

# **Sterling Web™**

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## **Release Notes**

**Release 9.0**

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

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## New Features

Sterling Web™ is one of the channels on which the Sterling Selling and Fulfillment Suite™ can be deployed. Sterling Web enables a user to launch and manage multiple Web storefronts, enable self-service in the context of placing orders, and assist sales and service representatives with guided selling tools. These tools, which include product selection, comparison, detail, and configuration tools, help your customers and partners locate and compare products. You can also create a personalized buying experience, using which your customers and partners can place orders based on their previous orders.

You can use Sterling Web to increase direct sales by building any number of branded Web storefronts, and indirect sales by providing complete e-business capabilities to your channel partners. You can also configure the product you are interested in buying so that you can pick and choose from a variety of options, and build the product according to your requirements.

Though e-commerce has outperformed traditional businesses in many ways and has resulted in efficiency of business, intelligence of the system, and availability of products, it continues to face certain challenges in a highly competitive market segment, which hinders the cross-channel execution for sales, order fulfillment, and service support. Following are a few business challenges that Sterling Web can address:

- ◆ To penetrate new markets, companies must target different customer segments and support multiple brands or product lines.
- ◆ Risk of losing customers to the competitors if globally-distributed customers cannot quickly locate the right product or service.
- ◆ Cross-channel integration between a Web site, store, distribution center, call center, and suppliers.
- ◆ No matter which channel an order is placed in, customers expect the inventory information they view to be accurate, their orders delivered to the correct address, and the promised delivery dates met.
- ◆ To minimize fulfillment costs, customers' orders must be captured accurately and fulfilled as accurately as possible. For example, a retailer may want products sourced from the optimal ship nodes and the shipments to be consolidated in order to minimize costs.
- ◆ Companies must be able to handle exceptions quickly and smoothly. Customers should be able to request modifications of orders even after they are placed.
- ◆ Because an order can be entered by anyone with access to the corresponding Web site, companies must protect themselves from fraudulent orders. The addresses entered by a customer must be validated to ensure correct delivery.

Sterling Web helps overcome these business challenges by providing the following capabilities:

- ◆ Storefront branding - Each storefront administrator can manage the look and feel of a storefront through style sheets and logo uploads.
- ◆ Catalog and guided selling - Companies can use the master catalog to access complete and accurate product information. A catalog can be configured to contain only those products that an enterprise or a partner storefront is entitled to sell, and display customer-specific pricing from the storefront owner. Sterling Web also provides access to all your guided selling tools such as product selection, comparison, detail, and configuration tools.
- ◆ Order self-service - Customers and partners can place orders, and perform post-order service transactions, including certain commerce functionalities such as multiple shopping cart modes, availability check of products, and store-pickup.

For an overview of the components that have been introduced in Sterling Web, Release 9.0, refer to the *Sterling Web Overview Guide*.

For a description of the various documents in the Sterling Web documentation set, see the Sterling Web documentation home page at:

`<INSTALL_DIR>/xapidocs/WCDocHome.html`

Here, `<INSTALL_DIR>` is the directory where this application is installed.

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## Known Issues

This section describes the known issues that you may encounter when using the following features of Sterling Web:

- ◆ [Cart and Order Management](#)
- ◆ [Catalog](#)
- ◆ [Product Configuration](#)

### Cart and Order Management

**208525:** While modifying an order if a user removes a coupon and applies the same coupon on the order, the amount displayed against this coupon in the user interface is incorrect.

**Solution/Workaround:** Perform the following steps:

1. Edit the order.
2. Remove the coupon applied on the order.
3. Submit the order.
4. Edit the order that was submitted.
5. Apply the coupon again on an order.

**215923:** When a user conducts a search by providing a valid order creation date as the search parameter, an exception occurs and is recorded in the app server log.

**Solution/Workaround:** This is a nonfatal error and can be ignored.

**216178:** If a remembered user has a default payment method, and does not have an active cart in the context, and tries to add an item to a cart, an error message is displayed in the user interface.

**Solution/Workaround:** The user must log in to the application and add an item to the cart.

**216331:** If a user tries to add a configurable product to a confirmed order, an error message is displayed in the user interface and the following error is displayed in the app server log:

YFS: No Kit Lines Found

**Solution/Workaround:** None.

### Catalog

**211518:** While browsing various categories and items in the Sterling Web user interface, a warning is displayed in the application server log. This is a Struts definition limitation.

**Solution/Workaround:** Set the log level for the OgnlUtil parameter to ERROR in the log4j configuration file as follows:

```
<category name="com.opensymphony.xwork2.util.OgnlUtil"
class="com.yantra.yfc.log.YFCLogCategory" additivity="false" >
```

```
<level value="ERROR" />
<appender-ref ref="CONSOLE"/>
</category>
```

**212727:** When a user navigates through categories and clicks the Advanced Search hyperlink, the Advanced Search page displays the category path with the category ID and not the category name.

**Solution/Workaround:** None.

**213886:** A user cannot sort the products based on the price of the products on the Product List page.

**Solution/Workaround:** None.

**215041/215237/215324:** If a user modifies the description of an attribute through the Business Center application, the modification is not displayed in the Sterling Web user interface.

**Solution/Workaround:** Reassign the attribute to the corresponding product through the Business Center application.

**215274:** The attribute values of the variant items are not displayed based on the order of their creation.

**Solution/Workaround:** None.

**215558:** The item attributes are not grouped based on their attribute groups in the Specification tab on the product detail page.

**Solution/Workaround:** None.

**216194:** If manually specified bundle items are associated at the Option Item level in the Visual Modeler application, and if the pricing strategy is set as either Only include components or Include both parent and components, the pricing strategy is not applied on the bundle items.

**Solution/Workaround:** The pricing strategy for manually specified bundle items must be selected as Only include parent through the Business Center application.

**216036:** Sterling Web does not recommend the usage of special characters such as &, ?, <, or > in the category ID, an item ID, an attribute name or an attribute value. However, a user can include special characters such as \_ and - .

**Solution/Workaround:** Do not include special characters such as &, ?, <, or > while creating a category ID, an item ID, an attribute name or an attribute value.

## Product Configuration

**215190:** After a user navigates to the Product Configurator page from the product detail page of a configurable product, if the user clicks the **Cancel** button, an extra breadcrumb is generated on the product detail page.

**Solution/Workaround:** None.

**216245:** If a user configures an option class with the UI:Display property set as a drop-down list for a stepwise configurator layout, and associates the quantity of items, the summary rail does not display the quantity of the items.

**Solution/Workaround:** None.



## Localization

**216428:** If a user does not belong to the en\_US locale and a payment method is added for the user, an invalid number error is generated.

**Solution/Workaround:** None.

## Documentation

**216591:** The property files documented in the following documents should be not be modified directly:

- ◆ Sterling Web: Deployment Guide
- ◆ Sterling Web: Implementation Guide

**Solution/Workaround:** Modifications should be performed to the `customer_overrides.properties` file.