Sterling Store Associate 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 Store Associate Mobile application 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 → Store Assoc and choose the instance (development, test or production) that you are setting this up for. Set the User ID (optional), Password (optional), Server URL, Server Port, ContextRoot, Image Server, Image Type, Distance to Consider, and Distance UOM.

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) **What server side properties do I need to configure for the store to accept calls, emails from other stores?**
   You/ build administrator need to set the appropriate values yfs.properties_ssa_ext.properties file, which is located in <INSTALL_DIR>\properties. Details are available in the Store associate mobile app guide under server-side configurations. A brief comment on the properties is also available in the properties file itself.

8) **How does the application place/reserve order when the store is set to accept calls/emails from other stores?**
   The email/phone call feature places an inventory look-up only. There is no EDI or Voice recognition integration (VRI) that places a hard reservation of the item into the Sterling Order fulfillment system.

9) **I have a configuration requirement that is not outlined 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.