



Installation Guide

**Sybase Mobile Sales for SAP
CRM 1.2**

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This task flow defines a path for system administrators to install Sybase® Mobile Sales for SAP® CRM.

1. *Planning Your Installation*

Before you install or upgrade, plan your environment. View the release bulletin for the latest information on system requirements and patches.

2. *Installation Prerequisites*

Install the required prerequisites for Sybase Mobile Sales for SAP CRM before launching the installer. There are three types of prerequisites: server prerequisites, ESDMA deployment prerequisites, and device prerequisites.

3. *Installing Device Files for Mobile Sales and Deploying an ESDMA Package Using the Installer*

Use the installer to make BlackBerry and Windows Mobile device-specific Mobile Sales application files available for provisioning from the server and to deploy a CRM ESDMA package.

4. *Postinstallation Tasks*

After completing the installation, provision the Mobile Sales application to prepare it for installation on mobile devices.

CHAPTER 2 Planning Your Installation

Before you install or upgrade, plan your environment. View the release bulletin for the latest information on system requirements and patches.

1. Make sure your system meets all the requirements for your installation scenario.
2. Install the prerequisites.

See also

- *Chapter 3, Installing Device Files for Mobile Sales and Deploying an ESDMA Package Using the Installer* on page 13

System Requirements

Make sure your system meets all requirements before you install.

- For system and disk space requirements for Sybase Unwired Platform, including Unwired Server, Relay Server, and Afaria®, see the *Sybase Unwired Platform Installation Guide*.
- For system and disk space requirements for Sybase SAP DOE Connector, see the *Sybase SAP DOE Connector Installation Guide*.

The following table indicates the disk space requirements when installing Sybase Mobile Sales for SAP CRM on the machine running Sybase Unwired Platform using the Mobile Sales installation media.

Table 1. Disk Space Requirements

Product	Disk Space Required
Sybase Mobile Sales for SAP CRM	107.0 MB

Use the following tables to verify SAP and BlackBerry component compatibility for Sybase Mobile Sales for SAP CRM.

Table 2. SAP Compatibility Matrix

SAP Product	Supported Versions
SAP® Customer Relationship Management (CRM)	2007 SP06 and later 7.0 SP05 and later
SAP NetWeaver® Mobile	7.1 SP11 and later

SAP Product	Supported Versions
gateway to SAP NetWeaver® Mobile	1.1 SP04 and later
Entity Set Definitions for Mobile Applications (ESDMA)	MAS_SMARTPHONE_SALES_V00; version VG001

Table 3. BlackBerry Compatibility Matrix

Product	Supported Versions
BlackBerry Enterprise Server (BES)	4.1 or higher
BES-compatible Web server if the Mobile Sales application is to be installed over-the-air (OTA). See the <i>Sybase Mobile Sales for SAP CRM Deployment Guide</i> .	See BlackBerry Enterprise Server guidelines

Device Requirements

Devices supported for Mobile Sales.

Supported Devices

Mobile Sales supports BlackBerry Device Software 5.x.

- BlackBerry Bold 9700
- BlackBerry Curve 8900
- BlackBerry Tour 9630
- Apple iPad, iOS 3.2
- Apple iPhone 4, iOS 4.0, 4.2, and 4.2.1
- Apple iPhone 3GS, iOS 4.0, 4.2, and 4.2.1
- Apple iPhone 3G, iOS 4.0, 4.2, and 4.2.1
- Apple iPod touch 3G, iOS 4.0, 4.2, and 4.2.1

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

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

See the *Sybase Mobile Sales for SAP CRM Release Bulletin* for updates to any of these requirements.

Device Storage Requirements

Make sure device users have the minimum free storage space before installing the Mobile Sales application on the device. More may be needed depending on how much data is stored on the device. Storage requirements for the out-of-the-box (non-customized) Mobile Sales application:

- Windows Mobile: 40 MB free storage space
- iOS: 25 MB free storage space
- BlackBerry: a memory (SD) card with 100 MB free storage space. The Mobile Sales application stores the Mobile Sales database and log file on the memory card.

Device Performance and Data Sizing

As the number of data objects increases on the device, the end user interaction response time increases.

The following shows how the device performance can be affected as the data loading increases. Loading large data object sets can result in degraded device response time for users.

Table 4. List View Load for Accounts on BlackBerry, with Load on Demand enabled

Data set (number of accounts)	Load time (in seconds)
Data set 1 (500)	1.238
Data set 2 (800)	1.483
Data set 3 (1500)	1.433
Data set 4 (3500)	1.492

Table 5. List View Load for Contacts on BlackBerry, with Load on Demand enabled

Data set (number of accounts)	Load time (in seconds)
Data set 1 (1000)	1.441
Data set 2 (1600)	1.601
Data set 3 (3000)	1.718
Data set 4 (7000)	1.716

Note that enabling Load on Demand can provide a performance improvement.

Table 6. Load on Demand performance impact for Accounts and Contacts on BlackBerry, using Data Set 1

	Load on Demand enabled	Load on Demand disabled
Accounts	1.316 seconds	3.465 seconds
Contacts	1.403 seconds	5.343 seconds

Supported Languages

Mobile Sales labels and messages appear in several supported languages. See the *Sybase Mobile Sales for SAP CRM Device Users Guide* for the device platform for additional information about language support when running in demo mode or live mode, and SAP system messages.

- English
- French
- German
- Spanish

Installation Prerequisites

Install the required prerequisites for Sybase Mobile Sales for SAP CRM before launching the installer. There are three types of prerequisites: server prerequisites, ESDMA deployment prerequisites, and device prerequisites.

Server Prerequisites

Install Sybase Unwired Platform and Sybase SAP DOE Connector (DOE-C) on the server before installing Sybase Mobile Sales for SAP CRM.

Install these products in the order listed. These prerequisites and Mobile Sales need to be installed to the same server.

Product	Version
Sybase Unwired Platform	1.5.5
Sybase SAP DOE Connector	1.5.5

SAP CRM ESDMA Package Deployment Prerequisites

You must deploy a SAP CRM ESDMA (SAP CRM Entity Set Definitions for Mobile Applications) package.

The SAP CRM ESDMA:

- Must be deployed as part of the Sybase Mobile Sales for SAP CRM solution. If you do not deploy the ESDMA with the Mobile Sales installer, you must deploy the ESDMA using the command line utility.
See Appendix A: Deploying the SAP CRM ESDMA using the Command Line Utility.
- Is a zipped bundle that contains XML metadata and WSDLs that define necessary metadata for the Sybase SAP DOE Connector. It is generated using the ESDMA Editor provided with gateway to SAP NetWeaver Mobile. Download the ESDMA zip file as an ESDMA bundle from gateway to SAP NetWeaver Mobile.
- Only needs to be deployed once:
 - To the first installed node of the cluster if you have Sybase Unwired Platform installed as a cluster.
 - Regardless of the variety of devices types you are targeting in your Sybase Mobile Sales for SAP CRM solution.

If you are using the Mobile Sales installer to install the ESDMA, you are prompted to enter:

Field	Detail
Location of the ESDMA bundle zip file	Provided by the SAP administrator. The ESDMA is downloaded using the ESDMA Browser, which is part of the gateway to SAP NetWeaver Mobile.
SAP Technical User ID and Password	Provided by the SAP administrator; a technical user who can perform all User actions on the SAP server.
SUP Listener IP Address and Port	Provided by the Sybase Unwired Platform administrator.
SUP Admin User ID and Password	Provided by the Sybase Unwired Platform administrator.

See also

- *Chapter 5, Troubleshooting ESDMA Deployment* on page 17
- *Appendix A, Deploying the SAP CRM ESDMA Using the Command Line Utility* on page 23

Device Prerequisites

Before the Mobile Sales application is installed on mobile devices, device prerequisites must be met. Users can individually install the prerequisites or the administrator can stage prerequisite installations for device users.

Windows Mobile Device Prerequisites

Product	Version	Description
Microsoft ActiveSync	4.5 or later	(Optional) If files are manually provisioned, ActiveSync allows the files to be synchronized between the Sybase Unwired Platform machine and the Windows Mobile emulator or device. Download from the Microsoft Web site at http://www.microsoft.com/windowsmobile/en-us/downloads/microsoft/activesync-download.aspx . Install ActiveSync on the computer used to sync the device.
.NET Compact Framework	3.5	Download from the Microsoft Web site at http://www.microsoft.com/downloads/details.aspx?FamilyID=E3821449-3C6B-42F1-9FD9-0041345B3385&displaylang=en . Install .NET Compact Framework on the device.
.NET Compact Framework Messages for Windows Mobile	3.5	(Optional) Provides localized Windows Mobile error messages. All Mobile Sales messages are available in the supported languages. Install .NET Compact Framework Messages for Windows Mobile on the device.

Note: Afaria provisioning features can be used to push the .NET Compact Framework components to devices. See *System Administration for Sybase Unwired Platform > System Administration > Device and User Management > Device Provisioning > Afaria Provisioning and Mobile Device Management*.

BlackBerry Device Prerequisites

Product	Version	Description
BlackBerry Desktop Software (includes BlackBerry Desktop Manager)	5.0.1	(Optional) Provides the ability to install the Mobile Sales application via USB. Install Desktop Manager on the computer used to sync the device. If Mobile Sales is to be provisioned using the OTA method, Desktop Manager is not needed.

Upgrade Prerequisites

Complete the required prerequisites for Sybase Mobile Sales for SAP CRM before launching the installer.

There are two aspects of the upgrade to Mobile Sales 1.2:

1. Enterprise server upgrade
2. Device upgrade
 - Complete pending operations. Any operations in a pending status may be lost when you unsubscribe.

Enterprise Server Upgrade

The enterprise server upgrade can take place without affecting Mobile Sales 1.1 users who are subscribed via mobile devices. The ESDMA package remains deployed. Subscriptions associated with this package are unaffected by the upgrade and Mobile Sales device users continue to work normally.

Note: The deployed EDSMA package itself is not upgraded to take advantage of Mobile Sales 1.2 features. It remains deployed with Mobile Sales 1.1 features.

This upgrade scenario assumes that the enterprise is running with Sybase Unwired Platform 1.5.2 or 1.5.3 with the Sybase DOE Connector 1.1 installed.

1. Upgrade Sybase Unwired Platform to 1.5.5. Run the 1.5.5 EBF upgrade script; in addition to upgrading Unwired Platform, the script automatically recognizes an existing installation of the Sybase DOE Connector and performs the upgrade to DOE Connector 1.5.5.
2. Install Sybase Mobile Sales for SAP CRM 1.2 on the server. Choose one:
 - Use this option if you are not deploying to BlackBerry devices and do not want devices users to lose device subscriptions to the deployed ESDMA package.

1. Access the Mobile Sales 1.2 device application files on the Sybase Mobile Sales for SAP CRM installation media.
 2. Navigate to <installation_media_root>\modules\crm.
 3. Extract the contents of the crmapp.zip to access the Mobile Sales 1.2 device files for Windows Mobile.
 4. Provision the device files according to the steps required.
- Use this option if loss of existing subscriptions to the deployed ESDMA package is not a concern or you are deploying to BlackBerry.
 1. Uninstall the existing version of Sybase Mobile Sales for SAP CRM from the server.
See *Uninstalling Device Files for Mobile Sales Using the Uninstaller*.

Note: This requires that you remove the deployed ESDMA package. Existing device users will lose subscriptions and will need to re-subscribe.

 2. Complete the *Installation Task Flow* as appropriate for your implementation.

Note: You must deploy an updated ESDMA to run Mobile Sales using 1.2 features or if you are planning to deploy to BlackBerry.

 3. Provision the Mobile Sales 1.2 device files.

Device Upgrade

After the ESDMA is re-deployed and the Mobile Sales 1.2 device files are provisioned, you can migrate device users to Mobile Sales 1.2.

The device user process varies based on the target mobile device platform. In general, device users must:

1. Uninstall Mobile Sales from the device.
2. Access and install Mobile Sales 1.2.
3. Subscribe.

Detailed user instructions are provided in the *Sybase Mobile Sales for SAP CRM Device Users Guide* for the targeted device platform.

Demo Mode

Use demo mode to review the Mobile Sales application from the device without connecting to the enterprise.

By running Mobile Sales in demo mode, device users can review and evaluate the application functionality without connecting to the SAP backend system.

To allow device users to run Mobile Sales strictly in demo mode, do one of the following:

- For BlackBerry mobile devices:

1. Run the Sybase Mobile Sales for SAP CRM installer to copy the device files to a local machine.
 2. Copy the appropriate files to a location where all device users have access.
 3. Each device user uses Desktop Manager to sync the BlackBerry device which installs Mobile Sales.
 4. Each device user launches Mobile Sales by pressing the Menu key, and navigating to and selecting Mobile Sales. On the login screen, the user presses the Menu key and selects **Run in Demo Mode**.
- For iOS mobile devices:
 1. Each device user downloads the Mobile Sales application from App Store or iTunes and runs the Mobile Sales installation on the iPhone device.
 2. Each device user launches Mobile Sales by tapping **Demo Application** to launch the application in demo mode.
 - For Windows Mobile devices:
 1. Run the Sybase Mobile Sales for SAP CRM installer to copy the device files to a local machine.
 2. Copy the appropriate .cab files to a location where all device users have access.
 3. Each device user navigates to this location from the device, for example using ActiveSync, copies the .cab file and installs the Mobile Sales application.
 4. Each device user launches Mobile Sales and selects **Yes** to launch the application in demo mode.

Installing Device Files for Mobile Sales and Deploying an ESDMA Package Using the Installer

Use the installer to make BlackBerry and Windows Mobile device-specific Mobile Sales application files available for provisioning from the server and to deploy a CRM ESDMA package.

Prerequisites

- Install the prerequisites.
- If you are deploying the ESDMA using the Mobile Sales installer, verify that:
 - You have completed *SAP CRM ESDMA Package Deployment Prerequisites*.
 - Unwired Server is started
- Shut down any Sybase products or processes, and associated third-party processes.
- Verify that you are logged in with administrative rights.
- Install Sybase Mobile Sales for SAP CRM from the installation media on the same machine where you installed Sybase Unwired Platform and Sybase SAP DOE Connector. If Sybase Unwired Platform is installed in a cluster, install Sybase Mobile Sales for SAP CRM and deploy the SAP CRM ESDMA to the primary node.

Task

Sybase Mobile Sales for SAP CRM installs in the Sybase Unwired Platform installation directory: <UnwiredPlatform_InstallDir>\UnwiredPlatform\Mobile Sales for SAP CRM, where the default for <UnwiredPlatform_InstallDir> is C:\Sybase.

1. Insert the Sybase Mobile Sales for SAP CRM installation media.

If you are installing from a Web download, extract the archive to a temporary directory on the local disk, not a shared drive.

2. On the installer welcome page, click **Next**.
3. Select the appropriate geographic location, accept the terms of the license agreement and click **Next**.
4. Specify whether you want the installer to deploy the ESDMA package, then click **Next**. If you chose to deploy the SAP CRM ESDMA, the installer prompts you to enter the location of the ESDMA package, and connection information for SAP and SUP. Enter this information, then click **Next**.

5. Click **Install**.

The installation log, CRMInstall.log, is available in
<UnwiredPlatform_InstallDir>\UnwiredPlatform\InstallLogs.

Next

Provision the Mobile Sales application to the device.

See also

- *Chapter 1, Installation Task Flow* on page 1
- *SAP CRM ESDMA Package Deployment Prerequisites* on page 6

After completing the installation, provision the Mobile Sales application to prepare it for installation on mobile devices.

1. The administrator completes postinstallation configuration and provisions the Mobile Sales application. See the *Sybase Mobile Sales for SAP CRM Deployment Guide*.
2. Mobile device users download and install Mobile Sales on BlackBerry, iOS, or Windows Mobile devices. The *Sybase Mobile Sales for SAP CRM Device Users Guide* provides these details and describes functionality available to mobile device users. There is a separate guide for each device platform.

See the *Sybase Mobile Sales for SAP CRM Solution Guide* for a complete overview of the mobile solution.

Troubleshooting ESDMA Deployment

Provides troubleshooting information when ESDMA deployment is unsuccessful.

Problem: ESDMA deployment generates a message indicating that the deployment was not successful.

Solution: Verify that the Unwired Server port number is correct.

Use Sybase Control Center to delete, or the command line utility to remove, the ESDMA package. Uninstall Mobile Sales for SAP CRM, and reinstall using the correct information.

To use Sybase Control Center: use the **delete** option to delete the ESDMA package. See *Sybase Control Center for Sybase Unwired Platform > Manage > Managing Unwired Platform > Routine Command and Control Actions > Deploy > Deleting a Package* in the Sybase Control Center online help.

To use the command line utility:

1. On the server where you attempted the installation, execute `clu.bat`.
2. Execute **removePackages**.
3. Log in to Sybase Control Center to verify that the package has been removed.
4. Redeploy the SAP CRM ESDMA.

See also

- *SAP CRM ESDMA Package Deployment Prerequisites* on page 6
- *Appendix A, Deploying the SAP CRM ESDMA Using the Command Line Utility* on page 23

Uninstalling Device Files for Mobile Sales Using the Uninstaller

If you installed Sybase Mobile Sales for SAP CRM using the installation media, you can uninstall the device files using the Add or Remove Programs option on the Control Panel, which launches the uninstaller. Uninstall Mobile Sales before reinstalling or upgrading.

Prerequisites

You must remove the deployed ESDMA package from Unwired Server before running the uninstaller.

Choose one:

- Through Sybase Control Center, use the **delete** option to delete the deployed ESDMA package. See *Sybase Control Center for Sybase Unwired Platform > Manage > Managing Unwired Platform > Routine Command and Control Actions > Deploy > Deleting a Package* in the Sybase Control Center online help.
- Use the command line utility to execute the **removePackages** command. See the *Sybase SAP DOE Connector Installation Guide, Appendix A: SAP DOE Connector Utility*.

Task

Note: To uninstall the Mobile Sales application from a mobile device, see the *Sybase Mobile Sales for SAP CRM Device Users Guide* for your device platform.

1. From the Control Panel, select **Add or Remove Programs**.
2. Select **Sybase Mobile Sales for SAP CRM <version>**, and click **Change/Remove**.
3. Click **Next** in the welcome window.
4. Click **Uninstall**.
5. Click **Finish** when you see: The InstallShield wizard has successfully uninstalled Sybase Mobile Sales for SAP CRM <version>.

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.

Deploying the SAP CRM ESDMA Using the Command Line Utility

If you choose to manually deploy the ESDMA, use the Sybase SAP DOE Connector command line utility, instead of the Mobile Sales installer. This task describes specific steps required to prepare and deploy the ESDMA.

Prerequisites

Generate the SAP CRM ESDMA using the ESDMA Editor provided with gateway to SAP NetWeaver Mobile. Download the ESDMA zip file as an ESDMA bundle from gateway to SAP NetWeaver Mobile.

Task

When you deploy the SAP CRM ESDMA package using the command line, you must complete steps unique to this type of ESDMA bundle.

Note: General documentation for the command line utility is provided in the *Sybase SAP DOE Connector Installation Guide, APPENDIX A: SAP DOE Connector Utility*. To remove the SAP CRM ESDMA package, the general instructions provided for the **removePackages** command in that guide apply for this ESDMA package type.

1. *Preparing the SAP CRM ESDMA for Deployment*

Unzip the ESDMA to the directory structure on the server where Sybase Unwired Platform is installed, create or edit the sup-db.xml file, and if deploying for BlackBerry, identify other specified xml files.

2. *Deploying the SAP CRM ESDMA to Unwired Server*

Deploy the SAP CRM ESDMA using the command line utility.

See also

- *SAP CRM ESDMA Package Deployment Prerequisites* on page 6
- *Chapter 5, Troubleshooting ESDMA Deployment* on page 17

Preparing the SAP CRM ESDMA for Deployment

Unzip the ESDMA to the directory structure on the server where Sybase Unwired Platform is installed, create or edit the `sup-db.xml` file, and if deploying for BlackBerry, identify other specified xml files.

Prerequisites

Generate and download the SAP CRM ESDMA from NetWeaver Mobile.

Task

1. On the server where Sybase Unwired Platform is installed, create a directory named ESDMA at `<UnwiredPlatform_InstallDir>\Servers\UnwiredServer`.
2. Extract the contents of the SAP CRM ESDMA to `<UnwiredPlatform_InstallDir>\Servers\UnwiredServer\ESDMA`.
3. Choose one:

- If you are deploying to device platforms that DO NOT include BlackBerry:
 1. Under the ESDMA directory create two directories: META-INF and Resources.
 2. Create a file named `sup-db.xml`.
 3. Copy and paste this text to the contents of the `sup-db.xml` file:

```
<package name="SAP_CRM" short-name="SAP_CRM" sup-  
name="SAP_CRM"  
version="1.0"  
java-package="com.sybase.sap.crm.db"  
cs-namespace="Sybase.Sap.Crm.Db"  
oc-namespace="crm_db_"  
<!-- Update with new host and port, listener.url must end  
with /doe/publish. -->  
<property  
    name="listener.url"  
    value="http://<supserver host name>:<sup listener port>/  
doe/publish" />  
<database name="crm-database" />  
<database-class name="CrmDatabase" />  
<personalization-parameter name="language" type="string"  
owner="client" />  
<include file="afx-esdma.xml" />  
</package>
```

4. Replace these values with values applicable to your implementation:

<code><supserver host name></code>	Sybase Unwired Platform server host name, or Sybase Unwired Platform server IP address
--	--

<code><sup listener port></code>	The listener port for SUP server. Use 8000, the default value, or port number set during the Sybase Unwired Platform installation.
--	--

Note: Change only `<supserver host name>` and `<sup listener port>`. The other values set in the `sup-db.xml` have been set to match subscription configuration in Sybase Unwired Platform. If you change these values, subscriptions may fail.

5. Save `sup-db.xml` to its location at `<UnwiredPlatform_InstallDir>\Servers\UnwiredServer\ESDMA\META-INF`.
- If you are deploying to device platforms that DO include BlackBerry:
 1. Locate the `META-INF` and `Resources` directories in the Sybase Unwired Platform installation at `<UnwiredPlatform_InstallDir>\UnwiredPlatform\InstallLogs\silentInstall\CRM\CRM_ESDMATMP`.
These directories contain a set of `.xml` files, including a template `sup-db.xml` that is configured for deployment to device platforms that specifically includes BlackBerry.
 2. Copy the `META-INF` and `Resources` directories to the ESDMA directory `<UnwiredPlatform_InstallDir>\Servers\UnwiredServer\ESDMA`.
 3. From the `<UnwiredPlatform_InstallDir>\Servers\UnwiredServer\ESDMA\META-INF` directory, open the `sup-db.xml` file and edit the value attribute for the `listener.url` property.

```
<property
  name="listener.url"
  value="http://<supserver host name>:<sup listener port>/
doe/publish" />
<database name="crm-database" />
```

<code><supserver host name></code>	Sybase Unwired Platform server host name, or Sybase Unwired Platform server IP address
<code><sup listener port></code>	The listener port for SUP server. Use 8000, the default value, or port number set during the Sybase Unwired Platform installation.

Note: Change only `<supserver host name>` and `<sup listener port>`. The other values set in the `sup-db.xml` have been set to match subscription configuration in Sybase Unwired Platform. If you change these values, subscriptions may fail.

4. Save `sup-db.xml` to its location at `<UnwiredPlatform_InstallDir>\Servers\UnwiredServer\ESDMA\META-INF`.

You are now ready to deploy the SAP CRM ESDMA to Unwired Server.

See also

- *Deploying the SAP CRM ESDMA to Unwired Server* on page 26

Deploying the SAP CRM ESDMA to Unwired Server

Deploy the SAP CRM ESDMA using the command line utility.

Prerequisites

Follow the steps in *Preparing the SAP CRM ESDMA for Deployment*.

Task

1. Start the command line utility.
 - a) Navigate to %DOE-C_CLU_HOME%/ bin/.
 - b) Execute: `clu.bat`.
2. At the CLU prompt, execute: `deploy`.
3. Enter:
 - SUP server URL
 - SUP admin username and password
 - SAP technical user username and password
4. Enter the path to the ESDMA directory: `<UnwiredPlatform_InstallDir>\Servers\UnwiredServer\ESDMA`

The SAP CRM ESDMA is deployed to Unwired Server and a message indicates a successful deployment.

You can log in to Sybase Control Center to verify that the ESDMA package is properly installed and listed in the Package list.

See also

- *Preparing the SAP CRM ESDMA for Deployment* on page 24

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