

# **Sterling Store Associate Mobile**

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## **Application Guide**

**Release 1.0**

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***Sterling Commerce***  
*An IBM Company*

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## What Is Sterling Store Associate Mobile Application?

The Sterling Store Associate Mobile application enables a store associate to:

- ◆ View inventory availability in a store and other stores located within a specified radius of this store.
- ◆ Perform backroom pick for customer orders.

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## Where Can I Get the Sterling Store Associate Mobile Application From?

The Sterling Store Associate Mobile application can be downloaded using either of the following methods:

- ◆ Download the Sterling Store Associate Mobile client application from the iTunes® App Store.
- ◆ Download the server-side pack from the Sterling FTP site.

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## What Do I Require Before Using the Sterling Store Associate Mobile Application?

To use the Sterling Store Associate Mobile application, the server-side pack and the client-side application must be installed:

### Server-Side Pack:

- ◆ Selling and Fulfillment Foundation, Release 8.5, HF1
- ◆ Sterling Call Center, Release 8.5, and Sterling Store, Release 8.5
- ◆ All the Catalog items must be indexed using 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*.
- ◆ The store should support the backroom pick process. Ensure that your enterprise uses the pipeline provided by the Sterling Store application.

### Client-Side:

- ◆ iPhone OS 3.1 or later.

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## How Do I Install the Sterling Store Associate Mobile Application?

To install the Sterling Store Associate Mobile application:

### Server-Side Component:

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

- ◆ For Windows:

```
InstallService.cmd ssa.jar
```

- ◆ For UNIX or Linux:

```
InstallService.sh ssa.jar
```

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

2. Build the `ssa` Web application and deploy it on the server side from the `<INSTALL_DIR>\bin` directory by using the following command:

- ◆ For Windows:

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

- ◆ For UNIX or Linux:

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

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

**Note:** If you are deploying Sterling Store Associate Mobile in EAR mode, ensure that the `ssa.ear` file contains only the `ssa.war` file.

### Client-Side Component:

Download the Sterling Store Associate Mobile application from the iTunes® App Store and install the application to your iPhone.

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## What Do I Have to Configure Before Using the Sterling Store Associate Mobile Application?

Before using the Sterling Store Associate Mobile application, you must perform the following client-side and server-side configurations:

### Client-Side Configurations:

Configure the following profiles in the Sterling Store Associate Mobile application settings:

- ◆ Development



- ◆ Test
- ◆ Production

For each of these profiles, set the User ID (optional), Password (optional), Server URL, Server Port, Context Root, Image Server, Image Type, Distance to Consider, and Distance UOM.

**Note:**

- ◆ If you do not want to use the development profile, or test profile, or both, do not configure them.
- ◆ 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 Configurations:**

In the `yfs.properties_ssa_ext.properties` file, which is located in `<INSTALL_DIR>\properties`, modify the values of the properties, as described here.

Configure ship nodes with an appropriate address, phone number, e-mail ID, latitude, and longitude:

- ◆ If you want your store to accept calls from the store associates of other stores, set the value of `yfs.iphone.sa.store.isPhoneEnabled` property to Y. Otherwise, set the value to N.
- ◆ If you want your store to accept e-mails from the store associates of other stores, set the value of `yfs.iphone.sa.store.isEmailEnabled` property to Y. Otherwise, set the value to N.
- ◆ If you want to display your store on a map view, set the value of `yfs.iphone.sa.store.isMapAllowed` property to Y. Otherwise, set the value to N.

To add a promotion on the home page, provide the list of comma-separated `*.png` image filenames for the `yfs.iphone.sa.store.ItemsUnderPromotion` property.

**Note:** The image filename provided for the `yfs.iphone.sa.store.ItemsUnderPromotion` property depends on the value of the Image Type attribute set on the client-side.

Example: `yfs.iphone.sa.store.ItemsUnderPromotion=0.png,1.png,2.png`

To customize labels and error messages, modify the `ssabundle.properties` file, which is available in `<INSTALL_DIR>\resources`.

To customize the e-mail template, override `template_mail.xml`, which is the out-of-the-box template, and is available in

`<INSTALL_DIR>\repository\xapi\template\source\ssa\email\storeassist`.

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

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## What Are the Issues That I May Encounter?

The following table describes the errors that may be encountered when using this application and the causes for the same.

Error	Cause
Unable to connect because you do not have the Manage Mobile Device permission to log in to the Sterling Store Associate Mobile application.	You have not configured the mobile device permissions correctly in the Sterling Store Associate Mobile application in the context of the User ID with which you are attempting to log in.
Unable to log in to the Sterling Store Associate Mobile engine.	The user name or password or both that you have entered are not valid on the Sterling Store Associate Mobile engine.
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.
Unable to connect because of untrusted server certificate.	The engine is using self-signed certificates. But you have either set the HTTP Authentication to On, or the engine is using a CA certificate where you do not have the CA public certificate loaded on your iPhone.
The connection times out when you log in to the Sterling Store Associate Mobile application.	The Sterling Store Associate Mobile application cannot find the Sterling Store Associate Mobile engine. This may be because of a failure on the part of your iPhone service or your VPN connection. It may also be because your IP address and port are configured incorrectly.

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## Where Do I Go for Help?

For help in configuring or using your Sterling Store Associate Mobile application, 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.