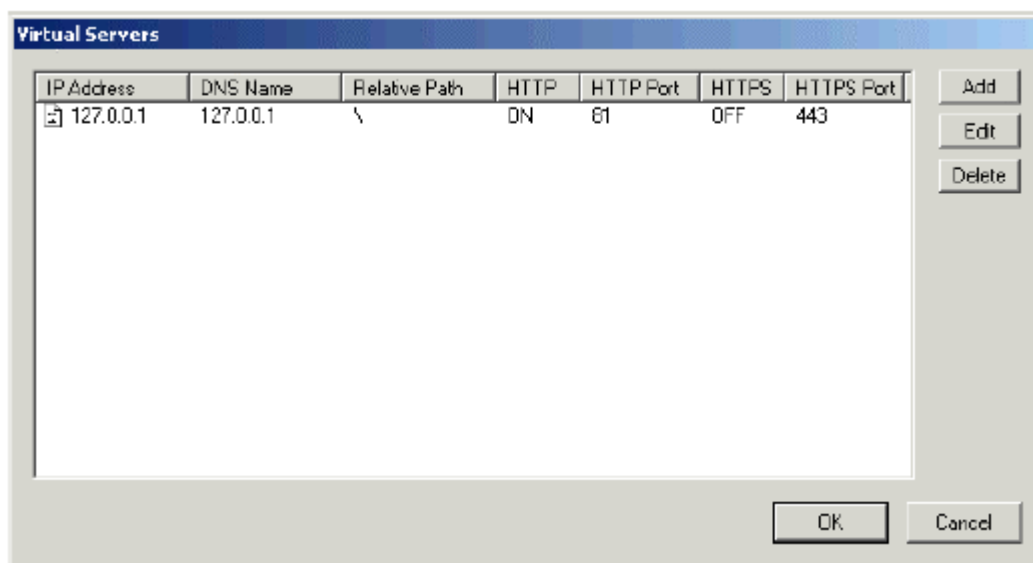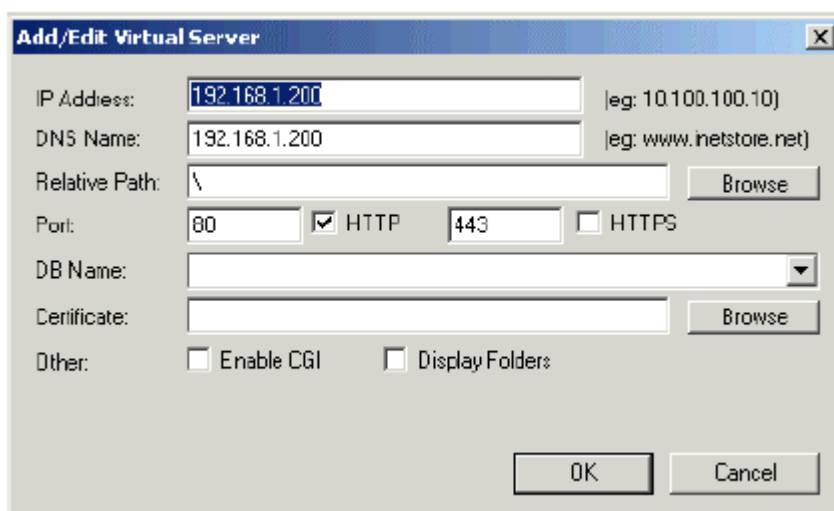

Add   Add a new virtual server to the list

Edit   Edit the details of an existing virtual server

Delete   Delete a virtual server from the list

Note: You will need to shut down and re-start iNETstore Server before changes take effect after adding, editing or deleting a virtual server.
After you click on 'add' or 'edit' buttons, you will see this dialogue box:

IP Address	The IP address of your server, as allocated by your network administrator. Note the Merchant and Professional Edition of iNETstore 2003 will only export on a local host IP address (127.0.0.1).
DNS Name	The domain name of the server or store.
Relative Path	The relative path to the store directory.
Port	The port on which this server will listen on. The default port for web servers is 80. You may specify any other available port number. However, if you are hosting a site on a port other than 80, people may not be able to access it if their computer is located behind a firewall. Note that the default iNETstore installation uses port 81. This is fine if you are just using iNETstore Server to test and debug your store locally. We have deliberately chosen port 81 as the default because port 80 is often already taken by Microsoft Personal Web Server or Microsoft Internet Information Server (IIS), which is included in some operating systems such as Windows 2000. If this is the case on your system, you would need to switch IIS off before you could run iNETstore Server on port 80.
DB Name	The name of the database used by this server.
Certificate	This option is not supported.
Enable CGI	This option is not supported.
Display Folders	If ticked, directory browsing is allowed, which means that people can browse the contents of web folders.