

Sterling Mobile Store Channel



Installation Guide

Version 1.1.00

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Note

Before using this information and the product it supports, read the information in "Notices" on page 17.

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Chapter 1. Introduction to Sterling Mobile Store Channel

IBM® Sterling Mobile Store Channel provides a mobile shopping application for both business (B2B) and consumer (B2C) users to browse through a catalog of products, select the items they are interested in buying, and place orders through an iPhone or an iPod touch. The prebuilt scenarios in Sterling Mobile Store Channel support the following tasks:

- Identifying an item of interest.
- Determining whether the item is available “on the shelf” at a nearby “brick-and-mortar” store, and pick the item.
- Ship the item to the preferred Ship To Address.

Sterling Mobile Store Channel enables the creation of a client application by utilizing the server-side functionality that is available in the IBM Sterling Selling and Fulfillment Suite. For more information about branding, for example, customizing Sterling Mobile Store Channel, refer to the *Sterling Mobile Store Channel: Customization Guide*.

Note: Sterling Mobile Store Channel only supports US English.

Intended Audience





This guide provides step-by-step installation and deployment instructions to system administrators who are responsible for installing and deploying Sterling Mobile Store Channel. Before reading this guide, it is recommended that the system administrators familiarize themselves with the *Sterling Mobile Store Channel: Customization Guide*.

Understanding User Interface Icons

Icon Description

The following table describes the icons used in Sterling Mobile Store Channel.

Table 1. Icon Table

Icon	Description
	Load Organization for Configuration - When the user clicks on this icon the Load Organization for Configuration pop-up window is displayed.
	Close - This icon is used to close a window.
	Save - This icon is used to save a configuration.
	Search - This icon is used to search for the required value.

Chapter 2. Prerequisites for Installing IBM Sterling Mobile Store Channel

Following are the prerequisites for installing Sterling Mobile Store Channel:

- This guide presupposes an advanced level of knowledge about information systems, including familiarity with basic network and database concepts for certain implementation steps.
- To use Sterling Mobile Store Channel, the server-side pack (IBM Sterling Order Management Administrator Mobile Framework) and the client-side (Sterling Mobile Store Channel) application must be installed. Copy the server-side pack from the installation CD.

– **Server-Side Pack:**

- IBM Sterling Selling and Fulfillment Foundation, Release 9.1 or later.
- Ensure that you generate the catalog search index. For this you must first configure the Catalog Index Build transaction, run the agent server, and then trigger the agent configured for the transaction. The Catalog Index Build transaction builds the catalog index file that is used during catalog search. This index file ensures that product searches are accomplished with fast response time. For more information about defining transactions, refer to the *Sterling Selling and Fulfillment Foundation: Application Platform Configuration Guide*.

Note: Ensure that the `searchindex.rootDirectory` property is set appropriately to point to the directory in which the generated search index files should be placed.

- All the catalog items must be indexed using Apache Lucene, which is available with Sterling Selling and Fulfillment Foundation, Release 9.1. For more information about indexing catalog items, refer to the topic “An Overview of Catalog Search” in the *Sterling Selling and Fulfillment Foundation: Catalog Management Concepts Guide*.

– **Client-Side:**

- Sterling Mobile Store Channel, Release 1.1.00.
- iPhone OS 4.2 or later. (for both iPhone and iPod touch)

Chapter 3. Install IBM Sterling Mobile Store Channel

About this task

Perform the following steps to install Sterling Mobile Store Channel: Server-Side Component:

Procedure

1. Install the sms_1.1.jar optional pack on the server side from the <INSTALL_DIR>\bin directory using the following command:
 - a. **For Windows:** InstallService.cmd sms_1.1.jar
 - b. **For UNIX or Linux:** InstallService.sh sms_1.1.jar Here, <INSTALL_DIR> refers to the location at which Sterling Selling and Fulfillment Foundation, Release 9.1, is installed.
2. Build the Sterling Order Management Mobile Framework Web application and deploy it on the server side from the <INSTALL_DIR>\bin directory using the following command:
 - a. **For Windows:** buildwar.cmd -Dappserver=<your application server> -Dwarfiles=sms
 - b. **For UNIX or Linux:** buildwar.sh -Dappserver=<your application server> -Dwarfiles=sms Here, <INSTALL_DIR> refers to the location at which Sterling Selling and Fulfillment Foundation, Release 9.1, is installed.

Note: If you are deploying Sterling Order Management Mobile Framework in EAR mode, ensure that the sms.ear file contains only the sms.war file. The following command is used for building and deploying the EAR:

- **For Windows:** buildear.cmd -Dappserver=<your application server> -Dearfile=sms.ear -Dsupportmultiwar=false -Dwarfiles=sms create-ear
- **For UNIX or Linux:** buildear.sh -Dappserver=<your application server> -Dearfile=sms.ear -Dsupportmultiwar=false -Dwarfiles=sms create-ear

Client-Side Component

Enroll in the iPhone Developer Standard Program. For more information about enrollment, development, and so on, refer to the developer's guide and the App Store Resource Center that is available as part of this program in the Apple Web site.

Chapter 4. Setting Up a Secure Web Server

It is recommended that you set up a Web server as an SSL proxy and a load balancer before using Sterling Mobile Store Channel. This procedure applies to the Apache HTTP server and the Oracle WebLogic application server. For more information about configuring the proxy server for SSL and HTTPS, refer to the *Sterling Selling and Fulfillment Foundation: Installation Guide*.

Chapter 5. Deploy IBM Sterling Order Management Mobile Framework in a Demilitarized Zone

You can deploy the Sterling Order Management Mobile Framework application in a Demilitarized Zone with the Sterling Selling and Fulfillment Foundation application deployed within the firewall. The Sterling Order Management Mobile Framework application accesses the Sterling Selling and Fulfillment Foundation application remotely. The deployment in a Demilitarized Zone is achieved by directing the API calls that are invoked by Sterling Order Management Mobile Framework to the Sterling Selling and Fulfillment Foundation application. For more information about directing API calls to specific servers, refer to the *Sterling Selling and Fulfillment Foundation: Customizing APIs*.

If you deploy the Sterling Order Management Mobile Framework application in a Demilitarized Zone, ensure that:

- The API security is turned on. For more information about turning on the API security, refer to the *Sterling Selling and Fulfillment Foundation: Customizing APIs*.
- A database port is opened for the Sterling Order Management Mobile Framework application.
- The sensitive data included in the properties files are encrypted for security reasons.

Configuration Setup

About this task

To provide API security permissions and Cross Application permissions for specific user groups, perform the following steps:

Procedure

1. To search for a consumer customer (B2C) or a business customer (B2B) for Sterling Order Management Mobile Framework, perform the following steps:
 - a. From the Application Console menu, select **Configuration > Launch Applications Manager**. The Applications Manager window is displayed.
 - b. From the Applications menu, select **Application Platform**. The Application Platform rules side panel is displayed.
 - c. In the Application Platform rules side panel, click the **Load Organization for Configuration** icon. The Load Organization for Configuration pop-up window is displayed.
 - d. In the Organization box, enter the organization code and click OK. The selected organization for which you can configure the rules is loaded. You can also search for an organization by clicking the **Search** icon.
 - e. In the Application Platform rules side panel, click **Security**.
 - f. Double-click **Users**. The User Search window is displayed.
 - g. Click the **Search** icon to search for the consumer customer and from the Search Results panel, double-click the corresponding consumer customer. The User Details window is displayed.

2. In the Subscribed panel, note down the name of the Group to which the customer is subscribed, and click the **Close** icon to close the User Details window.
3. To select the hub organization, in the Application Platform rules side panel, click **Load Organization for Configuration**. The Load Organization for Configuration pop-up window is displayed.
4. In the Organization box, enter the hub organization's code and click OK. The hub organization for which you can configure the rules is loaded. You can also search for the hub organization by clicking the **Search** icon.
5. From the Application Platform rules side panel, click **Security**.
6. Double-click **Groups** The Groups window is displayed.
7. Select the Group name that you had noted down in step 2
8. Double-click the corresponding **Group** name, and click the Permissions tab.
 - a. To set up the API security permissions, perform the following steps:
9. To set up the API security permissions, perform the following steps:
 - a. a.) In the Resource Hierarchy menu, click APIs.
 - b. b.) Right-click the appropriate API, and select **Grant Permission**. Repeat this step to grant permissions to all the applicable APIs.
 - c. c.) Click the **Save** icon.
10. To set up the cross application permissions, perform the following steps:
 - a. From the Resource Hierarchy menu, click **Applications > Application Console > Override Default Functionality Resources**.
 - b. In the Override Default Functionality Resources, right-click **Access to Interoperability Servlet**, and select **Grant Permission**.
 - c. Click the **Save** icon.

Chapter 6. Display List of Promotions, More Images, and On-Sale Items

This topic describes the basic configuration steps that must be performed to display the list of promotions and on-sale items in the home page, and more images for an item in the Item Details screen of the Sterling Mobile Store Channelclient application. To achieve this, you must create assets for the following entities:

- Promotions and On-sale Items – To display promotions and on-sale items in the home page of the Sterling Mobile Store Channel client application, create an asset at the category domain level with the following details:
 - The asset type must be set to PROMOTION or ONSALE.
 - The content location and content ID must be provided with the image server's URL and the image name for the asset, respectively, for example, `http://sterlingcommerce.com/logo.png`. Here, `http://sterlingcommerce.com` refers to content location, and `logo.png` refers to content ID.
 - The description attribute of the asset must contain the URL of the promotion details or on-sale item details.

For more information about creating assets in a catalog, refer to the topic “Add an Asset to a Catalog” in the *Business Center: Item Administration Guide*.

Note: If the URL provided in the description attribute contains the `sms_ItemID` and `sms_UnitOfMeasure` parameters, an action button is enabled to view the item details.

- More images for an item – To display more images for an item in the Item Details screen, create an asset at the item level with the following details:
 - Set the asset type to ItemImages.
 - Provide the content location and content ID with the image server's URL and the image name of the asset, for example, `http://sterlingcommerce.com/logo.png`. Here, `http://sterlingcommerce.com` refers to content location, and `logo.png` refers to content ID.
- For more information about creating assets for an item, refer to the topic “Add an Asset to an Item” in the *Business Center: Item Administration Guide*.
- Set the asset type to ItemImages.

Chapter 7. Troubleshooting for Sterling Mobile Store Channel

Troubleshooting

The following table describes the errors that may be encountered when using Sterling Mobile Store Channel, and the causes and solutions for the same.

Error	Cause	Solution
Unable to connect because you do not have the Manage Mobile Device permission to log in to Sterling Mobile Store Channel.	You have not configured the mobile device permissions correctly in Sterling Mobile Store Channel in the context of the User ID with which you are attempting to log in.	Configure the mobile device permissions correctly in Sterling Mobile Store Channel in the context of the User ID with which you are attempting to log in.
Unable to log in to Sterling Mobile Store Channel.	The user name or password that you have entered are invalid.	Enter a valid user name and password.
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.	Connect to a secure port.
Unable to connect because of untrusted server certificate.	The Sterling Order Management Mobile Framework has the HTTP Authentication turned On and is using a CA certificate, but you do not have a valid CA public certificate installed on your iPhone or iPod touch.	Ensure that a valid CA public certificate is installed on your iPhone or iPod touch.
The connection times out when you log in to Sterling Mobile Store Channel.	This may be because of a failure on the part of your iPhone or iPod touch service provider.	Contact your iPhone or iPod touch service provider.

Chapter 8. Customer Support

For help in configuring Sterling Mobile Store Channel, log in to the IBM at:
<http://www.ibm.com/support>.

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