

Sterling Field Sales Mobile



Application Guide

Version 11.02

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Note

Before using this information and the product it supports, read the information in "Notices" on page 17.

Copyright

This edition applies to the 1.1.02 Version of IBM Sterling Field Sales Mobile and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. What is IBM Sterling Field Sales Mobile Application?

The IBM® Sterling Field Sales Mobile application enables a Field Sales representative to:

- Search for an item with or without attributes
- View the number of units currently available for an item
- View the number of units available for an item on a future date
- View the price for an item
- View the store locations where an item is available and the number of units available in that store

Note: Sterling Field Sales Mobile supports only US English.

Chapter 2. Where can I get Sterling Field Sales Mobile Application From?

Download the Sterling Field Sales Mobile application from the iTunes® App Store.

Also, download the server-side pack from Support Center.

Chapter 3. What Do I Require Before Using Sterling Field Sales Mobile Application?

To install the Sterling Field Sales Mobile application, the server-side pack and the client-side application must be installed.

Server-Side Pack:

- IBM Sterling Selling and Fulfillment Foundation, Release 9.2.
- Sterling Field Sales Mobile application server-side components, Version 1.1.02.
- All the Catalog items must be indexed using Lucene, which is available with Sterling Selling and Fulfillment Foundation, Release 9.2. For more information about indexing catalog items, refer to the *Sterling Selling and Fulfillment Foundation: Catalog Management Concepts Guide*.

Client-Side:

- For more information about Client-Side Application system requirements, go to the IBM Support Portal at <http://www-947.ibm.com/support/entry/portal/Planning>.

Chapter 4. How Do I Install Sterling Field Sales Mobile Application?

About this task

To install the Sterling Field Sales Mobile application, you must install the server-side and client-side components specified in this topic.

Procedure

1. Install the server-side component as follows:
 - a. Navigate to the `<INSTALL_DIR>\bin` directory on the server side. Here `<INSTALL_DIR>` refers to the location at which Sterling Selling and Fulfillment Foundation, Release 9.2 is installed.
 - b. Install the `smcommon_1.2.1.jar` add-in pack on the server side using the following command:
 - For Windows:
`InstallService.cmd smcommon_1.2.1.jar`
 - For UNIX or Linux:
`InstallService.sh smcommon_1.2.1.jar`
 - c. Install the `s fsm_1.1.02.jar` add-in pack on the server side using the following command:
 - For Windows:
`InstallService.cmd s fsm_1.1.02.jar`
 - For UNIX or Linux:
`InstallService.sh s fsm_1.1.02.jar`
 - d. Build the Sterling Field Sales Mobile Web application and deploy it on the server side by using the following command:
 - For Windows:
`buildear.cmd -Dappserver=<your application server>
-Dearfile=s fsm.ear -Dsupportmultiwar=false -Dwarfiles=s fsm
create-ear -Dnoejb=true -Dnowbservice=true`
 - For UNIX or Linux:
`buildear.sh -Dappserver=<your application server>
-Dearfile=s fsm.ear -Dsupportmultiwar=false -Dwarfiles=s fsm
create-ear -Dnoejb=true -Dnowbservice=true`
2. To install the client-side component, download the application from the iTunes® App Store and install the application on your iPhone or iPod touch.

Chapter 5. What Do I Have to Configure Before Using Sterling Field Sales Mobile Application?

About this task

To configure the Sterling Field Sales Mobile application, you must perform the server-side and client-side configurations specified in this topic.

Procedure

1. On the server-side, the application exposes the following end points:
 - CATALOG
 - INVENTORY
 - PARTICIPANTS

You can use these end points to direct the API calls to specific servers. For more information about how to direct API calls to specific servers, see the *Selling and Fulfillment Foundation: Customizing APIs Guide*.

2. On the client-side, configure any of the following profiles in the application settings:
 - Development
 - Test
 - Production

The following table describes the parameters that must be set for each of these listed profiles:

Parameters	Description
User ID	Optional. Enter the user name. The value entered will be the default user identifier for this profile.
Server URL	Required. Enter the URL of the Sterling Selling and Fulfillment Foundation server, for example, <code>http://<YourServer.com></code> .
Context Root	Required. Ensure that the value of this parameter is set to <code>sfsm</code> .
Server Port	Required. Enter the port number of the Sterling Field Sales Mobile Application server, for example, 7001.
Image Server	Optional. Enter the URL of the image server where the images are stored, for example, <code>http://<YourImageServer.com></code> .
Use Device Location	To enable the application to select the country or region based on the device location, set this option to ON . To manually specify the country or region that is used by the application, set this option to OFF .
Country or Region	Select the country or region that is used by the application when Use Device Location is set to OFF .
About	Select this option to view the following details of the application: <ul style="list-style-type: none">• Version• Build• Copyright Notice• End User License Agreement

Note: Ensure that the application server is accessible from your device. You may have to configure the VPN on your mobile device in order to do so.

Chapter 6. What Are the Issues That I May Encounter?

The following table describes the errors that you may encounter when using this application, and the causes and resolution for the same.

Error	Cause	Solution
Unable to connect because you do not have the Manage Mobile Device permission to log on to the Sterling Field Sales Mobile application.	You have not configured the mobile device permissions correctly in the Sterling Field Sales Mobile application, in the context of the User ID with which you are attempting to log on.	Configure the mobile device permissions correctly in the Sterling Field Sales Mobile application, in the context of the User ID with which you are attempting to log on.
Unable to log on to the Sterling Field Sales Mobile application.	The user name or password that you have entered are invalid.	Enter a valid user name and password.
Unable to connect because the secure connection has failed.	Your HTTPS setting is set to On, but you are trying to connect to a nonsecure port.	Connect to a secure port.
Unable to connect because of untrusted server certificate.	The Sterling Field Sales Mobile application has the HTTP Authentication turned On and is using a CA (Certificate Authority) certificate, but you do not have a valid CA public certificate installed on your iPhone or iPod touch.	Ensure that a valid CA public certificate is installed on your iPhone or iPod touch.
The connection times out when you log on to the Sterling Field Sales Mobile application.	This could be due to the following reasons: <ul style="list-style-type: none">• Failure on the side of your iPhone or iPod touch service provider• Your IP address and port are not configured correctly.	<ul style="list-style-type: none">• Contact your iPhone or iPod touch service provider• Configure your IP address and port correctly.

Chapter 7. Known Issues in Sterling Field Sales Mobile Application

There are no known issues in the application, Release 1.1.02.

Chapter 8. How Do I Get Customer Support for Sterling Field Sales Mobile Application?

About this task

IBM fosters long-term business partnerships with its customers. Committed to customer satisfaction and quality support, IBM Customer Support has a world-wide staff, providing support 24 hours a day, 365 days a year. For assistance with usage, configuration, or enhancement information, refer to the Software Support Handbook. Our Support Reference outlines our support hours, contact information, and key information that will streamline your support experience with us. Reference this site at:

<http://www14.software.ibm.com/webapp/set2/sas/f/handbook/contacts.html>

IBM Support Portal provides a wealth of online resources to enrich your business experience with us. By using the portal, you can access many Self-Support Tools, including a Knowledge-Base, Documentation, and Education. Reference this site at:

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