Sterling Order Management Administrator Mobile Frequently Asked Questions

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1. What components need to be installed in order to run the mobility App?

    Both server-side pack and the client side application must be installed before you can run the mobility Apps.

Server Side –
   a)   *Selling and Fulfillment Foundation, Release 8.5, HF1 or later*
   b)   *Sterling Order Management Administrator Mobile application server side option pack*

Client Side –
   a) *iPhone OS 3.1 or later*

2) How do I Install the Sterling Order Management Administrator (SOMA) Mobile Application?

    Please refer to the SOMA mobile application guide for installation instructions for both client-side and server-side components for both Windows and Unix/Linux.

3) Where do I get the installation components from?

The client-side application is available on the Apple iTunes App Store and are meant for US distribution only.

Patch for mobility (HF1) is available to the customer through the normal Hot fix patch process & can be downloaded from customer center→Support Center → Product Support → Multi-Channel Fulfillment → Product updates & Downloads.

The server-side option pack is delivered following Product Management approval to you via ftp site. The backend jar/option pack and documentation will be delivered together.

4) What Windows version is supported?

Please refer to the Sterling Selling and Fulfillment Suite's installation guide for Windows system requirements

5) What Unix version is supported?

Please refer to the Sterling Selling and Fulfillment Suite's installation guide for Unix system requirements

6) Where can I find General information on the Mobility Applications?

Please refer to the SOMA or SAMA general FAQ in the main page.

7) Where can I find Configuration related information on the mobility applications?

Please refer to the SOMA or SAMA configuration FAQ in the main page.

8) My installation is stuck/not progressing. How do I proceed?

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

9) I completed my installation but how do I know if all the components were installed correctly?

Look for the build no. in ssaversion.txt file inside bin folder of the 8.5 installation directory. If the file (ssaversion.txt) is present and it contains the build number information, it means that the server side install was successful.

10) How will I receive updates to the App if Sterling releases a new version?

When Sterling releases a new version that involves the client, you will notice that there are new updates available in your mobile device under App store icon. Click on the app store icon and update the version. Also, review the release notes to check if there are additional components that are required to be installed.