SYBASE®

An **SAP** Company

Release Bulletin

Sybase Mobile Sales for SAP

CRM 1.2.1

Contents

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.

Version Information

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 **Menu > About**	
iOS	From within the Mobile Sales application, tap **Settings** > **General** > **About**	
Windows Mobile	From within the Mobile Sales application, select **Menu > About**	

Device Application Behavior

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.

Device Requirements

Devices supported for Mobile Sales.

Supported Devices

Mobile Sales supports BlackBerry Device Software 5.x and 6.x
- BlackBerry Bold 9700
- BlackBerry Curve 8900
- BlackBerry Tour 9630
- BlackBerry Torch 9800

Note: Mobile Sales supports Blackberry device software 5.x and 6.0. However, with Blackberry OS 6.0 no touch screen controls will be supported, such as on the Blackberry Torch device.

- Apple iPad, iOS 4.2
- Apple iPhone 4, iOS 4.2
- Apple iPhone 3GS, iOS 4.2
- Apple iPhone 3G, iOS 4.2
- Apple iPod touch 3rd/4th gen iOS 4.2

Note: For better performance on iPhone devices, Sybase recommends using an Apple iPhone 3GS or Apple iPhone 4 devices.

• Windows Mobile 6.1.x Professional
• Windows Mobile 6.1.x Standard
• Windows Mobile 6.0.x Professional
• Windows Mobile 6.0.x Standard

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 User's 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

- For the BB, these are list of files should be present. If crm installer is used for the EDSMA installer, it installs the files. If CLU is used to deploy the EDSMA, one has to Unzip the CRM installer and copy the files listed below from (\\modules\crm\crmesdmaxmls.zip) to where.

    META-INF/

    - account-view.xml

    - contact-view.xml

    - name-folding.xml

    - name-views.xml

    - state-flags.xml

    - status-view.xml

    - sup-db.xml

    - time-views.xml

    Resources/

    - MetaMerge.xml

    - MetaMerge-index.xml

Installer Issues

Learn about the known installer issues and workarounds.

Required Product Versions

Product	Component	Product Version	OSS Notes	Mandatory/ Optional
SAP GUI for Microsoft® Windows®	Not Applicable	SAPGUI 7.10 or 7.20	Not Applicable	Mandatory
SAP CRM	CRM Application Server	SAP CRM 7.0 SP05 or higher SAP CRM 2007 SP06 of higher SAP CRM 7.0 EHP1 SP3 or higher	Not Applicable	Mandatory
SAP NetWeaver Mobile (DOE)	NetWeaver 7.1	7.1 SP11	Note 1497826 - NetWeaver Mobile 7.10 Composite Note for SP11 and related OSS notes.	Mandatory
Gateway to SAP NW Mobile 1.1	Gateway 1.1	1.1 SP05	Note 1600189- CRM Mobile Sales – Missing relationship data on the device	Mandatory
Gateway to SAP NW Mobile 1.1	Gateway 1.1	1.1 SP04	Note 1546520 - Gateway 1.1 to SAP NetWeaver Mobile SP04 Composite Note and related OSS notes. Note 1513748 - Critical fixes for SP4 Mobile Gateway	Mandatory
Sybase Unwired Platform	Sybase Unwired Server	2.0	Not Applicable	Mandatory
Sybase Unwired Platform	Relay Server	11.0.1 or higher	Not Applicable	Optional
Sybase Unwired Platform	SAP DOE Connector 2.0	2.0	Not Applicable	Mandatory

User Requirements

1) All Mobile users in SAP CRM (Users to be subscribing) needs to also exist in DOE.

2) All CRM Mobile Users should also be Employees in SAP CRM system.

3) The "Employee Responsible" relationship must be set for all objects that need to be pushed to the device with Default distribution model

4) A technical user must be defined in DOE system with all user roles for DOEC

RFC requirement

1) Between DOE and CRM, we should he Trusted relationship set to current user

2) Between CRM and DOE, we should have trusted relationship set to a fixed RFC user

3) Fixed RFC user should exists with all regular user roles and RFC roles in DOE and CRM system

4) All Mobile Users need to be assigned RFC roles in DOE system

User Roles

Listed below are the additional roles created for Gateway 1.1 to SAP Net Weaver Mobile in addition to the standard roles available in Net Weaver Mobile 7.1. System users are mainly categorized as follows:

a. **Administrators**: These users need to have the SAP_SDOE_ESDBR_DWLD role.

b. **Developers of applications and models**: These users need the role and the relevant administration roles for SAP Net Weaver Mobile 7.1 access.

- SAP_SDOE_ESDBR_DWLD role and the developer roles in SAP Net Weaver Mobile 7.1.

c. **Synchronization users**: These users need the SAP_DOE_SYNC_ROLE and SAP_DOE_ADMINISTRATOR roles.

The additional roles required for the Gateway 1.1 to SAP Net Weaver Mobile 7.1 are specified below. Assign the roles to the user as needed.

- SAP_SDOE_ESDBR_DWLD: The master role for the SAP Net Weaver Mobile 7.1 connector gives you permissions to perform administration, development, and monitoring. A user with administrator and developer privileges needs this role.

- SAP_SDOE_ESDBR_VIEW: This role limits the permission to display of the ESDMA browser tool. You can assign this to a user who needs to just search for the details of the various ESDMA's published in system

Known Issues

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

Known Issues for All Device Platforms

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

Known Issues for Blackberry

Learn about known issues and apply workarounds for Sybase Mobile Sales for SAP CRM for Blackberry smart phones.

CR#	Description
651061	**Creating\editing an account or contact can some times take up to 10 seconds to save when the device data set is very large.** **Workaround:** None.

Known Issues for iOS

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

CR#	Description
652401	**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.** **Workaround:** Update one instance of the opportunity with valid start and end dates. The list view may continue to display two versions of the opportunity.
662273	**When subscribing to an SUP server configured to use x509 certificates for authentication, but the user enters an SAP username and password to authenticate, then a Receive "Subscription Failure" notification is shown. Inside the notification an additional Java Security Exception message is also shown.** **Workaround:** None.
667974	**During the subscription process dropdowns pickers may be empty until customization data is received from the SAP backend.** **Workaround:** Try again at a later time to check if the customization data has been received by the device.

668446	On the iPad the choose language field disappears when moving from landscape to portrait before a subscription has been requested. **Workaround:** Click the user name field makes the language field re-appear.
650540	On the iPad, When focus is on search in left panel and Edit is enabled and if the account has warning(s) The screen gets disrupted. When user is in search panel the edit button should be disabled but it gets enabled and when user clicks on edit the screen is disrupted **Workaround:** None
668333	On iPad, when creating new contact, and selecting the associated account, the account drop-down menu does not correctly display all the account names. **Workaround:** None

Known Issues for Windows Mobile

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

CR#	Description
670166 & 670328	**Uninstalling the application on Windows Mobile does not correctly tidy up the application databases.** **Workaround:** Manually remove the Sybase and Mobile Sales folders from the device.
670514	**On windows mobile the default authentication method is now set to x.509 certificates, not user name and password as in previous versions.** **Workaround:** To modify the sign-on method, edit the SybaseCRM.Configuration_template.xml found in the Mobile Sales Templates folder and change the SYS_SignOnMethod property from "Certificate" to "Password" and SYS_UseSingleSignOn setting from "true" to "false". This should be done before running the application for the first time.

Known Issues for System Administrators

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

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.

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: http://www.sybase.com/mysybase

2. Click **Register Now**