

**SYBASE®**

**Release Bulletin**

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**Sybase Mobile Sales for SAP®**

**CRM 1.0**

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# Product Summary

This release bulletin provides late-breaking information about Sybase® Mobile Sales for SAP® CRM. A more recent version may be available on the Web.

Sybase Mobile Sales for SAP CRM (Mobile Sales) gives you access to your important SAP sales data, and enables you to manage accounts, contacts, and activities with customers and prospects, all from your mobile device.

The SAP system downloads the relevant CRM data to your device. Much of the functionality of your native device integrates with Mobile Sales. You can work connected to the SAP server, or offline, when you do not have an Internet connection.

For information about accessibility, see *Accessibility Features* on page 18.

## Version Information

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Indicates the version information for the Mobile Sales application. You can view version information in the About dialog.

**Table 1. Mobile Sales version information**

Device platform	How to access the About dialog	Software version
iPhone	From within the Mobile Sales application, tap <b>Settings &gt; General &gt; About</b> .	1.0.2010.0203.1400 and later
Windows Mobile	From within the Mobile Sales application, select <b>Menu &gt; About</b> .	1.0.2010.0204 and later

## Device Application Behavior

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Provides information about expected behavior for the Mobile Sales application that was omitted from or incomplete in the user documentation, or that needs special emphasis.

**Table 2. System administration**

CR#	Description
618648	<p><b>Need to obtain Google API key to use Google Maps in the Mobile Sales application.</b></p> <p><b>Solution:</b></p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://code.google.com/apis/maps/signup.html">http://code.google.com/apis/maps/signup.html</a> to sign up and generate the key.</li> <li>2. Locate SybaseCRM.Configuration.xml in \Program Files\Mobile Sales\Data.</li> <li>3. Add the key to the &lt;SYS_MappingKey&gt; setting.</li> <li>4. Deploy the configuration file to the devices, then tell device users to restart the application.</li> </ol>

**Table 3. All devices**

CR#	Description
N/A	<b>You must indicate an address with the country code for an account or you cannot create a contact relationship for it.</b>

Table 4. Windows Mobile devices

CR#	Description
618649	<p><b>Default logging level is WARN.</b></p> <p>If your system administrator instructs you to change the logging level, modify the <code>logging_default.config</code> file.</p> <p><b>Solution:</b></p> <ol style="list-style-type: none"> <li>1. Exit the Mobile Sales application.</li> <li>2. Connect to the device, for example, using ActiveSync.</li> <li>3. Open the <code>\Program Files\Mobile Sales\Templates\logging_default.config</code> file for editing.</li> <li>4. Change the logging level for all instances of <code>&lt;level value="WARN"&gt;</code>. Indicate the logging level in all capital letters: <ul style="list-style-type: none"> <li>• FATAL</li> <li>• ERROR</li> <li>• WARN</li> <li>• INFO</li> <li>• DEBUG</li> </ul> </li> <li>5. Delete <code>\Program Files\Mobile Sales\Data\logging.config</code>, which is the runtime version of the logging configuration file.</li> <li>6. Restart the Mobile Sales application.</li> </ol>
618728 617856	<p><b>When a user password is changed on the SAP backend system, the password does not get automatically changed on the device.</b></p> <p><b>Solution:</b> Log into the Mobile Sales application using your old password, then change the password on the device to match the one entered on the SAP system. See the <i>Sybase Mobile Sales for SAP User Guide for Windows Mobile</i> for instructions.</p>
617859	<p><b>If your device is not connected to the SAP backend server, online lookups remain in a pending state. If your device does not have network connectivity, an online lookup produces an error.</b></p> <p><b>Solution:</b> Make sure you are connected to the SAP system. In Sybase Settings, select <b>Menu &gt; Show Log</b> to verify your connection to Unwired Server.</p>
617480	<p><b>You may not receive any notifications on your device for up to one hour after subscribing to SAP.</b></p> <p><b>Solution:</b> None. Your system administrator determines the notification delay when configuring the Mobile Sales application. The default is 60 minutes.</p>

CR#	Description
615477	<p><b>To login as a different user, you must first unsubscribe.</b></p> <p>Once you login and subscribe successfully, the user ID box is grayed out.</p> <p><b>Solution:</b></p> <ol style="list-style-type: none"> <li>1. Exit the Mobile Sales application.</li> <li>2. Start the Mobile Sales application.</li> <li>3. On the login screen, select <b>Menu &gt; Unsubscribe</b>.</li> <li>4. Log in with your new user name and password.</li> </ol>
610749	<p><b>The Log Phone Call setting only applies to outgoing calls, not received calls.</b></p> <p>If you select the Log Phone Call setting, upon completion of the call, the Mobile Sales application displays a popup dialog asking if you want to log the call as a CRM activity. This setting has no effect on received calls.</p> <p><b>Solution:</b> If you want to log a received call as a CRM activity, you must manually create an activity of the type Incoming Call.</p>
608206	<p><b>Start and end times for Advanced search must be exact matches.</b></p> <p>When performing an advanced search, the dates you indicate for the Start Time and End Time reflect the exact date when the activity or opportunity started and ended, meaning, the search will only find records for objects with that exact start date and end date. It does not act as a date range and return records between those two dates.</p> <p><b>Solution:</b> None.</p>
590850	<p><b>Click the Down arrow to select start and end dates for an activity (Windows Mobile Professional).</b></p> <p><b>Solution:</b> None.</p>



# Installation

Get last-minute information about installation that was omitted from or incorrect in your installation guide, or that needs special emphasis.

- See the *Sybase Mobile Sales for SAP CRM Installation Guide* for:
  - Mobile Sales solution workflow
  - Information on system requirements, device requirements, and SAP compatibility matrix
  - Provisioning the Mobile Sales application to the user devices
- See the appropriate platform user guide for information on how to install the application on your device.
  - *Sybase Mobile Sales for SAP CRM User Guide for iPhone*
  - *Sybase Mobile Sales for SAP CRM User Guide for Windows Mobile*

## Installer Issues

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Learn about the known installer issues and workarounds.

**Table 5. Installation issues**

CR#	Description
611907	<p><b>You can only deploy one client ESDMA package per Sybase Unwired Platform installation</b></p> <p><b>Workaround:</b> If you need to deploy the same ESDMA package for different clients, you need a separate Sybase Unwired Platform installation for each.</p>



# Known Issues

Learn about known issues and workarounds for Sybase Mobile Sales for SAP CRM.

## Known Issues for the SAP System

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Learn about known issues for the SAP system.

**Table 6. SAP system issues**

CR#	Description
<p>594533 590062 590039</p>	<p><b>Device data and SAP system data are displayed differently on the device and in the SAP WebUI.</b></p> <p>The SAP system may contain more details (fields/assignment blocks), where your organization may decide to send a subset of the data to the device. Also, some objects might have different labels in the two systems, or your organization might customize your Mobile Sales data on the SAP system.</p> <p><b>Workaround:</b> None.</p>
<p>594120</p>	<p><b>Country code for phone number does not flow to device.</b></p> <p>Although the country code for a phone number appears in the SAP system, it does not flow to the device.</p> <p><b>Workaround:</b> None.</p>
<p>593485</p>	<p><b>Queue increases each time you subscribe to SAP system.</b></p> <p><b>Workaround:</b> Wait until you finish receiving data before resubscribing to the device or using the Mobile Sales application. It can take between 10 to 30 minutes for approximately 3MB of data to be downloaded fully to the device.</p>
<p>590092</p>	<p><b>Reopened opportunities remain at 100 percent.</b></p> <p>If an opportunity is closed and then reopened, its Chance of Success remains at 100 percent in the SAP system.</p> <p><b>Workaround:</b> None.</p>

## Known Issues for Windows Mobile

Learn about known issues and apply workarounds for Sybase Mobile Sales for SAP CRM for Windows Mobile.

**Table 7. Windows Mobile issues**

CR#	Description
619328	<p><b>Home pages does not appear after subscription.</b></p> <p><b>Workaround:</b> Contact your Sybase Unwired Platform system administrator.</p>
619204	<p><b>If you see the red alert icon on all list views after receiving data, and the top of the detail views display the <code>No Subscription Found</code> warning, the subscription has been removed from the Unwired Server.</b></p> <p><b>Workaround:</b> Contact your Sybase Unwired Platform system administrator to make sure the subscription is available. If not, request another subscription account and try again.</p>
619175	<p><b>An error occurs if you perform an online search for leads, and the only field on which you search is End Date.</b></p> <p><b>Workaround:</b> Enter a value in any of the other fields. If you only want to search on leads with a particular end date, enter * (asterisk) for the <b>Description</b> to indicate all leads.</p>
617733 617479	<p><b>Online lookups for Opportunities or Leads do not contain any results, and return the error: <code>This report doesn't contain any results. Please try again or edit the report settings.</code></b></p> <p>An empty result set also occurs if no records match the search criteria, or the error might be caused because the SAP system timed out.</p> <p><b>Workaround:</b> Resubmit the search. If you still get no results, contact your SAP administrator to investigate the error.</p>
615943	<p><b>Unexpected application behavior might occur when memory is low.</b></p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Make sure you are connected to the SAP system. In Sybase Settings, select <b>Menu &gt; Show Log</b> to verify your connection to Unwired Server.</li> <li>2. If you are connected to the SAP system, and you continue to receive low memory alerts, increase the amount of free memory by deleting unused applications. See <i>Checking Available Memory</i> in the <i>Sybase Mobile Sales for SAP CRM User Guide</i> for Windows Mobile.</li> </ol>

CR#	Description
616684 615933	<p><b>For non-English applications, when memory gets low, application may indicate that it is connected to server although it is disconnected. Also, Sybase Settings log may show an empty string.</b></p> <p><b>Workaround:</b> If you receive a storage memory is low message on your device, or see an empty string in the Sybase Settings log, free up the storage memory and restart Sybase Settings to make sure the connection works properly.</p>
615915	<p><b>You might get an error message for a contact when the error is on the account, or the SAP might reject the creation of a new contact if the account data contains an error.</b></p> <p>If you get an error message for a contact, and the account details (Inspect screen) indicates pending changes, you need to fix the account data before indicating the relationship with the contact.</p> <p><b>Workaround:</b> On the contact, select <b>Menu &gt; Delete</b>. In the account details (inspect) screen, add the account address information with country code, then recreate the relationship with the contact.</p>
615906	<p><b>When performing an online search for sales documents, the system returns sales orders only. You cannot use online search for service orders.</b></p> <p><b>Workaround:</b> None.</p>
613479	<p><b>You can select the View in CRM menu only the first time you view a notification in the Mobile Sales application.</b></p> <p>Once you view a notification in the Mobile Sales application, the menu item is grayed out. Once you close the notification email, the Mobile Sales application deletes it.</p> <p><b>Workaround:</b> None.</p>
612538	<p><b>Waiting for Initial Data state persists when subscription fails.</b></p> <p>The Mobile Sales application does not display an error message that the subscription failed or why data is not flowing to the device.</p> <p><b>Workaround:</b> Contact your system administrator to debug the issue.</p>

CR#	Description
611013	<p><b>Pending objects do not synchronize with SAP server for over 30 minutes.</b></p> <p>The Mobile Sales application does not report any errors on the device.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Exit the Mobile Sales application.</li> <li>2. Select <b>Start &gt; Programs &gt; Sybase Settings</b>.</li> <li>3. Select <b>Menu &gt; Show Log</b> to verify that you are connected to Unwired Server. <ul style="list-style-type: none"> <li>• If not connected, check to make sure you have network connectivity, and that the connection information is correct. Select <b>Connection</b> to view.</li> <li>• If connected, contact your system administrator to determine if you need to unsubscribe and resubscribe to the SAP system.</li> </ul> </li> </ol> <p>If your system administrator tells you to unsubscribe and resubscribe:</p> <ol style="list-style-type: none"> <li>1. Start the Mobile Sales application.</li> <li>2. From the Mobile Sales login screen, select <b>Menu &gt; Unsubscribe</b>.</li> <li>3. Select <b>Yes</b> to confirm you want to unsubscribe.</li> <li>4. Exit the Mobile Sales application, restart it, then log in (resubscribe).</li> </ol>
608213	<p><b>If you delete a native calendar entry that you logged as a CRM activity, you cannot save the CRM activity back to the calendar.</b></p> <p><b>Workaround:</b> None.</p>
590051	<p><b>User gets Subscribe Failed alert when logging into Mobile Sales because Sybase Unwired Platform agent is not running.</b></p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Select <b>Start &gt; Programs &gt; Sybase Settings</b>.</li> <li>2. Select <b>Menu &gt; Enable</b> to reconnect to Unwired Server.</li> <li>3. Log in to the Mobile Sales application to resubscribe to the SAP system.</li> </ol>

## Known Issues for iPhone

Learn about known issues and apply workarounds for Sybase Mobile Sales for SAP CRM for iPhone.

**Table 8. iPhone issues**

CR#	Description
619413	<p><b>Mobile Sales application exits if loading large amounts of data and iPhone is running out of memory.</b></p> <p><b>Workaround:</b> Restart the Mobile Sales application.</p>
619207	<p><b>Resubscription fails after you update and correct connection information.</b></p> <p>If you unsubscribe from the Mobile Sales application so you can update your connection information, enter invalid connection information, then attempt to subscribe to the SAP system, the connection will fail and remain indefinitely in a pending state, even if you correct the erroneous connection information and resubscribe.</p> <p><b>Workaround:</b> Uninstall the Mobile Sales application from the device, reinstall it, then enter the correct connection information.</p> <ol style="list-style-type: none"> <li>1. From the iPhone home page, tap <b>Settings &gt; Sybase</b>.</li> <li>2. In the Sybase Settings page, enter the connection information.</li> <li>3. Start the Mobile Sales application, then log in to subscribe to the SAP system.</li> </ol>
619083	<p><b>Mobile Sales application stops working while subscription is in process and data is downloading, but the connection information indicates the subscription is pending.</b></p> <p>The probability this issue will occur is low.</p> <p><b>Workaround:</b> Uninstall the Mobile Sales application, reinstall it, and log in (subscribe).</p>
618444	<p><b>Mobile Sales application is always online.</b></p> <p>Once you start the Mobile Sales application, it is always online and connected to the SAP server.</p> <p><b>Workaround:</b> If you wish to use the Mobile Sales application offline, turn Airplane Mode <b>ON</b> in iPhone Settings.</p>

CR#	Description
618025	<p><b>Unable to see user-selected Sales Team in Pipeline Analysis report.</b></p> <p>When editing the Pipeline Analysis Report, if you change the sales team, the Mobile Sales application does not display the new sales team data.</p> <p><b>Workaround:</b> None.</p>
611233	<p><b>When deleting a CRM contact's phone, mobile or fax numbers in the native iPhone Contacts, deletions do not get submitted to SAP server.</b></p> <p><b>Workaround:</b> Use the Mobile Sales application to delete the numbers.</p>
610788	<p><b>Workflows disappear after deletion of Mobile Sales application.</b></p> <p>If you uninstall the Mobile Sales application, any workflows assigned to the device become unassigned and disappear from the device, even if you reinstall the application and resubscribe using the same connection information.</p> <p><b>Workaround:</b> Contact your system administrator, who will use Sybase Control Center to reassign the workflows to your device.</p>
609790	<p><b>Cannot view full screen for top opportunities report.</b></p> <p>If the prospect name is too long, you might not be able to see the full screen in the Top Opportunities report.</p> <p><b>Workaround:</b> Zoom out until you can see the entire report.</p>
608553	<p><b>If you get an Invalid Credential error when updating an account, lead, opportunity, or activity, and attempt to reset the password using Fix It without making any changes to the record, the Reset Password request does not get sent to Unwired Server.</b></p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Reset the password in the Mobile Sales application by tapping <b>Settings &gt; General &gt; Change Password</b>.</li> <li>2. Tap <b>Cancel</b> on the error message view.</li> <li>3. Tap <b>Edit</b> to update the data, or tap <b>Fix It</b> on the error message view, then make a change.</li> </ol>
608374	<p><b>Reports do not show Edit button in landscape mode.</b></p> <p>When you select a report type, and view it in landscape mode, the Edit button disappears.</p> <p><b>Workaround:</b> To edit the report, return to portrait mode.</p>



## Known Issues for System Administrators

Learn about known issues and apply workarounds for system administrators for Sybase Mobile Sales for SAP CRM.

**Table 9. System Administrator issues**

CR#	Description
619328	<p><b>Home pages does not appear after successful subscription/all data received by the device.</b></p> <p><b>Workaround:</b> Look in DOE session monitoring to verify that these customization objects were passed to the Sybase SAP DOE Connector: MAS_CUSTOMIZATION, MAS_AUTH_CUST, and USERDETAILS.</p>
618753	<p><b>Sybase Control Center (SCC) or Sybase SAP DOE Connector command line utility (CLU) does not retrieve the list of subscriptions associated with a package.</b></p> <p><b>Workaround:</b> Re-execute the request using the CLU or through SCC. In SCC:</p> <ol style="list-style-type: none"> <li>1. Navigate to Unwired Server Management view.</li> <li>2. Expand <b>Domains &gt; Default &gt; Packages.</b></li> <li>3. Highlight the SAP_CRM package, then select <b>Subscriptions.</b></li> </ol>
617387	<p><b>No data is sent to device after subscription.</b></p> <p>Sybase Control Center message queues contain no messages for the target user. The SAP Session Monitor indicates a failure against the push of the REG_NOTIF message. The associated logs indicate an HTTP communication failure.</p> <p><b>Workaround:</b> Have the user unsubscribe and resubscribe.</p>
615603	<p><b>Sybase Control Center restart fails.</b></p> <p><b>Workaround:</b> Log in to the Sybase Unwired Platform machine, and manually restart the Sybase Unified Agent service.</p>
610745	<p><b>Client side validations are not performed.</b></p> <p>Only e-mail and country validations are performed. No other client side validations are performed for an account.</p> <p><b>Workaround:</b> None. The SAP server is responsible for validation of the account. If a value is not correct, the SAP server rejects the record update or creates a request with an appropriate rejection message.</p>

CR#	Description
<p><b>608162</b></p>	<p><b>Devices must be online to view Sybase Unwired Platform device logs.</b></p> <p>In Sybase Control Center, from the User/Device Registration page, select <b>Get Logs</b>. Sybase Control Center displays the following pop-up message: The request to retrieve the device log was submitted successfully. You are able to view device log at %UnwiredPlatform%/Servers/MessagingServer/Data/ClientTrace folder when device is online.</p> <p>If the device is offline, the logs are retrieved as soon as the device comes online.</p> <p><b>Workaround:</b> None.</p>
<p><b>594872</b></p>	<p><b>DOE locks the queue.</b></p> <p>When Data Orchestration Engine (DOE) is pushing data to the Sybase SAP DOE Connector and the Sybase SAP DOE Connector does not respond to the message, the DOE locks the queue.</p> <p><b>Workaround:</b> Ask your DOE administrator to unlock the queue. Monitor the queue to ensure subscriptions and messages are flowing from the DOE to the Sybase SAP DOE Connector.</p>
<p><b>592097</b></p>	<p><b>User exceeds maximum login attempts on a Window Mobile device.</b></p> <p><b>Workaround:</b> Instruct the device user to edit the SYS_MaximumLoginAttemptsExceeded setting in the SybaseCRM.Configuration.xml file:</p> <ol style="list-style-type: none"> <li>1. Navigate to \Program Files\Mobile Sales\Data.</li> <li>2. Open the SybaseCRM.Configuration.xml file for editing.</li> <li>3. Set <b>SYS_MaximumLoginAttemptsExceeded</b> to true.</li> <li>4. Save the file, then restart the Mobile Sales application.</li> <li>5. Log in.</li> </ol>
<p><b>590051</b></p>	<p><b>User gets Subscribe Failed error message when log into Mobile Sales.</b></p> <p><b>Workaround:</b> Verify you are connected to Unwired Server.</p> <ul style="list-style-type: none"> <li>• (Windows Mobile) Select <b>Start &gt; Programs &gt; Sybase Settings</b></li> <li>• (iPhone) From the Mobile Sales home screen, select <b>Settings &gt; General &gt; Connection Information</b>.</li> </ul>

## Documentation Changes

Read about updates, corrections, and clarifications to the documentation released with Sybase Mobile Sales for SAP CRM.

**Table 10. Sybase Mobile Sales for SAP CRM User Guide for iPhone**

CR#	Description
N/A	<p><b>Chapter 1: Installing Mobile Sales from App Store</b></p> <p>Step 3 does not indicate the application name.</p> <p><b>Corrected text:</b> Step 3 should say: When the Sybase Mobile Sales &amp; Workflow application displays, tap <b>Free</b>.</p>

**Table 11. Sybase Mobile Sales for SAP CRM User Guide for Windows Mobile**

CR#	Description
620480	<p><b>Chapter 11: Uninstalling the Mobile Sales Application</b></p> <p>The instructions are missing steps 1 and 5.</p> <p><b>Corrected text:</b></p> <ol style="list-style-type: none"> <li>1. Exit the Mobile Sales application.</li> <li>2. Select <b>Start &gt; Programs &gt; Settings</b>.</li> <li>3. Select <b>Remove Programs</b>. (Windows Mobile Professional) Remove Programs is in the System tab.</li> <li>4. Remove the programs in this order, then select <b>Done</b>:             <ol style="list-style-type: none"> <li>a. <b>Sybase Mobile Sales</b>.</li> <li>b. <b>Sybase Message - SUPObj</b>. Follow the onscreen prompts to restart the device. Once your device restarts, you might have to navigate back to Remove Programs.</li> <li>c. <b>Sybase Messaging</b>.</li> </ol> </li> <li>5. Perform a soft reset of the device by turning it off, then on.</li> <li>6. Delete the Mobile Sales folder to make sure no installation artifacts remain.             <ol style="list-style-type: none"> <li>a. Open File Explorer.</li> <li>b. In the <b>Program Files</b> folder, delete the <b>Mobile Sales</b> and <b>Sybase</b> folders.</li> </ol> </li> </ol>



## Obtaining Help and Additional Information

Use the Sybase Getting Started CD, SyBooks™ Online or CD or download, 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 also contains other documents or updated information not included on the SyBooks CD.
- The SyBooks CD (or download) – contains product manuals. The Eclipse-based SyBooks browser allows you to access the manuals in an HTML-based format. Some documentation is provided in PDF format, which you can access through the PDF directory on the SyBooks CD. See the *SyBooks Installation Guide* on the Getting Started CD, or the *README.txt* file on the SyBooks CD for instructions about installing and starting SyBooks.
- SyBooks Online at <http://sybooks.sybase.com/> – is an online version of SyBooks that you can access using a standard Web browser. You can browse documents online, or download them as PDFs. In addition to product manuals, the Web site also has links to EBFs/ Maintenance, Technical Documents, Case Management, Solved Cases, newsgroups, and other resources.
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**Note:** A more recent release bulletin, with critical product or document information added after the product release, may be available from SyBooks Online.

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## Technical Support

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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.

## Sybase Product and Component Certifications

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

## Creating a MySybase Profile

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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

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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.

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**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.

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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.