



Release Bulletin

Sybase Unwired Platform 2.0

ESD #1

DOCUMENT ID: DC00835-01-0201-07

LAST REVISED: March 2013

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Product Summary

This release bulletin discusses known issues, workarounds, as well as late-breaking documentation updates for Sybase® Unwired Platform version 2.0 as well as 2.0 ESD#1.

For information about new features in this version, see the *New Features Guide*.

For information about accessibility, see *Accessibility Features* on page 30.

Updates to Supported Operating Systems

Sybase Unwired Platform now supports more operating systems.

Unwired Platform Mobile SDK version 2.0 ESD #1 has been certified for:

- Apple iOS 6.1.x (for Native OAPI application development only)
- Apple iOS 6.0 (for Native OAPI application development only)
- BlackBerry 7.0 and 7.1 (for Native OAPI application development only)

Updates to Certified Devices

Sybase Unwired Platform now supports more devices.

The iPhone 5, iPad Mini, and iPad with Retina display and A6X chip has been certified for Object API Applications.

Known Issues with Installing, Uninstalling, and Upgrading

Learn about known installation, uninstallation and upgrade issues and workarounds.

You can upgrade directly from Sybase® Unwired Platform version 2.0 to version 2.0 ESD #1, or upgrade from an existing 1.5.5 installation to version 2.0 then to version 2.0 ESD #1.

See the *Sybase Unwired Platform Installation Guide* for upgrade and migration information.

CR #	Description
669374	<p>The Message Service on Windows 2008 machines does not start after a full installation.</p> <p>The service does not start because of unknown method <code>System.Threading.WaitHandle.WaitOne(Int32)</code>. The method is available only on some versions of the .net framework (2.0 SP2, 3.0 SP2 and 3.5 SP1). During Unwired Platform installation, the .net framework version 2.0 sp2 is installed if the available version is lower than 2.0 sp2, with the assumption that it is compatible with higher versions. However, not all versions of the .net framework support this method, for example .net 3.5 without SP1.</p> <p>Workaround: Install a version of the .net framework that supports the method, for example .net 3.5 SP1.</p>
669374	<p>Message Service error on Windows 2008 machines after a full installation.</p> <p>The error code 0x800703f2 is returned when trying to manually register OBperfmom.dll. This issue should not affect Message Service functionality.</p> <p>Workaround: Set the registry (in “HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Perflib” key) to contain the 0x00010000 flag, described at http://social.msdn.microsoft.com/forums/en-US/windowscompatibility/thread/4a4b08ed-14f2-440d-90fa-1a717d0e6446/</p>
669327	<p>An Unwired Platform installation does not support mixing editions or bit size machines (32-bit and 64-bit) in a cluster</p> <p>Workaround: None. You must install the same editions of Unwired platform on the same bit size systems.</p>
665409	<p>The installation program is unable to run in graphical mode. This issue applies only to an Unwired Platform version 2.0 installation and not version 2.0 ESD #1.</p> <p>If the HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\AppCompatFlags registry key contains an entry that is the path of the installer binary (for example, C:\setup.exe), then this error displays and the installation fails:</p> <p>The installer is unable to run in graphical mode. Try running the installer with the <code>-console</code> or <code>-silent</code> flag.</p> <p>Workaround: Remove the installer binary path from the HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\AppCompatFlags registry key.</p>

CR #	Description
590885	<p>Uninstaller might not run on Windows Vista.</p> <p>Sometimes, the uninstaller does not launch on Windows Vista. This may be caused by the operating system changing the launch command for the Unwired Platform uninstaller, preventing it from using its own JVM to start itself.</p> <p>Workaround: Launch the uninstaller:</p> <pre><jdk_installdir>\java -Dtemp.dir=%TEMP% -jar C:\Sybase\UnwiredPlatform\Uninstallers\UnwiredPlatform\uninstall.jar</pre> <p>When you uninstall—or cancel out of uninstalling—Unwired Platform, the Program Compatibility Assistant dialog displays:</p> <p>This program might not have uninstalled correctly.</p> <p>Consequently, select the This program uninstalled correctly option, in the dialog instead of Uninstall with recommended settings.</p>

Documentation Updates for Installing, Uninstalling, and Upgrading

Read about updates, corrections, and clarifications to the Sybase Unwired Platform Installation Guide.

CR #	Description
NA	<p>When all Unwired Platform components are installed on a single host, a personal firewall application (host-based intrusion prevention software) may prevent Unwired Platform services from starting. See <i>Handling Intrusion Detection/Prevention Software</i> in the <i>Installation Guide</i>.</p>
668544	<p>The location of the errorlog.txt (the MMS database log file) on single-node installations has moved so its location is consistent with other log files.</p> <p>The previous location was the <UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer subdirectory, and the new location is the <UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\logs subdirectory.</p>
673326	<p>The 'standard' Windows Service 'Server' must be enabled for a successful Unwired Platform installation.</p> <p>If this service is not enabled, the Advantage Database Server service does not start, which is required by the Unwired Server Messaging service and proper Unwired Server operation.</p>

CR #	Description
671027	<p>Unwired Platform supports Relay Server version 12.0.1.</p> <p>If you are upgrading to Relay Server version 12.0.1 for other Sybase products in your enterprise (for example, Afaria® version 6.6), you can also upgrade it for Sybase Unwired Platform. These instructions only provide the additional steps required to upgrade Relay Server for Sybase Unwired Platform from version 11.0.1 to 12.0.1 and assumes you have already upgraded other Sybase components to Relay Server version 12.0.1. To upgrade:</p> <ol style="list-style-type: none"> 1. Run net stop w3svc to terminate the Relay Server connection. 2. Copy all DLL and EXE files from the RS\Bin32 12.0.1 installation directory to the \ias_relay_server\server directory used by Unwired Server. 3. Add the path to the RS dlls to the system path. For example, add C:\Inetpub\wwwroot\ias_relay_server\Server to the <i>PATH</i> variable. 4. Run net start w3svc to start and connect to Relay Server. <p>See the <i>Relay Server User Guide</i> version 12.0.1 and the <i>Sybase Unwired Platform Installation Guide</i> for Relay Server information.</p>

Known Issues for Unwired Server

Learn about known issues and apply workarounds for Unwired Server.

CR #	Description
701363	<p>Daylight Saving Time (DST) causes lease loss and SUP cluster failover.</p> <p>This issue is caused by the MobiLink synchronization server and only appears with MobiLink version 11.0.1.</p> <p>Workaround: The two options to work around this issue are:</p> <ul style="list-style-type: none"> • Upgrade to SUP 2.1.x (The issue is not present in MobiLink version 12.0.1, which is included with SUP 2.1.x) • Shutdown all nodes just before DST and then restart the nodes just after DST. This method will work when changing both to and from DST.
674970	<p>The Relay Server URL Prefix property is not persisted on the client.</p> <p>If the URL Prefix is configured to a non-default value on the Sybase Settings screen in the "Sybase Mobile Workflow" application on an Android device, that new value is not persisted or used when connecting to Unwired Server through the Relay Server. Instead, the default is used.</p> <p>Workaround: None.</p>

CR #	Description
674579	<p>The ESDMA converter does not support type definitions within a WSDL</p> <p>Workaround: Modify the ESDMA to remove any in-line type definitions and explicitly define them. Save and deploy the ESDMA bundle to Unwired Server.</p>
670475	<p>The error</p> <p>The input line is too long</p> <p>displays when upgrading from Unwired Platform version 2.0 to 2.0 ESD#1</p> <p>If the system environment path is too long for the console window from which you run <code>start-unwired-server.bat</code>, an error occurs.</p> <p>Workaround: The Sybase Unwired Platform installation directory path is too long. Shorten it, and retry. The default value is <code>C:\Sybase\UnwiredPlatform</code>.</p>
669446	<p>Nodes in an Unwired Server cluster do not start properly after installing the Sybase SAP® Data Orchestration Engine Connector (DOE-C).</p> <p>If after installing DOE-C, Unwired Server cluster nodes do not start, check the Unwired Server log file for this message:</p> <p><code>java.lang.OutOfMemoryError: GC overhead limit exceeded</code></p> <p>Workaround: Add more JVM heap space to the affected Unwired Server hosts. See http://infocenter.sybase.com/help/topic/com.sybase.infocenter.dc01625.0200/doc/html/aba1287411470795.html</p>
670711	<p>Performance issues when a high volume of client activity (synchronizations or logins) occurs on Unwired Server that runs on a 32-bit windows machine.</p> <p>Unwired Server is only supported on 64-bit machines for production deployments. 32-bit machines do not provide a large number of TCP/IP ports by default. An indication of this problem are synchronization and login error messages in the client log.</p> <p>Workaround: Use a 64-bit windows server installation for all work other than development testing.</p>
628914	<p>If you are already using an application with one relay server, you cannot switch to another relay server in the same application during runtime.</p> <p>Workaround: Uninstall, then reinstall, the current application on the device. Before you use the application after the reinstallation, change the relay server information in the Profile screen.</p>
576726	<p>The full range of valid values is not supported if the attribute uses the default datatype (<code>int</code>) for a SQL Anywhere® database column of type <code>unsigned int</code>.</p> <p>Workaround: To support the full range of valid values for an <code>unsigned int</code> attribute in the EIS, set the datatype for the corresponding MBO attribute as <code>long</code>.</p>

Known Issues for Sybase Control Center

Learn about known issues and apply workarounds for Sybase Control Center.

CR #	Description
672293	<p>Data source connections do not support passwords with special characters.</p> <p>Workaround: When defining a data source connection from Unwired Server, do not use special characters. For example, alphanumeric characters work well, but a password such as "aAQ!72qK8#tC04@3RbxL097n8W0" fails when you attempt to ping the server.</p>
625108	<p>An administrator cannot search the Device Notification domain log for a user.</p> <p>Workaround: Use other criteria, such as device or package, to perform a search.</p>

Known Issues for Sybase Unwired WorkSpace – Mobile Business Object Development

Learn about known issues and apply workarounds for Unwired WorkSpace and mobile business object (MBO) development.

Issue #	Description
RTC-153	<p>URL template missing from operations bound to REST Web service data sources shows error in the Property view but not in the MBO diagram.</p> <p>Deployment fails for projects that are missing the URL template.</p> <p>Workaround: From Unwired WorkSpace:</p> <ol style="list-style-type: none">1. Click the operation.2. In the Definition section of the Properties view, click Edit.3. In the Edit definition dialog, click OK to close the dialog.4. Redeploy the project.
RTC-151	<p>When the MBO Developer adds load arguments that map to personalization keys, selecting Refresh may fail due to missing default values for the load arguments. The default values of the personalization keys are not used when performing the refresh.</p> <p>Workaround: Unmap the personalization key field, which allows you to specify the necessary default values so that the execution to the EIS retrieves MBO metadata successfully.</p>

Issue #	Description
RTC-138	<p>Poor Unwired WorkSpace performance when editing an Unwired WorkSpace project that contains many MBOs (hundreds), when accessing the project from poor performing environments. For example from a virtual machine (VM).</p> <p>Workaround: A best practice is to separate the MBOs into different projects then deploy them into a single application. This practice also makes MBO development easier. For example, the developer need not search hundreds of MBOs to find a particular MBO to view or edit. In cases where it is not possible to split large numbers of MBOs into separate projects, try either:</p> <ul style="list-style-type: none"> • Accessing the project from a personal computer that provides good performance, or • Modifying Eclipse startup options to increase the stack and memory (heap) size. For example: <pre>-Xms1024M -Xmx1152M -XX:MaxPermSize=512M</pre>
RTC-50	<p>After performing an Update deployment of an MBO to Unwired Server, if an MBO is deleted from the client application that has an old subscription, the MBO is deleted from the EIS and Unwired Server cache, but not from the device's local database.</p> <p>Workaround: After an Update deployment, synchronize client applications that have old subscriptions. After that, all operations are processed correctly.</p>
RTC-26	<p>The Web service connection profile must be connected when the users deploy, build deployment packages, and generate Object API code.</p> <p>If you try to perform any of the above tasks without being connected to the Web service connection profile, you see a null OperationMetaData exception error message and the task fails.</p> <p>Workaround: Ensure that Unwired WorkSpace is connected to the connection profile to which the Web service MBO is bound.</p>
RTC-25	<p>Do not map client parameters to a structure type operation argument's field, always create a structure client parameter and map it to the operation argument at the structure's root level.</p> <p>Unwired WorkSpace does not generate an error when you improperly map the client parameter, which may cause a runtime error.</p> <p>Workaround: When mapping client parameters to operation parameter arguments to determine how the client passes information to the EIS, map them only to top level arguments for all EIS types.</p>
CR-713043	<p>Foreign key constraint violation error message.</p> <p>You see a foreign key constraint violation error message if you create an MBO by dragging and dropping a table in which the foreign key and the primary key are both "identity" types.</p> <p>Workaround: The MBO is created, and you can safely ignore these error messages.</p>

Issue #	Description
CR-709701	<p>Mapping an MBO create, update, or delete operation parameter to both a personalization key and a client parameter may cause failure on device.</p> <p>If both are mapped, the client parameter value is ignored and the personalization key value is used. You may see:</p> <p>Client parameter 'GENERALDATA' might not be used, as the mapped argument has 'Fill from Attribute' or 'Personalization Key' specified.</p> <p>Although deployment and code generation succeeds, you may still get a <code>NullPointerException</code> in the server log during runtime, and the operation fails on the device.</p> <p>Workaround: Map create, update, or delete operation parameters to either a personalization key or a client parameter, but not both.</p>
CR-709076	<p>After Unwired WorkSpace crashes, the current Eclipse workspace retains inconsistent states that may prevent a successful restart.</p> <p>Workaround: This is a known Eclipse issue. Remove the following file from the problematic Eclipse workspace, then restart Unwired WorkSpace: <The workspace used in the previous crash>\.metadata\.plugins\org.eclipse.core.resources\.snap.</p>
CR-705643	<p>Unwired WorkSpace does not refresh the attributes of a MBO based on a stored procedure after the stored procedure definition has been changed in the EIS.</p> <p>Workaround: After changing the stored procedure definition in the EIS re-create the JDBC MBO.</p>
CR-705313	<p>Messages about missing directories and directory contents when you generate ObjectAPI code.</p> <p>When the MBO developer regenerates ObjectAPI code from the Unwired WorkSpace Code Generation wizard, if Clean up destination before code generation is selected in the Configure Options page, an error similar to this appears in the Error Log view:</p> <p>Resource '/<Mobile Application Project name>/Generated Code/temp_afx does not exist. Resource '/<Mobile Application Project name>/Generated Code/genfiles' does not exist.</p> <p>Workaround: Ignore the error messages. The objectAPI code generates successfully.</p>
CR-702696	<p>Adding load arguments with "Propagate to attributes" that have no corresponding datasource columns, then selecting Refresh, may fail due to missing load argument default values.</p> <p>Workaround: Unmap the "Propagate to attribute" field, which allows you to specify the necessary default values so that the execution to the EIS successfully retrieves MBO metadata.</p>

Issue #	Description
CR-702691	<p>Calls from Unwired WorkSpace to the EIS during MBO creation/development cannot distinguish syntax from data errors.</p> <p>When adding an operation and corresponding SQL statement, Unwired WorkSpace executes the SQL statement to verify it is correct. Sometimes the return error is not a syntax error but a data error (for example, a foreign key restriction). The EIS API cannot distinguish syntax from data errors and exits the wizard.</p> <p>Workaround: Be aware of the EIS schema to which you are binding the MBO. For example, verify that database data is correct, and enter the correct default values so the SQL statements execute correctly.</p>
CR-702643	<p>Output mapping warning message for multilevel insert operations</p> <p>During deployment, output mappings are automatically generated for Create operations to support multi-level insert operations. The set of generated output mappings may not be the same as the output mappings configured in Unwired WorkSpace for the operation. However, the final set of output mappings is a union of the two sets, so the user-configured output mappings are retained. The MBO developer may see a warning in the output mapping tab indicating that some output mappings are ignored when using the "Apply Output of ENTITY READ" operation cache policy.</p> <p>Workaround: Ignore the warning since the output mappings are automatically generated during deployment.</p>
CR-703200	<p>MBO operations that include old value arguments that use large object types should be ignored, but SQL clauses still include the old value arguments.</p> <p>Unwired WorkSpace automatically creates an MBO with old value arguments for operations. If the datasource includes operation arguments with large object types (BigString/BigBinary), Unwired WorkSpace shows a warning message that says the old value argument with large object types are ignored, but the SQL definition generated still includes the old value argument with the large object type.</p> <p>Workaround: Manually remove any SQL clauses that include old value arguments with large object types.</p>
CR-702005	<p>MBO operations bound to SAP BAPIs that use the "Invalidate the cache" policy may not refresh the Unwired Server cache.</p> <p>Since SAP BAPI operations run asynchronously within the SAP system, the operation may not complete before Unwired Platform attempts to refresh the cache with new or updated results if you are using the "Invalidate the cache" policy.</p> <p>Workaround: Do not use the "Invalidate the cache" policy with MBO operations that are bound to an SAP BAPI.</p>
CR-701440	<p>After starting Unwired WorkSpace, you may see Eclipse OSGI bundle related error message(s) in the Error Log view, for example, org.eclipse.osgi.framework.internal.core.AbstractBundle\$BundleStatusException.</p> <p>Workaround: Ignore these errors.</p>

Issue #	Description
CR-689859	<p>Sybase Unwired Platform Unwired WorkSpace Welcome page moves to standby mode after Eclipse is started.</p> <p>This is due to a known Eclipse 3.7 bug (https://bugs.eclipse.org/bugs/show_bug.cgi?id=355560). In standby mode, the Welcome page is docked to the right as a view in the Mobile Development perspective, since the Problem View is part of the Mobile Development perspective.</p> <p>Workaround: Double-click the docked Welcome page to extend it to full screen.</p>
CR-689707	<p>Default runtime values requirements.</p> <p>For an MBO operation, a non-nullable argument must get its runtime value from one of the following: client parameter, personalization key, default value, or fill-from-attribute. If a non-nullable argument already uses a fill-from-attribute or client parameter, its default value is ignored. Unwired WorkSpace still allows the user to input a default value.</p> <p>Workaround: In this case, you need not set the default value, because it is not used during runtime.</p>
CR-688956	<p>Unwired WorkSpace fails during preview or test execute.</p> <p>During MBO development, if the data volume is large, for example, either a large number of rows, or a large object in the returned result, Unwired WorkSpace may run out of memory and fail when you click Preview or Test Execute.</p> <p>Workaround: Either do not select these options, or increase the Java VM arguments -Xss -Xms, and -Xmx in UnwiredWorkSpace.bat to increase the stack and memory (heap) size.</p>
CR-688576	<p>The Oracle datatype NCLOB is not supported.</p> <p>Workaround: Convert the CLOB datatype to a varchar datatype. There are two ways to do this:</p> <ul style="list-style-type: none"> • Create a stored procedure and call it from the MBO. In the stored procedure, convert the CLOB to varchar: • Create this Transact-SQL[®] statement, which fetches 4000 bytes of the CLOB: <pre>select dbms_lob.substr(x, 4000, 1) from T.</pre> <p>The maximum varchar length allowed in Transact-SQL statements is 4000 bytes. You can increase this to 32KB. Sybase recommends that you use a stored procedure to process the BLOB in this way. For example:</p> <pre>declare my_var long; begin for x in (select X from t) loop my_var := dbms_lob.substr(x.X, 32000, 1);</pre>

Issue #	Description
CR-682651	<p>Unwired WorkSpace does not support saving files as PDF.</p> <p>Invoking File > Save As Image File from the Object Diagram context menu fails if PDF is the image format.</p> <p>This is a known Eclipse GMF bug. See https://bugs.eclipse.org/bugs/show_bug.cgi?id=338380</p> <p>Workaround: None.</p>
CR-677453	<p>If you uninstall Unwired WorkSpace, then reinstall it in a different directory, you get an ClassNotFoundException message if the old workspace is used and you connect using the JDBC connection profile.</p> <p>Workaround: Update the driver definition to point to the correct path:</p> <ol style="list-style-type: none"> 1. From Unwired WorkSpace, select Window > Preferences > Sybase, Inc > Connectivity > Driver Definitions. 2. Select the driver type, and click Edit. 3. Click the Jar List tab, and edit the path of the JDBC driver. 4. Reimport any mobile application projects that require the updated driver for connecting to the database.
CR-676634	<p>For Web Service and other data sources with complex structures and deeply nested element trees, StackOverflow or OutOfMemory messages may occur, or some of the operation input parameters may not be generated properly.</p> <p>In some cases, you see this error:</p> <pre>The assigned stack size and/or heap size is not sufficient for the attempted operation.</pre> <p>Workaround: Increase the stack and heap size of the Eclipse runtime parameter in UnwiredWorkSpace.bat with -Xmx, -Xms, -Xss arguments, or reduce the complexity or nested level of the Web Service definition of the MBO operation.</p>
CR-642942	<p>Cannot generate code with Javadoc option enabled to a folder containing Chinese characters.</p> <p>When using the Code Generation wizard, if you enable the option to generate Javadoc, you cannot generate the code to a folder containing Chinese characters without first changing the language for non-Unicode programs to Chinese.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Select Start > Settings > Control Panel. 2. Double-click Regional and Language Options, then click the Advanced tab. 3. From the drop-down list, select Chinese, and click Apply. 4. Click OK.

Known Issues for Sybase Unwired WorkSpace – Mobile Workflow Package Development

Learn about known issues and apply workarounds for Unwired WorkSpace and Mobile Workflow application development.

Mobile Workflow Forms Editor

Describes known issues when using Mobile Workflow Forms Editor to create message-based mobile workflows.

CR #	Description
675888	<p>Reusing dynamic choice values can cause some choices to become unavailable.</p> <p>A workflow user may have trouble when reusing dynamic choice controls, as this example illustrates:</p> <p>Two MBOs, State and Customer, are used within the workflow, which contains a Choice control with dynamic contents accessed from the MBO's findAll object query. The selected value is passed to the Customer's findByState. The problem is the State's findAll object query online request makes the choice with the correct display name values, but after calling CustsByState (findByState) and closing the Customer screen, most display names in the Choice drop-down are unavailable.</p> <p>Workaround: Call the State's findAll selection again (menuItem GetStates).</p> <p>See <i>Creating Dynamic Contents for the Choice Control</i>.</p>
676003	<p>Calling a workflow findByParameter Object Query where the parameter is a datetime data type does not return results on iOS devices for Server-initiated workflows where set Convert to UTC = true.</p> <p>If the MBO belongs to a cache group that uses an Online policy, iOS devices do not display data after invoking the findByParameter Object Query only for server-initiated workflows where set Convert to UTC = true :</p> <ul style="list-style-type: none"> • Client-initiated workflow – set Convert to UTC = true, data returned to device • Client-initiated workflow – set Convert to UTC = false, data returned to device • Server-initiated workflow – set Convert to UTC = true, data not returned to device • Server-initiated workflow – set Convert to UTC = false, data returned to device <p>Workaround: None.</p>

CR #	Description
675904	<p>Object queries in the Online cache group are case sensitive.</p> <p>If the enterprise information system (EIS) to which an object query is associated with has case sensitive parameters, then the client must pass matching parameters or no data is returned. For example, if the Customer MBO is in an Online cache group, has a load parameter "state" that is propagated to the attribute "state", and a findByParameter object query defined as:</p> <pre>SELECT x.* FROM Customer x WHERE x.state = :state</pre> <p>No data is returned to the client if they enter state=Ca, since the database parameter is case sensitive (CA). This is not an issue for object queries in other types of cache groups.</p> <p>Workaround: None.</p>
675566	<p>The string localization functionality incorporated into a Workflow application on an Android device does not work.</p> <p>The default language in which the Workflow is created is always shown regardless of the region and locale in which the Android device is configured.</p> <p>Workaround: None.</p>
675285	<p>Invoking an object query from an AttachmentViewer control can return incorrect data.</p> <p>If previously entering a non-existent value for the object query, subsequent invocations can return incorrect data to the device.</p> <p>Workaround: Do not use object queries for attachmentViewer controls, or, verify the value passed to the object query exists in the EIS.</p>
674809	<p>The <code>showUrlInBrowser</code> method does not work on older BlackBerry 6.0 simulators.</p> <p>Workaround: Use a later version of the simulator, such as 6.0.0.534.</p>
674683	<p>Parent update does not update top-level MBOs on a root listview.</p> <p>If you are on a root listview that shows a list of top-level MBOs, and you invoke a Submit Workflow menuitem that performs a parent update, those top-level MBOs are not updated.</p> <p>Workaround: None.</p>

CR #	Description
674149	<p>Exception received with large amounts of data.</p> <p>When the amount of data is too large to download to the workflow client device, you may get an exception similar to:</p> <pre>"iAnywhere.MobileOffice.AMP.ResponseRetryException" on device, and following error in WorkflowClient.log: 20110616T110249.554 4 My:1 -- ExecuteRequest- > Out 20110616T110249.694 1 iAnywhere.MobileOffice.AMP.ResponseRetryException: Exception of type 'iAnywhere.MobileOffice.AMP.ResponseRetryException' was thrown. 20110616T110249.694 1 at Sybase.UnwiredPlatform.WorkflowClient.Utils.CheckMessageSize (String serializedMessage, ContextData oContextData, Boolean fromResponder) 20110616T110249.694 1 at Sybase.UnwiredPlatform.WorkflowClient.Responder.ProcessMessageFromDevice (ContextData oContextData, String sData, Boolean isSynchronous) 20110616T110249.694 1 at Sybase.UnwiredPlatform.WorkflowClient.Responder.ProcessSyncRequest (ContextData oContextData, String sData) 20110616T110249.694 4 My:1 -- ProcessSyncRequest- > Out</pre> <p>Workaround: Increase the allowed maximum workflow message size (SupMaximumMessageLength). From Sybase Control Center, expand Workflows and select the workflow of interest. Select the Context Variables tab. Modify the property.</p>
673572	<p>Workflows do not work with Android simulators version 2.3.</p> <p>See http://code.google.com/p/android/issues/detail?id=12987 for a description of this issue.</p> <p>Workaround: Use an earlier version of the Android simulator.</p>
673550	<p>On some BlackBerry devices, such as the BlackBerry Torch, the JavaScript call to return the timezone offset returns 0 for positive offsets.</p> <p>For example, new Date().getTimezoneOffset() returns 0 for timezones with + offsets. This causes date/Time values being sent from the Workflow to be offset to UTC incorrectly.</p> <p>Workaround: None.</p>

CR #	Description
671242	<p>Submit operation is empty if the workflow uses a Web service that takes a structure as its input.</p> <p>While you can add items to the list and save the list, when you submit the operation, it is empty.</p> <p>Workaround: Array/list fields in structure parameters are not supported. You can have a top-level parameter which is an array/list, and you can have a top-level parameter which is a structure which has non-array/list fields and sub-structures.</p>
669253	<p>"Scripting Alert Error: Object doesn't support this action" error received on Windows Mobile 6 when opening Workflow.</p> <p>Workaround: Upgrade Windows Mobile 6 to OS 5.2.1235 or later.</p>
669251	<p>On BlackBerry devices, data with the DATETIME type does not display in certain circumstances.</p> <p>Workaround: None.</p>
667325	<p>On BlackBerry 5.0, if there is a dynamic choice on the screen, labels for the drop-down and comments fields overlap, which hides the drop-down control.</p> <p>Workaround: If you know where to click for the drop-down, you can access the drop-down control, and it accepts your choice</p>
667187	<p>The BlackBerry Bold 9700 device simulator sometimes does not allow the user to have full control of the screen for an application, and may perform the wrong operations, and return the wrong results.</p> <p>Workaround: None</p>
666860	<p>Cannot receive Mobile Workflow notifications on BlackBerry devices and simulators if result contains Chinese characters</p> <p>Workaround: None.</p>
666672	<p>On BlackBerry 6.0 simulators (non-touch models), it is difficult to enter the password</p> <p>Workaround: There are two workarounds for this issue:</p> <ol style="list-style-type: none"> 1. When the password control has focus, press the scroll button and scroll to the left, then it accepts input. 2. When the password control has focus, press the Menu button, choose Select and then move the cursor to the password control.

CR #	Description
664530	<p>On BlackBerry 6.0 non-touch devices, unable to select the drop-down or add comments to the Mobile Workflow application</p> <p>Workaround: Since there is no touch gesture, you must switch on the Select option in context menu, then you can move around the cursor with trackball.</p>
662620	<p>On the BlackBerry 6.0 Simulator, clicking the Tiny anchor in the separate attachment has no affect the second time the link is clicked on</p> <p>The problem occurs only when returning to the original screen after viewing the attachment. In addition, text fields cannot be edited, as the browser appears to be in a read-only state.</p> <p>Workaround: None.</p>
660862	<p>The workflow DCN response</p> <p>no workflow message is sent because no device is found to send the mail</p> <p>is returned if the request is sent to a device that has no users mapped.</p> <p>When a new message-based synchronization Workflow device user is created and registered from Sybase Control Center, by default there are no users mapped to the device (Device Users > Devices > MBS user name > Users.... In this case, when sending a Workflow DCN request, the response is similar to:</p> <pre>{ "id": "dcntest_test_001", "success": false, "statusMessage": "no workflow message is sent because no device is found to send the mail", "result": [{ "id": "dcntest_test_data_1", "success": true, "statusMessage": "" }] }</pre> <p>Workaround: Invoke any other Unwired Platform application (for example, a client-initiated or server-initiated workflow application, or a native application), which maps an Unwired Platform user to a MBS device user, then send the DCN with</p> <pre>"to": " < this SUP user > "</pre>
659677	<p>Mobile Workflow push notification is not processed, even though the backend database is updated with the data.</p> <p>This may happen if another e-mail client is configured and accessing the workflow Notification Mailbox at the same time as the workflow.</p> <p>Workaround: Do not configure other e-mail clients that may intercept the mobile workflow message before it is sent to the Notification Mailbox.</p>

CR #	Description
657251	<p>Mobile Workflow performance is poor on older devices</p> <p>Mobile Workflow applications run slowly on the iPhone 3G.</p> <p>Workaround: Sybase recommends that you use iPhone 3GS or iPhone 4 to run Mobile Workflow applications.</p>
628826	<p>Copying and pasting an issue with multiple objects.</p> <p>Workaround: Copy and paste only one Listview or Htmlview at a time.</p>
596195	<p>Mobile Workflow applications do not support NULL values.</p> <p>You cannot send NULL values from the client to the server. If you attempt to retrieve NULL values from the server, the attempt fails.</p> <p>Workaround: Do not use NULL values.</p>

Known Issues for APIs and Custom Development

Learn about known issues and apply workarounds for APIs and custom development.

CR #	Description
675716	<p>SQLite cannot support create operations with more than 3 MB of data, which is roughly 128 columns at 64 kilobytes per column on Windows Mobile devices.</p> <p>In Windows Mobile applications that use message-based synchronization, when a row reaches three megabytes and more, and the client invokes the MBO create operation during subscription, an internal exception is generated, data import fails, and the import operation fails to commit the transaction.</p> <p>Workaround: Use Bulk Load instead of the common subscribe, which first initializes the client database, then downloads the database from Unwired Server to the client.</p>

Documentation Issues and Updates

Read about updates, corrections, and clarifications to the documentation released with Sybase Unwired Platform 2.0 ESD #1.

CR #	Description
676285	<p>Clarification for using Query APIs with column names and aliases.</p> <p>If an alias is defined for a selected column, you must use the alias to retrieve results. For example:</p> <pre>query.Select("m.MATERIAL as test"); ... MaterialNumber = qrs.GetStringByName("test")</pre> <p>If there is no alias defined for a selected column, use the attribute name to retrieve results. For example:</p> <pre>query.Select("m.MATERIAL"); ... MaterialNumber = qrs.GetStringByName("MATERIAL")</pre>
674115	<p>For large database files, BlackBerry recommends using a secure digital (SD) card instead of persistent storage.</p> <p>Use this code to store the package database on the device's SD card:</p> <pre>getConnectionProfile().setProperty("databaseFile", "file:///SDCard/BlackBerry/documents/MyPackage1_0.ulj");</pre> <p>Where <i>databaseFile</i> is the name of the connection profile property and <i>file:///SDCard/BlackBerry/documents/MyPackage1_0.ulj</i> is the file path to a location on the SDCard. The path should start with <i>file:///SDCard/</i> to store the database on the BlackBerry SD card. All folders in the path must exist, since they are not automatically created.</p>
SD card recommendations	<p>Sybase recommends that customers use industrial grade SD cards using Single Level Cell (SLC) technology. SD cards that use SLC technology are generally more reliable and faster than MLC cards, although they may be more limited in size and more expensive per unit of storage. Not all SD cards perform equally, and it is advised that customers evaluate the benchmarks available from different suppliers.</p>

CR #	Description
674115	<p>Use the openConnection and closeConnection methods generated in the package database class for managing device database connections for Java, C#, and Objective-C.</p> <ul style="list-style-type: none"> • <code>public static void openConnection()</code> ; checks that the package database exists, creates it if it does not, and establishes a connection to the database. This method is useful when first starting the application: Since it takes a few seconds to open the database when creating the first connection, if the application starts up with a login screen and a background thread that performs the <code>openConnection</code> method, after logging in, the connection already exists and the database connection is immediately available to the user. • <code>public static void closeConnection()</code> ; closes all open connections in the connection pool, clears the connection pool, and releases those connection resources when exiting the application.
673555	<p>Configuring Unwired Server client user account lockout properties</p> <ul style="list-style-type: none"> • <code>loginFailureLockThreshold</code> – the number of unsuccessful login attempts before a user is locked out of their account • <code>loginFailureLockTimeout</code> – the amount of time, in seconds, the user is locked out of their account after they reach the <code>loginFailureLockThreshold</code> <p>Configure these properties by adding these two lines and values to the <code><Unwired-Platform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\Repository\Instance\com\sybase\djc\security\SecurityDomain\default.properties</code> file. For example:</p> <pre>loginFailureLockThreshold=5 (locked out after five unsuccessful login attempts) loginFailureLockTimeout=600 (locked out for 600 seconds)</pre>
673053	<p>The documentation incorrectly states that the administrator account is locked out after three unsuccessful login attempts. The note in topic Sybase Unwired Platform 2.0 > Sybase Control Center for Sybase Unwired Platform > Get Started > Getting Started with Unwired Server Administration > Logging in and Starting an Unwired Server Session > Logging in to Sybase Control Center to Administer Unwired Platform is incorrect and can be ignored.</p>
671378	<p>Incorrect cache timeout default in the documentation. The topic System Administration > Security Administration > Security Layers > User Security Setup > Authentication > Authentication Cache Timeouts incorrectly states that the cache timeout default value is 3600 minutes (or 3 hours). The actual default value is 3600 (seconds).</p>

CR #	Description
671239	<p>Sybase Unwired Platform does not support 64-bit native Windows mobile clients, but does support Windows 32-bit on Windows 64-bit (WoW64).</p> <p>See the <i>Unwired Platform Installation Guide</i> for a complete list of supported device clients.</p>
670560	<p>MBO relationship validation rule change</p> <p>The Unwired WorkSpace validation rule that prevents a delete operation on the parent, because the child is related with a composite operation is not necessary and has been removed. In an MBO relationship, it is valid for a customer to model a parent delete only and allow the cache refresh to remove any children.</p>
670156	<p>As part of a regular administrative procedure, run the packtool.exe utility to keep the system in the proper running state and to compress the ADS data file (QUEUED_MESSAGES.adm) for increased messaging client performance.</p> <p>Performance may degrade over time, when a large number of initial subscriptions and synchronizations occur. Run the <UnwiredPlatform_installDir>\UnwiredPlatform\Servers\MessagingServer\Bin\packtool.exe utility from the command line periodically to compresses and reclaim unused/orphaned space in the ADS data file, which is located in the <UnwiredPlatform_installDir>\UnwiredPlatform\Servers\MessagingServer\Data\OBR directory. A size of 1341702 KB is considered normal.</p> <p>Run PackTool.exe with no arguments from the bin directory on the Unwired Server node in which the database is installed. This is the same server in which Unwired Server is installed in single node environments and is the data tier in clustered environments.</p> <p>Important: In a clustered environment, you must use the latest version of the packtool.exe utility. Contact Technical Support, or use the utility shipped with Sybase Unwired Platform 2.1 ESD #2 or later.</p>
667198	<p>When switching network types, Unwired WorkSpace is unable to connect to the predefined "My Sample Database" connection profile</p> <p>By default, Adaptive Server Anywhere connection profiles use the machine name as the host property. But when you switch network types, the host may not be recognized. For example, moving a laptop from an office ethernet to an WiFi connection outside the company's firewall may prevent access to the database even if it is on the same machine as Unwired WorkSpace.</p> <p>Workaround: In Unwired WorkSpace, modify the connection profile host property to indicate <code>localhost</code> as the Host. To verify the connection is working, click Test Connection to ping the database. You may also have to redeploy any projects that access an Unwired Server ASA database connection pool and reestablish the Unwired Server connection to the database by modifying the same property from hostname to localhost.</p>

CR #	Description
649885	<p>Incorrect navigation paths in the documentation. Through the course of documentation enhancements, these navigation paths have shifted. These navigation issues will be corrected in a future version.</p> <p>Workaround: Use the document title to locate the topic and search on the topic title listed.</p>
663867	<p>Valid, supported value range for DateTime datatypes.</p> <p>When a DateTime value is stored in the database, it will only be represented accurately if it is within the range 1600-02-28 23:59:59 to 7911-01-01 00:00:00. Attempting to store dates outside this range may result in incomplete and inaccurate information.</p> <p>Workaround: None</p>

Sybase Unwired WorkSpace - Mobile Business Object Development

Contains corrections or omissions for the Sybase Unwired WorkSpace documentation for Mobile Business Object Development.

Title	Summary
<i>Web Service Mobile Business Object Limitations</i>	(CR 674256) For SOAP binding, the supported styles of service are document/literal and rpc/literal.

System Administration

The following issues or updates were identified in this document.

- **674889 – Apple Push Notification Services (APNS) works on iPad Devices.**

The *Apple Provisioning for iOS* topic incorrectly states that APNS cannot be used with iPad devices.

- **Unwired Platform Windows Services** – Two Windows services were added in Sybase Unwired Platform version 2.0 that do not appear in the table. They should appear in the section for Unwired Server, immediately after the Consolidated Database row:

Service	Description	Dependencies
SybaseUnwired-PlatformClusterDatabase	The database server that manages the data that supports the operation of the cluster.	This service only appears with the data tier installed on its own server in a cluster; generally it should be started and stopped in sync with the Consolidated Database service.
SybaseUnwired-PlatformMonitorDatabase	The database server that manages the data that monitors performance data for Sybase Control Center.	This service only appears with the data tier installed on its own server in a cluster; generally it should be started and stopped in sync with the Consolidated Database service.

- **Missing topic** – the topic *Starting and Stopping Unwired Platform Server Services* was inadvertently omitted from System Administration.

Starting and Stopping Unwired Platform Server Services

You must start Unwired Platform server services before you can access Unwired Server from Sybase Control Center or Sybase Unwired WorkSpace. Sometimes you must stop these services to install, uninstall, or upgrade related software.

Sybase recommends that you use the manual option to start and stop Sybase Unwired Platform services only for debugging and troubleshooting purposes.

If you are routinely starting and stopping Unwired Server, you should use Sybase Control Center for that purpose. Sybase Control Center allows you to manage local and remote servers from a single location, and is more efficient than starting and stopping with services or desktop shortcuts.

The Windows Start menu or desktop shortcuts affect a larger set of Unwired server services, but only the host where Windows is running

See *System Administration for Sybase Unwired Platform > System Reference > Unwired Platform Windows Services*.

- From Windows, select **Start > Programs > Sybase > Unwired Platform<version> > Start Unwired Platform Services**.
- From Windows, select **Start > Programs > Sybase > Unwired Platform<version> > Stop Unwired Platform Services**.
- If you cannot start or stop Unwired Platform Server services using the Windows Start menu, see *Troubleshooting Sybase Unwired Platform > Troubleshoot Sybase Control Center for Sybase Unwired Platform > Unwired Server Fails to Start*.

On a single-host installation, the menu options above start or stop these server services:

- SybaseUnwiredPlatform<hostname>Server1
- SybaseUnwiredPlatform<hostname>Database1
- SybaseUnwiredPlatform<hostname>SampleDatabase1 (installed by default only with Developer Edition)
- Sybase Messaging Service

In a cluster installation, the menu options above start or stop these server services on the cluster node where the menu commands are executed:

- SybaseUnwiredPlatform<clustername>Server#

Note: In the additional server nodes in a cluster environment, the "Server#" portion of the service name is incremented in the order in which the nodes are installed.

- SybaseUnwiredPlatformConsolidatedDatabase (only present on data tier node)
- SybaseUnwiredPlatformClusterDatabase (only present on data tier node)
- SybaseUnwiredPlatformMonitorDatabase (only present on data tier node)
- SybaseUnwiredPlatform<clustername>SampleDatabase1 (installed by default only with Developer Edition)
- Sybase Messaging Service

The <clustername> above is the <hostname> of the first server on which you installed the Unwired Server component of Unwired Platform after installing the data tier on its own host. In a single-server installation, the <clustername> is the <hostname> of host server.

Note: The Sybase Unified Agent service is always installed to run in automatic startup mode. Similarly, the OpenDS LDAP server (installed with the developer edition) is installed to run in automatic startup mode.

Developer Guide for Windows and Windows Mobile

The following issues or updates were identified in this document.

Title	Summary
<i>Clear Synchronization Parameters</i>	<p>The guide provides sample code to clear synchronization parameters after the retrieval of data from an MBO during a synchronization session. The sample code is incorrect because the generated database class does not have a <code>getSynchronizationParameter()</code> method.</p> <p>The correct sample code is:</p> <pre><MBO>SynchronizationParameters params = <MBO>.SynchronizationParameters; params.Delete(); params = <MBO>.SynchronizationParameters; //retrieve the sync parameter instance params.Param1 = value1; //set new sync parameter value params.Param2 = value2; //set new sync parameter value params.Save();</pre>

Developer Guide for BlackBerry

The following issues or updates were identified in this document.

Title	Summary
<i>Required length of EncryptionKey</i>	<p>The topic Developer Guide for BlackBerry > Reference > Security APIs > Encrypt the Database describes how to use the <code>EncryptionKey</code> method in the <code>ConnectionProfile</code> class to set the encryption key of a local database, but does not mention the required key length. The length of the encryption key must not be less than 16 characters.</p>
<i>UltraLiteJ Does Not Support Compression</i>	<p>The topic Developer Guide for BlackBerry > Reference > Connection APIs > SynchronizationProfile includes an incorrect statement that clients can compress traffic as they communicate with the Unwired Server. This statement is incorrect and can be ignored. UltraLiteJ does not support compression.</p>

Developer Guide for iOS

The following issues or updates were identified in this document.

Title	Summary
675835	<p>The Encryptionkey API is located within the database class:</p> <pre>(void)setEncryptionKey:(SUPString)value Sets the encryption key for the database in SUPConnection- Profile. It should be called before any database operations. [cp setEncryptionKey:@"test"]; (void)changeEncryptionKey:(SUPString) Changes the encryption key to the newKey value and saves the newKey value to the connection profile. This should be called after the call to createDatabase. [SampleApp_SampleAppDB changeEncryptionKey:@"newkey"]; (SUPString)encryptionKey retrieve the current encryption key from SUPConnection Pro- file object. [cp encryptionKey];</pre>

Title	Summary
667144	<p data-bbox="323 213 1174 239">Understand how to secure iOS applications at the messaging layer with SUPDataVault</p> <p data-bbox="323 256 1174 343">In Unwired Platform version 2.0 and earlier, you used the SUPKeyVault interface to secure iOS (iPhone) client applications, including security for the messaging layer. (See "Configuring Application Security Using Keychain" in the 2.0 Developer Reference for iOS.)</p> <p data-bbox="323 361 1174 413">For Unwired Platform version 2.0 ESD#1 and later, the SUPKeyVault class has been deprecated.</p> <p data-bbox="323 430 1174 517">Use the new SUPDataVault class (introduced in Unwired Platform version 2.0 for all client platforms) for on-device persistent storage of certificates, DB encryption keys, passwords, and other sensitive items.</p> <p data-bbox="323 534 1174 586">This section explains how to secure the messaging layer using the SUPDataVault class. The class provides some defined strings for this purpose:</p> <pre data-bbox="323 604 1174 838"> // ID of the standard messaging data vault // Messaging vault must be unlocked before calling startEn- // gine which will use the key from this vault to decrypt the // messaging queue database extern NSString * const kMessagingDataVaultID; // Standard password and salt used in "No" security mode extern NSString * const kDVStandardPassword; extern NSString * const kDVStandardSalt; </pre> <p data-bbox="323 855 1174 968">The encryption key used by the messaging layer is stored in a DataVault named "kMessagingDataVaultID". The application simply unlocks the DataVault "kMessagingDataVaultID" before starting the engine. If the vault stays locked, the messaging layer cannot retrieve the key it needs to decrypt the persistent storage it uses, and the engine does not start.</p> <p data-bbox="323 986 1174 1124">If the application does not create this vault, or does not modify it, it will be locked with constant known values for password and salt (kDVStandardPassword and kDVStandardSalt). If the messaging layer startup code detects that the vault is locked, it attempts to unlock the vault with those values, and if successful, proceeds to start the messaging engine. This is the default "no security" mode of operation.</p> <p data-bbox="323 1142 1174 1281">To secure the vault, the application can create it (if it does not already exist), unlock it with the standard password and salt values above, then change the password and salt to values provided by the application or by the user, then lock the vault. The messaging layer is then secure from any access until the application unlocks the vault with the new password and salt values.</p> <p data-bbox="323 1298 650 1324">Typical usage in an application is:</p> <ol data-bbox="323 1350 1174 1402" style="list-style-type: none"> 1. The application first creates kMessagingDataVaultID DataVault with StandardPassword and StandardSalt: <pre data-bbox="364 1420 1161 1541"> SUPDataVault *messagingVault = nil; if([SUPDataVault vaultExists:kMessagingDataVaultID]) messagingVault = [SUPDataVault getVault:kMessag- ingDataVaultID]; else </pre>

Title	Summary
	<pre> messagingVault = [SUPDataVault createVault:kMes- sagingDataVaultID withPassword:kDVStandard- Password withSalt:kDVStandardSalt]; </pre> <ol style="list-style-type: none"> <li data-bbox="323 357 1188 470">2. If the application can unlock kMessagingDataVaultID DataVault with StandardPass- word & StandardSalt and if it requires a security PIN (for example, a Mobile Workflow application), then it asks you to create a PIN and changes the password in the DataVault to the newly created PIN. <li data-bbox="323 479 1188 531">3. If the application cannot unlock kMessagingDataVaultID DataVault with Standard- Password and StandardSalt then it asks the user to enter PIN: <pre> @try { [messagingVault unlock:kDVStandardPassword with- Salt:kDVStandardSalt]; // If we reach this line, user has not changed the password // Put code here to request password from the user [messagingVault changePassword:myMessageVaultPass- word withSalt:myMessageVaultSalt]; } @catch (NSEException *e) { if([[e reason] isEqualToString:kDataVaultExcep- tionReasonInvalidPassword]) { // The vault was already secured, ask the user for their password and try to unlock the vault again } else { // Some other problem occurred, handle it here } } @finally { // Ensure that the vault ends up locked regardless of exceptions [messagingVault lock]; } } </pre> <li data-bbox="323 1269 1188 1407">4. If the application is uninstalled by the user, the keychain item used by the underlying DataVault implementation may not be removed. To workaround this problem, a check is made to see if the messaging database does not exist; if so, the application is being run for the first time, and we delete the old messaging vault if it exists (do this before running any of the code above): <pre> if (![SUPEngine isMessagingDBExist]) { @try { [SUPDataVault deleteVault:kMessagingDataVault- </pre>

Title	Summary
	<pre> tID]; } @catch (NSEException *e) { // Ignore any exception } } </pre>

Running the Pack Tool Utility

As part of a regular administrative procedure, run the Pack Tool utility to defragment and reclaim unused space within tables and memo files that the Advantage Database Server® (ADS) data file uses. This will ensure that Unwired Server continues to run in the proper state.

Prerequisites

Ensure that you have sufficient free disk space for the packing process. The free disk space must be at least the size of the largest table in *UnwiredPlatform_InstallDir* \UnwiredPlatform\Servers\MessagingServer\Data\OBR, including the sum of all three table files with the extensions .adt, .adi, and .adm. Not all tables have corresponding .adi and .adm files.

Task

1. Make a backup of your ADS database files.
2. Stop all Sybase Unwired Platform services except the Advantage Database Server service.
In a clustered installation, manually stop the Unwired Server service on all cluster nodes.
3. Open a command prompt window.
If you are running Vista, Windows 7, or Windows 2008, make sure you run the command prompt as the Administrator.
4. Run **packtool.exe**, with no arguments, from *UnwiredPlatform_InstallDir* \UnwiredPlatform\Servers\MessagingServer\Bin.

This is the same server in which Unwired Server is installed in single node environments.

After running **packtool.exe**, a new log file is created in *UnwiredPlatform_InstallDir* \UnwiredPlatform\Servers \MessagingServer\Bin in the format `PackTool_YYYYMMddTHHmmss.log`.

Important: In a clustered environment, you must use the latest version of the **packtool.exe** utility. Contact Technical Support, or use the utility shipped with Sybase Unwired Platform 2.1 ESD #2 or later.

Obtaining Help and Additional Information

Use the Sybase Getting Started CD, Product Documentation site, and online help to learn more about this product release.

- The Getting Started CD (or download) – contains release bulletins and installation guides in PDF format, and may contain other documents or updated information.
- Product Documentation at <http://sybooks.sybase.com/> – is an online version of Sybase documentation that you can access using a standard Web browser. You can browse documents online, or download them as PDFs. In addition to product documentation, the Web site also has links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, Community Forums/News groups, and other resources.
- Online help in the product, if available.

To read or print PDF documents, you need Adobe Acrobat Reader, which is available as a free download from the *Adobe* Web site.

Note: A more recent release bulletin, with critical product or document information added after the product release, may be available from the Product Documentation Web site.

Technical Support

Get support for Sybase products.

If your organization has purchased a support contract for this product, then one or more of your colleagues is designated as an authorized support contact. If you have any questions, or if you need assistance during the installation process, ask a designated person to contact Sybase Technical Support or the Sybase subsidiary in your area.

Downloading Sybase EBFs and Maintenance Reports

Get EBFs and maintenance reports from the Sybase Web site.

1. Point your Web browser to <http://www.sybase.com/support>.
2. From the menu bar or the slide-out menu, under **Support**, choose **EBFs/Maintenance**.
3. If prompted, enter your MySybase user name and password.

4. (Optional) Select a filter from the **Display** drop-down list, select a time frame, and click **Go**.
5. Select a product.

Padlock icons indicate that you do not have download authorization for certain EBF/Maintenance releases because you are not registered as an authorized support contact. If you have not registered, but have valid information provided by your Sybase representative or through your support contract, click **My Account** to add the “Technical Support Contact” role to your MySybase profile.

6. Click the **Info** icon to display the EBF/Maintenance report, or click the product description to download the software.

Sybase Product and Component Certifications

Certification reports verify Sybase product performance on a particular platform.

To find the latest information about certifications:

- For partner product certifications, go to http://www.sybase.com/detail_list?id=9784
- For platform certifications, go to <http://certification.sybase.com/ucr/search.do>

Creating a MySybase Profile

MySybase is a free service that allows you to create a personalized view of Sybase Web pages.

1. Go to <http://www.sybase.com/mysybase>.
2. Click **Register Now**.

Accessibility Features

Accessibility ensures access to electronic information for all users, including those with disabilities.

Documentation for Sybase products is available in an HTML version that is designed for accessibility.

Vision impaired users can navigate through the online document with an adaptive technology such as a screen reader, or view it with a screen enlarger.

Sybase HTML documentation has been tested for compliance with accessibility requirements of Section 508 of the U.S Rehabilitation Act. Documents that comply with Section 508 generally also meet non-U.S. accessibility guidelines, such as the World Wide Web Consortium (W3C) guidelines for Web sites.

Note: You may need to configure your accessibility tool for optimal use. Some screen readers pronounce text based on its case; for example, they pronounce ALL UPPERCASE TEXT as

initials, and MixedCase Text as words. You might find it helpful to configure your tool to announce syntax conventions. Consult the documentation for your tool.

For information about how Sybase supports accessibility, see the Sybase Accessibility site: <http://www.sybase.com/products/accessibility>. The site includes links to information about Section 508 and W3C standards.

You may find additional information about accessibility features in the product documentation.

