Sterling Order Management Administrator Mobile

Application Guide

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Sterling Commerce
An IBM Company

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What is Sterling Order Management Administrator Mobile Application?

The Sterling Order Management Administrator Mobile application enables an administrator user of the Sterling Selling and Fulfilment 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 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 Sterling FTP site.

What do I Require Before Using the 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
  - Selling and Fulfillment Foundation, Release 8.5, HF1
  - Sterling Order Management Administrator Mobile application server side option pack
- Client Side
  - iPhone OS 3.1 or later

How do I Install the Sterling Order Management Administrator Mobile Application?

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

Server-Side Component

1. 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`
2. Build the soma 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 in EAR mode, ensure that the `soma.ear` file contains only the `soma.war` file.

Client-Side Component

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

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 Order Management Administrator Mobile application preferences:

- Development
- Test
- Production

For one or more of these preferences, configure the User Id, Server Url, Context Root, and Server Port.

Notes:

- 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.

What Are the Issues That I May Encounter?

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.

Where Do I Go for Help?

For help about configuring or using your Sterling Order Management Administrator 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.