

Sterling Mobile Store Channel

Installation Guide

Release 1.0

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Sterling Commerce
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Introduction to Sterling Mobile Store Channel

Sterling Mobile Store Channel provides a mobile shopping application for users to browse through a catalog of products, select the items they are interested in buying, and place orders through an iPhone or an iPod touch. The prebuilt scenarios in Sterling Mobile Store Channel support the following tasks:

- ◆ Identifying an item of interest.
- ◆ Determining whether the item is available “on the shelf” at a nearby “brick-and-mortar” store, and pick the item.
- ◆ Ship the item to the preferred Ship To Address.

Sterling Mobile Store Channel enables the creation of a client application by utilizing the server-side functionality that is available in the Sterling Selling and Fulfillment Suite™. For more information about branding, for example, customizing Sterling Mobile Store Channel, refer to the *Sterling Mobile Store Channel Customization Guide*.

Note: Sterling Mobile Store Channel only supports US English.

Intended Audience

This guide provides step-by-step installation and deployment instructions to system administrators who are responsible for installing and deploying Sterling Mobile Store Channel. Before reading this guide, it is recommended that the system administrators familiarize themselves with the *Sterling Mobile Store Channel Customization Guide*.

Prerequisites for Installing Sterling Mobile Store Channel

Following are the prerequisites for installing Sterling Mobile Store Channel:

- ◆ This guide presupposes an advanced level of knowledge about information systems, including familiarity with basic network and database concepts for certain implementation steps.
- ◆ To use Sterling Mobile Store Channel, the server-side pack (Sterling Order Management Mobile Framework) and the client-side (Sterling Mobile Store Channel) application must be installed. Copy the server-side pack from the installation CD.
 - ◆ **Server-Side Pack:**
 - Selling and Fulfillment Foundation, Release 8.5, HF1 or later.
 - All the catalog items must be indexed using Apache Lucene, which is available with Selling and Fulfillment Foundation, Release 8.5. For more information about indexing catalog items, refer to the topic “An Overview of Catalog Search” in the *Catalog Management Concepts Guide*.
 - ◆ **Client-Side:**
 - Sterling Mobile Store Channel, Release 1.0.
 - iPhone OS 3.1 or later. (for both iPhone and iPod touch)

Install Sterling Mobile Store Channel

Perform the following steps to install Sterling Mobile Store Channel:

Server-Side Component:

1. Install the `sms.jar` optional pack on the server side from the `<INSTALL_DIR>\bin` directory using the following command:

- ◆ For Windows:

```
InstallService.cmd sms.jar
```

- ◆ For UNIX or Linux:

```
InstallService.sh sms.jar
```

Here, `<INSTALL_DIR>` refers to the location at which Selling and Fulfillment Foundation, Release 8.5, is installed.

2. Build the Sterling Order Management Mobile Framework Web application and deploy it on the server side from the `<INSTALL_DIR>\bin` directory using the following command:

- ◆ For Windows:

```
buildwar.cmd -Dappserver=<your application server> -Dwarfiles=sms
```

- ◆ For UNIX or Linux:

```
buildwar.sh -Dappserver=<your application server> -Dwarfiles=sms
```

Here, `<INSTALL_DIR>` refers to the location at which Selling and Fulfillment Foundation, Release 8.5, is installed.

Note: If you are deploying Sterling Order Management Mobile Framework in EAR mode, ensure that the `sms.ear` file contains only the `sms.war` file.

Client-Side Component:

Enroll in the iPhone Developer Standard Program. For more information about enrollment, development, and so on, refer to the developer's guide and the App Store Resource Center that is available as part of this program in the Apple Web site.

Setting Up a Secure Web Server

It is recommended that you set up a Web server as an SSL proxy and a load balancer before using Sterling Mobile Store Channel. This procedure applies to the Apache HTTP server and the Oracle WebLogic application server. For more information about configuring the proxy server for SSL and HTTPS, refer to the *Selling and Fulfillment Foundation: Installation Guide*.

Deploy Sterling Order Management Mobile Framework in a Demilitarized Zone



You can deploy the Sterling Order Management Mobile Framework application in a Demilitarized Zone with the Selling and Fulfillment Foundation application deployed within the firewall. The Sterling Order Management Mobile Framework application accesses the Selling and Fulfillment Foundation application remotely. The deployment in a Demilitarized Zone is achieved by directing the API calls that are invoked by Sterling Order Management Mobile Framework to the Selling and Fulfillment Foundation application. For more information about directing API calls to specific servers, refer to the *Selling and Fulfillment Foundation: Customizing APIs Guide*.


If you deploy the Sterling Order Management Mobile Framework application in a Demilitarized Zone, ensure that:

- ◆ The API security is turned on. For more information about turning on the API security, refer to the *Selling and Fulfillment Foundation: Customizing APIs Guide*.
- ◆ A database port is opened for the Sterling Order Management Mobile Framework application.
- ◆ The sensitive data included in the properties files are encrypted for security reasons.


Configuration Setup

To provide API security permissions and Cross Application permissions for specific user groups, perform the following steps:

1. To search for a consumer customer (B2C) for Sterling Order Management Mobile Framework, perform the following steps:
 - a. From the **Application Console** menu, select **Configuration > Launch Applications Manager**.
The Applications Manager window is displayed.
 - b. From the **Applications** menu, select **Application Platform**.
The **Application Platform** rules side panel is displayed.
 - c. In the **Application Platform** rules side panel, click .
 - d. In the **Organization** box, enter the organization code and click **OK**.
The selected organization for which you can configure the rules is loaded. You can also search for an organization by clicking .
 - e. In the **Application Platform** rules side panel, click **Security**.
 - f. Double-click **Users**.
The User Search window is displayed.

- g. Click  to search for the consumer customer and from the **Search Results** panel, double-click the corresponding consumer customer.


The User Details window is displayed.

2. In the **Subscribed** panel, note down the name of the Group to which the customer is subscribed, and click  to close the User Details window.

3. To select the hub organization, in the **Application Platform** rules side panel, click .

The Load Organization for Configuration pop-up window is displayed.

4. In the **Organization** box, enter the hub organization's code and click **OK**.

The hub organization for which you can configure the rules is loaded. You can also search for the hub organization by clicking .

5. From the **Application Platform** rules side panel, click **Security**.

6. Double-click **Groups**.

The Groups window is displayed.

7. Select the Group name that you had noted down in step 2.

8. Double-click the corresponding Group name, and click the **Permissions** tab.

- ◆ To set up the API security permissions, perform the following steps:

- a.) In the **Resource Hierarchy** menu, click **APIs**.

- b.) Right-click the appropriate API, and select **Grant Permission**. Repeat this step to grant permissions to all the applicable APIs.

- c.) Click .

- ◆ To set up the cross application permissions, perform the following steps:

- a.) From the **Resource Hierarchy** menu, click **Applications > Application Console > Override Default Functionality Resources**.

- b.) In the **Override Default Functionality Resources**, right-click **Access to Interoperability Servlet**, and select **Grant Permission**.

- c.) Click .

Display List of Promotions, More Images, and On-Sale Items

This topic describes the basic configuration steps that must be performed to display the list of promotions and on-sale items in the home page, and more images for an item in the Item Details screen of the Sterling Mobile Store Channel client application. To achieve this, you must create assets for the following entities:

- ◆ Promotions and On-sale Items – To display promotions and on-sale items in the home page of the Sterling Mobile Store Channel client application, create an asset at the category domain level with the following details:
 - ◆ The asset type must be set to PROMOTION or ONSALE.
 - ◆ The content location and content ID must be provided with the image server’s URL and the image name for the asset, respectively, for example, http://sterlingcommerce.com/logo.png. Here, http://sterlingcommerce.com refers to content location, and logo.png refers to content ID.
 - ◆ The description attribute of the asset must contain the URL of the promotion details or on-sale item details.

For more information about creating assets in a catalog, refer to the topic “Add an Asset to a Catalog” in the *Business Center: Item Administration Guide*.

Note: If the URL provided in the description attribute contains the sms_ItemID and sms_UnitOfMeasure parameters, an action button is enabled to view the item details.

- ◆ More images for an item – To display more images for an item in the Item Details screen, create an asset at the item level with the following details:
 - ◆ Set the asset type to ItemImages.
 - ◆ Provide the content location and content ID with the image server’s URL and the image name of the asset, for example, http://sterlingcommerce.com/logo.png. Here, http://sterlingcommerce.com refers to content location, and logo.png refers to content ID.

For more information about creating assets for an item, refer to the topic “Add an Asset to an Item” in the *Business Center: Item Administration Guide*.

Troubleshooting for Sterling Mobile Store Channel

The following table describes the errors that may be encountered when using Sterling Mobile Store Channel, and the causes and solutions for the same.

Error	Cause	Solution
Unable to connect because you do not have the Manage Mobile Device permission to log in to Sterling Mobile Store Channel.	You have not configured the mobile device permissions correctly in Sterling Mobile Store Channel in the context of the User ID with which you are attempting to log in.	Configure the mobile device permissions correctly in Sterling Mobile Store Channel in the context of the User ID with which you are attempting to log in.
Unable to log in to Sterling Mobile Store Channel.	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.

Error	Cause	Solution
Unable to connect because of untrusted server certificate.	The Sterling Order Management Mobile Framework has the HTTP Authentication turned On and is using a CA 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 in to Sterling Mobile Store Channel.	This may be because of a failure on the part of your iPhone or iPod touch service provider.	Contact your iPhone or iPod touch service provider.

Customer Support

For help in configuring Sterling Mobile Store Channel, log in to the Sterling Commerce Customer Center at: <http://customer.sterlingcommerce.com>

If you are a new user and do not have a password, click the **Join Now** link and follow the instructions provided.

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