Sterling Order Management Administrator Mobile

Application Guide

Version 1.0.05

IBM

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Contents

Chapter 1. What is Sterling Order Management Administrator Mobile Application?

The application enables an administrator user of the IBM® Sterling Selling and Fulfillment Suite to administer and monitor application server activity and the performance, responsiveness, and throughput of XAPIs, agents and application servers. The administrator user will also be able to set or alter trace levels, threshold values, and clear the database cache on the server using this application.

Where Can I Get the Sterling Order Management Administrator Mobile Application From?

The IBM Sterling Order Management Administrator Mobile application is available for download from the iTunes Application Store at the Apple Web site.

The server-side pack is available for download at the FTP site.

What do I Require Before Using the Sterling Order Management Administrator Mobile Application?

To use the Sterling Order Management Administrator Mobile application, the server-side pack and the client side application must be installed:
* Server Side
    – IBM Sterling Selling and Fulfillment Foundation, Release 8.5 or 9.1 or 9.2
    – Sterling Order Management Administrator Mobile application server side option pack
* 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 2. How do I Install the Sterling Order Management Administrator Mobile Application?

About this task

To install the Sterling Order Management Administrator Mobile application, perform the following steps:

Procedure

1. **Server-Side Component**
   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 `soma_1000.jar` optional pack on the server side using the following commands:

      For Windows:

      `InstallService.cmd soma_1000.jar`

      For UNIX or Linux:

      `InstallService.sh soma_1000.jar`
   c. Build the Sterling Order Management Administrator Mobile Web application and deploy it on the server side by using the following commands:

      For Windows:

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

      For UNIX or Linux:

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

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

2. **Client-Side Component**
   a. Download the Sterling Order Management Administrator Mobile application from the iTunes App Store and install the application to your iPhone.

Chapter 3. What do I Have to Configure Before Using the Sterling Order Management Administrator Mobile Application?

Before using the Sterling Order Management Administrator Mobile application, you must perform the following configurations:

Client Side

Configure the following Sterling Order Management Administrator Mobile application preferences:
- Development
- Test
- Production

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

Table 1. Profile Parameter Settings

Parameters	Description
User ID	Optional. The value entered will be the default user identifier.
Server URL	URL of the Sterling Order Management Administrator Mobile server, for example, https://<IP Address>.
Server Port	Port number of the Sterling Order Management Administrator Mobile server, for example, 7001.
Context Root	The value of this parameter must be set to **soma**.

Note:
- Prefix http:// or https:// to the Server Url based on the protocol.
- Ensure that the Server Url is accessible from your network. You may have to configure the VPN on your mobile device in order to do so.

Server Side

Before a user attempts to login to the Sterling Order Management Administrator Mobile application, the user must have permission to launch and use the System Management Console.

Other

This version of the Sterling Order Management Administrator Mobile application requires a user to configure and connect to the network through VPN over the iPhone.

Chapter 4. What Are the Issues That I May Encounter?

Table 2. Troubleshooting

Error	Cause
Connection Error	The network or WiFi connection might not be available at the location.
Unreachable Host	Issues with the DNS resolution of the server host's name. Contact your organization's IT support team or try using the IP address of the server.
Error occurred during request processing	Server-side error occurred while attempting to process the request.
Either User ID or password is not correct	Wrong User ID or password may have been entered.
Please set the user id	The User ID may not have been entered in the preferences pertaining to the selected profile.
Please set the server name/IP Address	The Host Name/IP Address of the server the application has to connect to may not have been entered.
Please set the server port number	The port number of the server the application has to connect to may not have been entered.
Please choose one of the profiles	A profile may not have been selected in the Login page.

Chapter 5. Where Do I Go for Help?

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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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