



**Release Bulletin**

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**Sybase Mobile Sales for SAP  
CRM 1.2**

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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 16.

## 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
BlackBerry	From within the Mobile Sales application, select <b>Menu &gt; About</b> .	1.2.2010.1217 and later
iOS	From within the Mobile Sales application, tap <b>Settings &gt; General &gt; About</b> .	1.2.2010.1216 and later
Windows Mobile	From within the Mobile Sales application, select <b>Menu &gt; About</b> .	1.2.2010.1217 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. All Devices**

CR#	Description
629212	<p><b>If you change your device time zone to a time zone that is earlier than the original one, any messages from your device to the SAP system will be sent at the current time in the new time zone.</b></p> <p>For example, if you change your device time zone from BST (British Summer Time) to PDT (Pacific Daylight Time) at 4 pm BST, messages from the device will not be sent until 4 pm PDT, 8 hours later.</p> <p><b>Workaround:</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 installation workflow
  - Information on system requirements, device requirements, and SAP compatibility matrix
- See the appropriate platform users guide for information on how to install the application on mobile devices.
  - *Sybase Mobile Sales for SAP CRM Device Users Guide for iOS*
  - *Sybase Mobile Sales for SAP CRM Device Users Guide for BlackBerry*
  - *Sybase Mobile Sales for SAP CRM Device Users Guide for Windows Mobile*

## Installer Issues

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Learn about the known installer issues and workarounds.

**Table 3. 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 All Device Platforms

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Learn about known issues and apply workarounds for Sybase Mobile Sales for SAP CRM for all device platforms.

**Table 4. All device platform Issues**

CR#	Description
640863	<p><b>Top Risk Opportunities report: cannot sort by Sales Stage.</b></p> <p><b>Workaround:</b>None.</p>

### Known Issues for BlackBerry

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

**Table 5. BlackBerry Issues**

CR#	Description
652465	<p><b>In the Accounts, Contacts, Activities, Leads, and Opportunites list views, when the device user enters a string for local Find input field, the input value also populates the New &lt;object&gt; field. If the user selects this field, the New &lt;object&gt; value is not being passed to the New &lt;object&gt; dialog.</b></p> <p><b>Workaround:</b> Re-enter the string in the New &lt;object&gt; dialog.</p>

CR#	Description
652462	<p><b>Subscription resume failed due to an SAP HTTP communication failed error.</b></p> <ul style="list-style-type: none"> <li>• Issue #1: Mobile Sales application does not display Subscription Failed message yet the database downloads successfully. One way to verify this issue is to have the device user select <b>Analytics &gt; Top Opportunity report</b>. Getting Date displays indefinitely.</li> <li>• Issue #2: Subscribe status displays Awaiting Server Notification indefinitely on the device, and the server cannot complete the subscription.</li> <li>• Issue #3: Subscribe status displays Awaiting Server Notification indefinitely on the device due to a packet drop during subscription. The subscription is in suspended failed state (as indicated in the jmsBridge log) but Mobile Sales does not display an error message on the device indicating that the subscription has failed.</li> </ul> <p><b>Workaround:</b></p> <ul style="list-style-type: none"> <li>• Issue #1: First, have device users unsubscribe, then resubscribe. If that does not work, have device users unsubscribe, delete and reinstall Mobile Sales, then resubscribe.</li> <li>• Issues #2 and 3: Clean up the subscription in Sybase Control Center. Tell device user to:             <ol style="list-style-type: none"> <li>1. Exit the Mobile Sales application.</li> <li>2. Turn on mass storage support on the device.</li> <li>3. Connect smartphone to a desktop computer, and remove all the files under /Media Card/BlackBerry/documents/.</li> <li>4. Start the Mobile Sales application, and log in.</li> <li>5. If that does not work, delete and reinstall Mobile Sales, then subscribe again.</li> </ol> </li> </ul>
652461	<p><b>Notifications list does not close if user resubscribes from invalid credentials notification.</b></p> <p>During the first subscribe, if the device user enters the wrong login information, the subscription fails. When the device user views the subscription fail message from Notifications and re-subscribes with the correct login information, the Notifications list screen does not close and take user back to the Mobile Sales Home screen when the subscription completes.</p> <p><b>Workaround:</b> Use the Back key, or press the Meny key, then select <b>Close</b> in the Notifications list view.</p>
652410	<p><b>Pending icon remains on the contact's detail view after updates are synchronized with SAP server.</b></p> <p><b>Workaround:</b> Go back to the Contacts list view, then reopen the contact's detail view.</p>

CR#	Description
652399	<p>When device user saves a relationship in the Account detail view, the extract confirmation message indicates <b>This item has been deleted at the server.</b></p> <p><b>Workaround:</b> Ignore the message. Select <b>OK</b> to continue.</p>
652273	<p>Searches on activities, leads, and opportunities produce matches based on the Status field only.</p> <p><b>Workaround:</b></p> <ul style="list-style-type: none"> <li>• For activities – use <b>Lookup</b>.</li> <li>• For leads and opportunities – no workaround.</li> </ul>
652102	<p>List views do not display warning and error icons on new or updated objects.</p> <p><b>Workaround:</b> You can see warning and error icons using one of these methods:</p> <ul style="list-style-type: none"> <li>• From the Mobile Sales home screen, select <b>Recents</b>.</li> <li>• In the list view, press the Menu key, then select <b>View Recent</b>.</li> <li>• In list view, select the record to open it in Detail view.</li> </ul>
640865	<p>For Top Opportunities, ascending sort order is working, but descending sort order is not.</p> <p><b>Workaround:</b> None.</p>
636930	<p>Analytics query does not get resubmitted automatically if the device receives an Invalid Credentials error message.</p> <p>If the SAP back end password has changed for a device user, and the user submits a new report to the SAP server, the query does not get resubmitted automatically once the correct credentials are entered.</p> <p><b>Workaround:</b> After device user enters the proper credentials, have the user resubmit the report.</p>

Known Issues

CR#	Description
643164	<p><b>BlackBerry menu display options for Activities, Leads, and Opportunities list views display another BlackBerry menu instead of the expected results.</b></p> <p>In the Activities list view, these BlackBerry menu options are affected:</p> <ul style="list-style-type: none"> <li>• Today</li> <li>• Prev Day</li> <li>• Next Day</li> <li>• Prev Week</li> <li>• Next Week</li> </ul> <p>In the Leads or Opportunities list view, these BlackBerry menu options are affected:</p> <ul style="list-style-type: none"> <li>• Past</li> <li>• Current</li> <li>• Future</li> </ul> <p><b>Workaround:</b>None.</p>
643060	<p><b>PIM Integration: appointment activity notes not added to native calendar entry.</b></p> <p><b>Workaround:</b>None.</p>
642225	<p><b>Sales stage does not appear in Edit Opportunity screen if user subscribed in German.</b></p> <p><b>Workaround:</b>None.</p>
641512	<p><b>Account and contact relationship types are hard-coded with Has Contact(s) and Has Supplier(s).</b></p> <p>Relationship types should be supplied by SAP backend system.</p> <p><b>Workaround:</b>None.</p>
638908	<p><b>PIM integration: adding phone and fax numbers in Address &amp; Communication Information are not reflected in native contact.</b></p> <p>If you update a Mobile Sales contact and add a phone number or fax number that was not previously defined, the changes are not updated for the BlackBerry native contact.</p> <p><b>Workaround:</b>None.</p>
637163	<p><b>Edit Pipeline report: sales team and sales representatives do not display in drop-down lists for users who are managers for multiple teams.</b></p> <p><b>Workaround:</b>None.</p>

CR#	Description
636831	<p><b>Pipeline report: large numbers on X-axis overlap report date.</b></p> <p>Report date will not be visible.</p> <p><b>Workaround:</b>None.</p>
636695	<p><b>PIM integration: BlackBerry native contacts only display first and last names. Any updates to the contact are reflected only in the Mobile Sales contact and not for the native contact.</b></p> <p>If you turn on PIM Auto Mode, and a new contact is created on the device or using the WebUI, only the first and last names display in the native contact.</p> <p><b>Workaround:</b>None.</p>
629738	<p><b>PIM integration: Error messages from SAP server when creating or updating BlackBerry native contacts must be fixed manually. Cancel Changes does not revert changes.</b></p> <p><b>Workaround:</b>Device user must fix the issues in the BlackBerry native contact, or select <b>Fix It</b> for the contact's error message from within the Mobile Sales application.</p>

## Known Issues for iOS

Learn about known issues and apply workarounds for Sybase Mobile Sales for SAP CRM for Apple mobile devices.

**Table 6. Apple Issues**

CR#	Description
652401	<p><b>An opportunity created in the SAP WebUI is repeated under different time categories in the Mobile Sales list view if its start date is later than its end date.</b></p> <p><b>Workaround:</b> Update one instance of the opportunity with valid start and end dates. The list view may continue to display two versions of the opportunity.</p>
652285	<p><b>Date for a lead may be off by one day if device changes time zones.</b></p> <p><b>Workaround:</b> None.</p>
650349	<p><b>Changes to settings in Accounts, Contacts, and Opportunities may not be reflected immediately in their respective list views.</b></p> <p><b>Workaround:</b> Go to Home screen, then tap the entity's home screen icon to see the updated settings reflected in the list view.</p>

CR#	Description
648366	<p>The Sybase Mobile Sales application icon turns white if you cancel a sync in progress.</p> <p><b>Workaround:</b> Restart Mobile Sales and allow the sync to complete.</p>
648210	<p>If APNs is enabled, and device users unsubscribe during a subscription, the Mobile Sales icon may display a number badge for messages that were in the queue before the unsubscribe was submitted.</p> <p><b>Workaround:</b> Launch the application, then exit the application to clear the push notifications.</p>
646632	<p>If you change some of the Opportunities settings, some of the screen graphics and text may overlap in the Opportunities and Activities list views.</p> <p><b>Workaround:</b> Refresh the screen to fix the display issues.</p>
641163	<p>A personal contact that has been created from a CRM contact is not editable. These were editable in the Mobile Sales 1.1 release.</p> <p><b>Workaround:</b> None.</p>
637279	<p>A Mobile Workflow Leave Request with a long note does not submit successfully.</p> <p>When tapping <b>Submit</b>, Mobile Sales returns to the Edit screen instead of submitting the Leave Request to the SAP system.</p> <p><b>Workaround:</b> Shorten the note with the Leave Request and tap <b>Submit</b>.</p>
637217	<p>Autoresubmit does not occur for a report request after a credentials failure and subsequent credentials correction.</p> <p>In the case where a report request is submitted and fails due to invalid credentials, such as username and password, the request should autoresubmit when the credentials are corrected. The autoresubmit does not happen.</p> <p><b>Workaround:</b> After correcting credentials, tap <b>Refresh</b> to resubmit the request with the correct credentials.</p>
637192	<p>Edit Pipeline report: sales team and sales representatives do not display in drop-down lists for users who are managers for multiple teams.</p> <p><b>Workaround:</b>None.</p>
635363	<p>IntegerList supports only LOV (list of values) and does not allow text input.</p> <p><b>Workaround:</b> None.</p>

## Known Issues for Windows Mobile

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

**Table 7. Windows Mobile Issues**

CR#	Description
652435	<b>(Standard devices only) The Log Phone Call setting does not work.</b> <b>Workaround:</b> None.
652267, 652264	<b>When device synchronizes with the backend server, it displays the error: Standard address cannot be deleted.</b>  This error occurs when an account is being edited at the same time in the SAP WebUI and on a device. If the device user tries to edit the record, the error message clears with no indication of pending changes.  <b>Workaround:</b> Unsubscribe and resubscribe to download the correct data from the SAP system.

## Known Issues for System Administrators

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

**Table 8. System Administrator Issues**

CR#	Description
650795	<b>BlackBerry applications do not receive data in a cluster environment during subscription.</b> <b>Workaround:</b> After the Unwired Server has been installed, the system administrator must:  <ol style="list-style-type: none"> <li>1. Open Windows Service Control Manager on each Unwired Server node in the cluster.</li> <li>2. Display the properties for the <b>SybaseUnwiredPlatform&lt;cluster_name&gt;Server&lt;install_number&gt;</b> service.</li> <li>3. Change the service to log in with the same user name/password set for the Sybase Messaging Service service.</li> <li>4. Restart <b>SybaseUnwiredPlatform&lt;cluster_name&gt;Server&lt;install_number&gt;</b>.</li> <li>5. Retry the initial subscription from the BlackBerry client.</li> </ol>

## Known Issues

CR#	Description
641513	<p><b>BlackBerry devices: when using the WebUI and adding a new relationship to an account with the type Has Activity Partner, the contact reflects the new relationship but not the account.</b></p> <p><b>Workaround:</b> None.</p>
626819	<p><b>Locking mobile devices from Sybase Control Center is not supported.</b></p> <p>The procedure <i>Locking and Unlocking Devices</i>, as documented in the Sybase Control Center online help, to control device access to synchronization is not currently supported. Devices will continue to receive/send inbound and outbound messages.</p> <p><b>Workaround:</b> None.</p>



# Documentation Changes

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

**Table 9. Sybase Mobile Sales for SAP CRM Device Users Guide (BlackBerry)**

CR#	Description
N/A	<p><b>Load All Data option is missing from the Home Options topic.</b></p> <p>By default Accounts and Contacts are loaded on demand, which means that the first 50 records are displayed based on sort order.</p> <p>If you select the Load All Data option, all records assigned to you are loaded in the Accounts and Contacts list views.</p>
652210	<p><b>Menu options for localized device users guides might not be in alphabetical order as indicated.</b></p> <p><b>Workaround:</b> None.</p>



# 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/Newsgroups, 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.

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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 the Product Documentation Web site.

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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.

## Downloading Sybase EBFs and Maintenance Reports

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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](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.

