

Sterling Multi-Channel Selling Solution

Release Notes

Release 8.0.1

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Preface

Welcome to the Sterling Multi-Channel Selling Solution. These *Release Notes* provide information about new features and issues that you need to know about when implementing the Sterling Multi-Channel Selling Solution at your enterprise.

Purpose

These notes provide new features and late-breaking information about this release of the Sterling Multi-Channel Selling Solution. See the *Sterling Multi-Channel Selling Solution Implementation Guide* for information about setting up and installing the Sterling Multi-Channel Selling Solution. See the *Sterling Multi-Channel Selling Solution Administration Guide* for information about administering your Sterling Multi-Channel Selling Solution implementation. See the *Sterling Multi-Channel Selling and Fulfillment Suite Integration Guide* for information about integrating the Sterling Multi-Channel Selling Solution with the Sterling Multi-Channel Fulfillment Solution.

Audience

These notes are provided for implementers of the Sterling Multi-Channel Selling Solution.

Conventions

These notes use the following conventions:

TABLE 1. Conventions

Type	Convention
File names	Sample.jsp
Paths and directory names	/top_level/next_level/next_level/destination_directory/
Sample code extracts	<code>public void method(String s)</code>
Values to be provided	<i><value supplied by developer></i>

This chapter provides an overview of the new features in the Sterling Multi-Channel Selling Solution, Release 8.0.1. For information about new features in previous releases, see the Release Notes for the applicable release. For information about new features in releases prior to Release 8.0.1, see the *Sterling Multi-Channel Selling Solution Overview Guide*.

The following sections describe the new features in this release:

- Sterling Advisor
- Sterling Analyzer
- Sterling Catalog
- Sterling Campaigns
- Sterling Configurator
- Customer Segmentation
- Sterling Invoicing
- Sterling Leads
- Sterling Order Manager
- Sterling Partner Programs
- Sterling Pricing

- Sterling Product Manager
- Sterling Profile Manager
- Security
- Sterling Task Manager
- Web Services
- Widgets

Sterling Advisor

There are no changes in this application.

Sterling Analyzer

There are no changes in this application.

Sterling Catalog

There are no changes in this application.

Sterling Campaigns

There are no changes in this application.

Sterling Configurator

There are no changes in this application.

Customer Segmentation

In Release 8.0.1, the customer segmentation feature has been enhanced to enable storefront administrators with the Segment Administrator role to use organization-based behaviors in defining behavioral segments. In earlier releases, Behavioral/ Historical Calculations (BHCs) considered only user-based behaviors to define behavioral segments. In Release 8.0.1, BHCs can take into consideration either individual user actions or the sum of actions of all users belonging to the same organization while defining segments.

Sterling Invoicing

There are no changes in this application.

Sterling Leads

There are no changes in this application.

Sterling Order Manager

In-Store Pickup of Items

In Release 8.0.1, users can make in-store pickup choices line by line, based on their zip code and the distance they are willing to travel. Users can also allow the system to find the three best choices for them based on the zip code and distance they specify. Administrator users set up the in-store pickup options, including default distance, distance selections, unit of distance measure (such as kilometers or miles), and whether or not to allow future pickup of back-ordered products using new business rules. See Chapter 2, Introduction to Product Administration and Chapter 39, Business Rules Administration of the *Sterling Multi-Channel Selling Solution Administration Guide* for details.

Sterling Partner Programs

There are no changes in this application.

Sterling Pricing

In Release 8.0.1, the Sterling Multi-Channel Selling Solution uses the Sterling Pricing Service to send pricing requests to fulfillment systems such as Sterling Customer Order Management and Sterling Distributed Order Management.

The Sterling Pricing Service supports the following types of pricing requests:

- Pricing Line Service: get pricing information for a list of line items
- Pricing Cart Service: include a set of coupons along with a set of line items
- Coupon validation: get coupon validation status for a set of coupons

Note the following limitations:

Sterling Pricing Service does not provide remote and alternate pricing information.

- Sterling Pricing Service does not provide remote and alternate pricing information.
- Sterling Pricing Service does not accept negative values in the External Shipping Charge. It throws an exception if a negative value is found.
- The Sterling Pricing Engine requires supplier information for shipping calculations. The Sterling Pricing Service uses the current storefront as the supplier for shipping calculations.

Sterling Product Manager

Product Entitlements

In Release 8.0.1, a new **Refresh Cache** button enables users to view product entitlement rule changes immediately without regenerating the catalog product index. In earlier releases, users had to regenerate the product index in order to be able to view entitlement rule changes.

Sterling Profile Manager

Default XML Identity User

In Release 8.0.1, storefront administrators can create a Default XML Identity user. The system assumes the Default XML Identity user as the default user in the event that an incoming XML message request that is routed to a specific anonymous XML message URL does not contain any information to identify the user.

Reporting Database

The reporting database functionality is not available in Release 8.0.1. See "Known Issues in Release 8.0.1" on page 7 for more information.

Security

The following security enhancements have been made in Release 8.0.1.

- A new system property allows an enterprise system administrator to enable or disable the display of stack traces in error pages. For security reasons, it is recommended that this property is set to FALSE in a production environment. For more information, see Chapter 38, Enterprise System Administration of the *Sterling Multi-Channel Selling Solution Administration Guide*.
- New system properties determine whether the system should use a default XML user identity as the default user when authenticating incoming requests from a trusted IP address. For more information, see Chapter 5, Installing the Sterling Multi-Channel Selling Solution of the *Sterling Multi-Channel Selling Solution Implementation Guide*, and Chapter 38, Enterprise System Administration of the *Sterling Multi-Channel Selling Solution Administration Guide*.
- You can prevent Cross-Site Request Forgery (CSRF) by configuring a servlet filter that invalidates the current session when it detects a potential CSRF request. For more information, see Chapter 12, General Security Considerations of the *Sterling Multi-Channel Selling Solution Implementation Guide*.

Sterling Task Manager

There are no changes in this application.

Web Services

Release 8.0.1 includes a Pricing Service that provides the following web services:

- PricingLineService
- PricingCartService
- CouponValidation

You can access the Pricing Service WSDL at:

```
http://<server:port>/Sterling/dXML/5.1/  
GetWSDL.jsp?sfName=matrix&fileName=PricingServiceInterface.wsdl
```

See the *Sterling Multi-Channel Selling Solution Reference Guide* for details about the XML request and reply messages for the Pricing Service.

Widgets

There are no changes in this application.

Introduction

This chapter provides notes explaining known issues in this release. Be sure that you read these notes carefully before you implement and use the Sterling Multi-Channel Selling Solution.

Installing This Release

You can download the Sterling Multi-Channel Selling Solution documentation set as follows:

1. Locate the documentation JAR file on the distribution media. The JAR file has a name similar to **doc-8.0.1-Sterling-8_0_1-RC1.jar**.
2. In a convenient location on your system, unjar the documentation JAR file. For example, from a command window:

```
jar -xvf doc-8.0.1-Sterling-8_0_1-RC1.jar
```
3. See Chapter 5 of the Sterling Multi-Channel Selling Solution Implementation Guide for installation instructions: **Implementation.pdf**.

Follow the instructions provided in the Release 8.0.1 *Sterling Multi-Channel Selling Solution Implementation Guide*.

You can install the reference implementation independently of the SDK. However, you should use the SDK to manage the process of customizing the Sterling system, and to create the deployment WAR files for your QA and production environments.

You can also use the SDK to install the product documentation as follows:

```
sdk install doc-8.0.1-Sterling-8_0_1-RC1.jar
```

The `sdk install` target places the documentation in the following directories, where ***sdk_home*** is the location of your SDK:

- ***sdk_home/docs/debs-release/index.html***: entry point to the SDK documentation, API Reference, Developer Guide, Data Migration Guide, and entity relationship diagrams.
- ***sdk_home/docs/debs-release/proddocs***: product documentation in PDF format.

You must install SDK Version 3.5 to use the SDK with Release 8.0.1. See the Release 8.0.1 *Sterling Multi-Channel Selling Solution Implementation Guide* for more information.

Known Problems and Issues

Multi-Channel Selling and Fulfillment Integration

This section covers integration issues specific to the Sterling Multi-Channel Selling Solution, the "selling" side of the Sterling Multi-Channel Selling and Fulfillment Suite. If your site does not use the Sterling Order Fulfillment Solution and Customer Order Management PCA with the Sterling Multi-Channel Selling Solution, skip this section.

Terminology

- COM: the Sterling Customer Order Management PCA
- CSR: Customer Service Representative
- Order Fulfillment or OF system: the Sterling Multi-Channel Fulfillment Solution.
- Order Selling or OS system: the Sterling Multi-Channel Selling Solution.
- DOM: Distributed Order Management

Integration Issues

This section lists issues related to customer service and administration using the integrated Sterling Multi-Channel Selling Solution.

- The Sterling Multi-Channel Selling Solution supports only a single credit card per customer. When the payment is passed from the OS system to the OF system, the Sterling Multi-Channel Fulfillment Solution maps the payment to the customer's default payment method.
- To enable CSR access to all the CSR workspace tabs, OS Customer Service Representatives require at least the Commerce function.
- To enable CSR's to search for and access public wish lists and registries, assign the following profiles to the CSR:
 - AnonymousUserPartner
 - RegisteredUserPartner
- The CSR user ID must be unique across all storefronts.
- Coupon validation:

A customer can use a coupon to buy a particular item or to buy a specified quantity of the item, such as "Buy one, get one free" or "10% off if you order 5 or more lollipops". If the customer changes the order, either by deleting the item from their order or by buying fewer items, the coupon is no longer valid for this order. The COM system does not display a message indicating changes that apply to the coupon until the change order is persisted.

Within COM, few pages within the order details flow display modification of charges during the change order, such as the Payment Confirmation, Price Summary, and Payment Summary pages.

- Do not use pre-configured product functionality in integrated mode. See bug 20143.

IBM WebSphere Configuration

Allow Non-Cookie Support

To allow support for logging in when browser cookies are disabled, please consult the WebSphere documentation about how to use the WebSphere administrative console to configure the server to enable URL re-writing.

See bug 19199 for more information.

Adding CyberSource As a Trusted Signer

When CyberSource is enabled as a credit card payment gateway, you must configure WebSphere to accept the signer of the CyberSource certificate as a trusted signer. First, contact CyberSource to obtain a copy of the file **entrust_ssl_ca.cer**. Next, consult the WebSphere documentation about how to use the WebSphere administrative console to add **entrust_ssl_ca.cer** as a new Signer Certificate.

See bug 19200 for more information.

Reporting Database Functionality

The Reporting Database functionality is not available in Release 8.0.1. For more information, contact Sterling support at the following email:

`ordercaptureapps_support@stercomm.com`.

SKU Mapping and Availability Administration

When saving SKU availability information using Firefox's **Save Page As**, Firefox may drop the lines for products that have no availability information. You can instead click CTRL-A to select all, then CTRL-C to copy the information, then paste it into an editor.

Data Objects Defined With Access='R'

If you define a data object in the **DsRecipes.xml** file with `access='R'` and `Ordinality=1`, when the application uses the setter methods on the data bean, Data Services throws a null pointer exception. This is because the Header Element is not being formed. The workaround is to set `access='RWID'`. See bug 18554.

In-Store Pickup in Integrated Mode

In the integrated product mode, the Sterling Multi-Channel Selling Solution supports in-store pickup from only one store for each line item. See bug 18678 for details.

Password Field

The `PASSWORD` field in the `CMGT_AUTH_USER_CONTACTS` table is a digest. If you are not protecting this field, you must convert the data using the **cmgt_column_encrypter-tool.jar** located in your *sdk_home* directory.

Multiple Currencies in Registries

If you want to deploy multiple currencies for registries in the same storefront, you should customize your user interface to include currency selection. The logic is already present in the registry object to support multi-currency registries, but is not exposed in the user interface. See the shopping cart page for an example showing how to present currency selection in the product. See bug 19895.

Upgrade Issues

Password Encryption

In Release 8.0.1, password encryption is available as part of the product and is turned on by default. If you have customized password encryption in your deployment, you must remove your customization before upgrading to 8.0.1.

Secret Answer Encryption

In Release 8.0.1, the Secret Answer field on the User Detail page is encrypted. If you are upgrading to Release 8.0.1 and want to use the secret question feature, you must encrypt this data field in the database. The encryption is not performed as part of the upgrade process.

Special Characters in Upload Segment Names and User Names

Upload segment names must consist of standard keyboard characters and may not include the special characters ampersand (&), percent (%) and quote ('). All usernames must also consist of standard keyboard characters. Do not use punctuation marks or spaces in a username. See bug 18913 for more information.

Localization

If you plan to install the Sterling Multi-Channel Selling Solution Japanese language localization pack, ensure that the Japanese language is installed locally on your system.

