

Sterling Integrator®

**Sterling Integrator Mobile - Application
Guide**
Version 1.0.02



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Sterling Integrator Mobile Overview

Sterling Integrator Mobile is an iPhone[®] and iPod touch[®] application that provides general system health and high-level monitoring information to Sterling Integrator administrators.

Note: Sterling Integrator Mobile only supports US English.

Once you download and configure Sterling Integrator Mobile, you can view and perform the following:

- View business process statistics
- Search business processes based on name, status, and time range criteria
- Launch business processes
- View performance statistics
- View database statistics
- View JVM[™] statistics
- View Java heap memory
- View system settings
- Turn on and turn off logs
- Perform thread dump and heap dump
- View and unlock locked resources
- View and update Sterling Integrator Mobile settings

Note: If IBM DB2 is your database, the database usage statistics are always displayed as unavailable in the System Troubleshooting page.

For more information, see the [Sterling Integrator 5.0 Documentation Library](#).

Before You Begin

To use Sterling Integrator Mobile version 1.0.02, you must have:

- Sterling Integrator 5.0 or 5.1 installed
- iPhone operating system 3.1 or later (for both iPhone and iPod touch)

Install the Sterling Integrator Mobile JAR File

To run Sterling Integrator Mobile on your iPhone or iPod touch, you must first install the Sterling Integrator Mobile JAR file on the server where you have Sterling Integrator installed.

To install the Sterling Integrator Mobile JAR (si_mobile_1000.jar) file:

1. Download Sterling Integrator Mobile JAR (si_mobile_1000.jar) file from SupportXchange and note down the absolute path to the downloaded file. If you use FTP, select binary mode. Do not rename the file.
Refer to [SupportXChange](#) documentation for download instructions.
2. Stop Sterling Integrator.
3. Perform a full backup of Sterling Integrator installation directory including subdirectories and database.
4. Navigate to the Sterling Integrator installation directory and run the following commands to install the server-side component of Sterling Integrator Mobile:
 - a) Navigate to the bin directory by running the following command:
For UNIX - `cd install_directory/bin`
For Windows - `cd install_directory\bin`
 - b) Run the following command to install Sterling Integrator Mobile:
For UNIX - `./InstallService.sh <path>/si_mobile_1000.jar`
For Windows - `InstallService.cmd <path>\si_mobile_1000.jar`
where <path> is fully qualified path to Sterling Integrator Mobile JAR file.
5. Restart Sterling Integrator.

Access the Sterling Integrator Mobile Application

Sterling Integrator Mobile can access a Sterling Integrator instance from your iPhone or iPod touch device either through a virtual private network or directly if the URL is available on the Internet.

You should sign in to Sterling Integrator Mobile using your Sterling Integrator host URL, administrator ID, and password.

Troubleshooting

Symptom	Problem
Unable to connect	Verify if you have installed server-side component of Sterling Integrator Mobile.
Unable to connect: You must have Administrator permission to logon.	You need to be a Sterling Integrator Administrator to logon to Sterling Integrator Mobile.
Unable to connect: Unable to login - verify the user name and password.	The user name and/or password you specified is not valid on Sterling Integrator.
Unable to Connect: Secure connection failed	Your HTTPS setting is set to On but you are trying to connect to a nonsecure port.
Unable to Connect: Untrusted server certificate	The engine is using self-signed certificates and you have the HTTP Authentication set to On or the engine is using a CA certificate and you don't have the CA public certificate loaded on your iPhone or iPod touch.
When logging in, your connection times out	Sterling Integrator Mobile cannot find Sterling Integrator. This may be caused by a failure of your iPhone or iPod touch service or your VPN connection. You may also have your IP address and port configured incorrectly.

Note: Sterling Integrator Mobile log information is captured in a log file (iphone.log). Refer to that log file for Sterling Integrator Mobile activities that might be helpful during troubleshooting an issue.

You should contact your Sterling Integrator system administrator for accessing and troubleshooting any Sterling Integrator Mobile connection issues.