

## **Sterling Order Management Administrator Mobile Frequently Asked Questions --Configuration**

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- 1) What are the minimum configurations I need to make to get started?

*Refer to the application guide for the client and server side configurations you need to complete before you can start using Sterling Order Management Administrator app on your mobile device.*

- 2) When I attempt to login, I get a message "User settings -Please set the server ip address". How should I proceed?

*This means that one or more of the preferences-- User Id, Server Url, Context Root, and Server Port is not set or is set incorrectly. Please set/correct the preferences on your mobile device.*

- 3) I have my preference values ready. How do I set them up on the mobile device?

*On your mobile device, go to settings → Order Admin and choose the instance (development, test or production) that you are setting this up for. Key in the values for UserId, server URL, context root and Server port.*

- 4) Are there any memory or network limitations that need to be specified on the client side?

*There are no memory or network limitations need to be specified.*

- 5) Are there any storage space requirements for the client?

*There are no specific space requirements for running the app on the iPhone. Space requirements are as specified on the Apps store.*

- 6) How do I configure the VPN on my mobile device/ Where can I find documentation of VPN setup?

*The iPhone has a standard way of configuring VPN on the device. This has not been added as part of our documentation since it is a native iPhone setting.*

- 7) I have a configuration requirement that is not present in the guide or on this FAQ. How should I proceed?

*Please log a support case with pertinent details. An engineer will assist you at the earliest possible time*