SYBASE®

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CHAPTER 1   Sybase Mobile Workflow for SAP Business Suite

Sybase® Mobile Workflow for SAP® Business Suite (Mobile Workflow) works with Sybase Unwired Platform to make parts of your company's SAP Workflow available on your mobile device.

Mobile Workflow lets you submit information to the SAP system and sends you information submitted from the SAP system. Mobile Workflow makes the following parts of SAP Workflow available on your mobile device:

- Time and Travel Packages
  - Leave requests - for submitting requests for taking various types of leave from work
  - Travel requests - for submitting requests for approval of work-related travel plans
  - Time recording - for keeping records of timed events
- SAP Workflow Packages
  - Alerts - for receiving notifications of important events, such as approaching deadlines
  - Workflow items - for approving or rejecting travel and leave requests submitted by subordinates
  - Notifications - to remind you if you do not quickly approve or reject a request

Your Sybase Unwired Platform administrator has to set up an account for you, provide instructions for you to download and install the supporting client software, and enable download of the Sybase Mobile Workflow for SAP applications.

Supported Devices

Your Sybase Unwired Platform system administrator can help ensure that you have a device with a supported operating system.

Sybase Mobile Workflow for SAP can run on these devices running these operating systems.

- Windows Mobile 5, 6, or 6.1 (Standard and Professional)

Installation Prerequisites

Perform the installation prerequisites before installing Sybase Mobile Workflow.

Perform the prerequisites before installing Sybase Mobile Workflow for SAP Business Suite.

If your Sybase Unwired Platform system administrator has already installed the Sybase Mobile Workflow client on your device, skip these steps.

Before installing Sybase Mobile Workflow, be sure you have at least 6 MB of free storage space on the device. To preserve storage space for data, delete the CAB file after installing it.

- See your Sybase Unwired Platform system administrator to ensure that you have an SAP account and an Unwired Server device messaging account.
- For Unwired Server, be sure to note your user name, Unwired Server name, Unwired Server port number, activation code, and farm ID.
- (Optional) Install Microsoft Compact Framework for Messaging, `NETCFv35.Messages.EN.wm.cab` if you want to view Windows Mobile error messages for a specific locale.

  Note: After installing Microsoft Compact Framework, perform a soft reset on the device.

- (Optional) If your company is using Sybase Unwired Platform to provision the Mobile Workflow application to your device, install Afaria client. If this step is necessary, you will receive instructions from your system administrator. System administrators: see the *Sybase Unwired Platform System Administrator Guide*.

Installing the Mobile Workflow Client on Your Windows Mobile Device

Install Sybase Mobile Workflow on your Windows Mobile device.

Prerequisites

- Review the installation prerequisites.
- Obtain SAP account and Unwired Server account information.

In many organizations, your system administrator will send you a notification that provides instructions and includes a link that downloads the Mobile Workflow client to your device. Alternately, you can copy the CAB files to your device, for example, using ActiveSync. Once the CAB files are on your device, you can install them. Depending on device disk space, you might need to delete the CAB file after installation.

Task

1. Copy the appropriate CAB file for your device platform to your device.
   - For Windows Mobile Professional: `MoMessaging_ppc.cab`
   - For Windows Mobile Standard: `MoMessaging_sp.cab`
2. Select the CAB file to begin the installation process.
3. Select **OK** once the installation process is finished.

Next

• Set up the server connection.

Setting Up the Server Connection

Configure the server connection so that you can connect your device to the server for Sybase Mobile Workflow.

The server connection settings provide the information needed to connect to server for Sybase Mobile Workflow.

1. From the Home page, select **Start > Programs > Sybase Settings** to display the Sybase Settings screen.

   After the first time that you open the Sybase Settings screen, you may access it directly from the Start menu.

2. Open the **Connection** icon to display the Sybase Settings Connection screen.

3. Enter the server connection settings that your Sybase Unwired Platform system administrator sent to you.

   • **Server name**
   • **Port name**
   • **Farm ID**
   • **User name**
   • **Activation code**

4. Select **Done** to save your settings.

Setting Connection Preferences

You can set connection preferences to control how often your device connects to the server for Sybase Mobile Workflow.

1. From the Home page, select **Start > Sybase Settings** to display the Sybase Settings screen.

2. Open the **Advanced** icon to display the Sybase Settings Advanced screen.

3. Change the configuration settings to control how the Sybase Mobile Workflow client interacts with the server.

   • **Sybase Messaging Enabled**: When unchecked, all automatic deliveries are disabled.

      • **SMS Push**: Use this option to switch from an IP Push to an SMS Push for an automatic Send/Receive data exchange. Unlike an IP push, which maintains a persistent IP connection, an SMS-based push uses an IP connection only long enough for the Send/Receive data exchange to complete. The feature overcomes

network issues with always-on connectivity and battery life consumption on 3G networks. The client (**Sybase Messaging Enabled** setting) must be enabled for the SMS Push to work. When automatic Send/Receive with SMS Push is enabled, any client changes immediately establishes an IP connection to exchange the device changes.

Note: If your Sybase Unwired Platform system administrator has no enabled SMS push on the server, this field is not editable on your device.

- **Scheduled Sync**: Use this option to enable synchronizations according to a schedule that is set on your server. The feature overcomes network issues with always-on connectivity and battery life consumption on 3G networks. The client (**Sybase Messaging Enabled** setting) must be enabled for the Scheduled Sync to work.
- **Restart Client**: Use this option to restart the Sybase Mobile Workflow client following a device failure.

Note: This option reinitializes the Sybase Mobile Workforce packages. An Activation screen asking for your Username and Password is displayed on your first attempt to access each Mobile Workflow package.

- **Allow Roaming**: This feature allows you to specify whether a device is allowed to maintain a persistent connection to the server when the device is not on the carrier's home network. If available, the Send/Receive functionality should still be functioning for the device. After a roaming occurrence, once the device hooks back into the network of the carrier used with the device, the product automatically switches back to a persistent connection if enabled.
- **URL Prefix**: Specifies the URL prefix to be used when the client is connecting through the relay server.
- **Keep Alive (sec)**: Set the interval, in seconds, at which the device should contact the server so that the server knows the device is awake and able to receive data.

4. Select **Done** to save your settings.

CHAPTER 2 **Using Time and Travel Packages**

The Time and Travel packages allow you to submit travel and leave requests, and record your time.

Activating the Time and Travel Packages

You must activate the Time and Travel packages before you can submit time and travel items.

Prerequisites

*   Your Sybase Unwired Platform administrator must register your device for the Time and Travel packages on Sybase Unwired Server.
*   The Mobile Workflow client must be installed on your device.
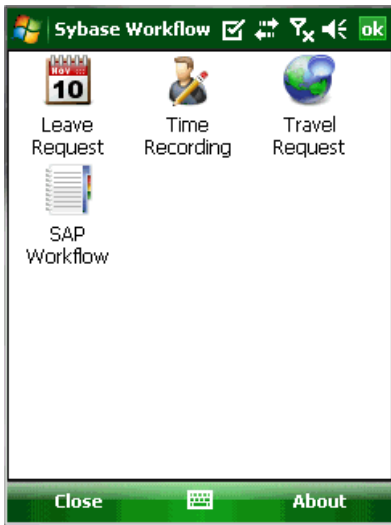
The first time you open any one of the Time and Travel packages, you must enter your SAP Username and Password in an Activation screen. When your Username and Password are accepted, you are able to use all three Time and Travel packages.

Task

1. If you have Outlook E-mail set up, go to the Outlook E-mail screen and select **Menu > Workflows** to display the Sybase Workflow screen.

    If you do not have Outlook E-mail set up:
    1. Select **Start > Messaging**.
    2. Select **Text Messages**.
    3. Select **Inbox > Outlook E-Mail**.
    4. Select **Menu > Workflows**.

2. Open one of the Time and Travel packages (Leave Request, Travel Request, or Time Recording).

The first time you open one of the Time and Travel packages an Activation screen appears.

3. Enter your SAP **Username** and **Password**.

4. (Optional) Change the **Language** setting.

5. Select **Activate**.
The Activation Successful screen appears when your Username and Password are accepted.

6. Select **Close** to return to the Sybase Workflow screen.

Submitting a Leave Request

Submit a leave request when you want to get approval to take time off of work.

Prerequisites

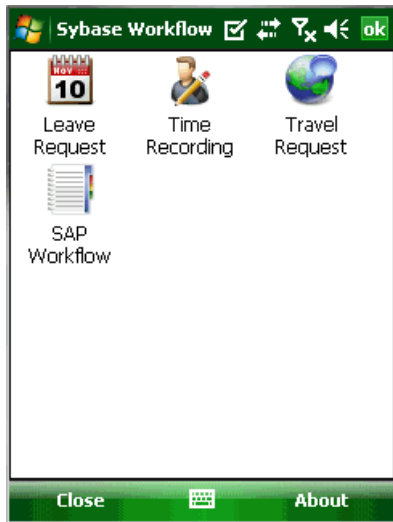• Your have activated the Time and Travel packages.

Task

1. If you have Outlook E-mail set up, go to the Outlook E-mail screen and select **Menu > Workflows** to display the Sybase Workflow screen.

If you do not have Outlook E-mail set up:

1. Select **Start > Messaging**.

   2. Select **Text Messages**.

   3. Select **Inbox > Outlook E-Mail**.

   4. Select **Menu > Workflows**.

   2. Open the **Leave Request** package.

   3. Set **Start Date** and select **Continue**.

   You can not Set **Leave Type** yet.

   4. Select **Continue**.

   5. If your SAP login has changed, enter your new SAP **Username** and **Password** in the
   Change Credentials screen that appears.

   Contact your SAP system administrator if you do not know your new Username or
   Password.

   6. Set **Leave Type**.

   7. (Optional) Change the **Start Date**.

   8. Select **Continue**.

   9. Set the **End Date** and enter any additional information required on the form.

   10. Depending on the configuration in the SAP system, you may be able to search for and
   change the Approver. To add another Approver, tap the icon at the bottom of the screen and
   select **Search Approver**.

   11. (Optional) Change **Start Date** or **End Date** or add a **Note**.

12. Select **Submit**.

A "Leave Request was submitted" message appears. A message has been sent to the Approver. When the Approver approves or rejects the leave request, a text message may be automatically sent to notify you of the result.

Submitting a Travel Request

Submit a travel request when you want to get approval for business travel.

Prerequisites

• Your have activated the Time and Travel packages.

Task

1. If you have Outlook E-mail set up, go to the Outlook E-mail screen and select **Menu > Workflows** to display the Sybase Workflow screen.

If you do not have Outlook E-mail set up:

1. Select **Start > Messaging**.
2. Select **Text Messages**.
3. Select **Inbox > Outlook E-Mail**.
4. Select **Menu > Workflows**.
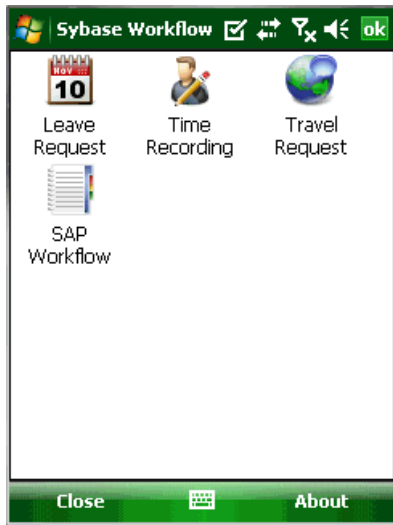
2. Open the **Travel Request** package.

3. Enter **Start Date** and **Start Time**.

   You can not yet enter the other information yet.

4. Select **Continue**.

5. If your SAP login has changed, enter your new SAP **Username** and **Password** in the Change Credentials screen that appears.

   Contact your SAP system administrator if you do not know your new Username or Password.

6. Enter the rest of the detailed information for your travel.

7. (Optional) Change information you entered earlier.

8. Select **Submit**.

A message appears saying that the Travel Request was submitted. A message has been sent to the Approver. You may receive a confirmation message, containing the trip number, after the travel request is accepted by the SAP system. When the Approver approves or rejects the leave request, a text message may be automatically sent to notify you of the result.

Submitting a Time Recording

Submit a time recording when you want to record your time.

Prerequisites

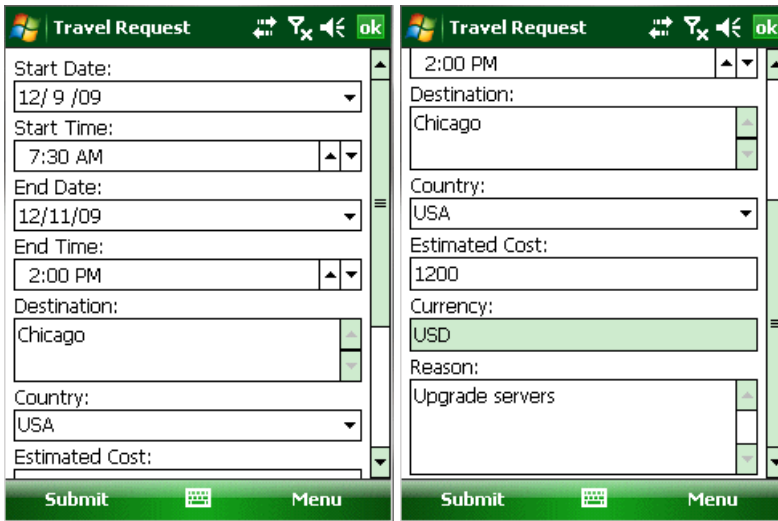• Your have activated the Time and Travel packages.

Task

1. If you have Outlook E-mail set up, go to the Outlook E-mail screen and select **Menu > Workflows** to display the Sybase Workflow screen.

If you do not have Outlook E-mail set up:

1. Select **Start > Messaging**.
2. Select **Text Messages**.
3. Select **Inbox > Outlook E-Mail**.
4. Select **Menu > Workflows**.
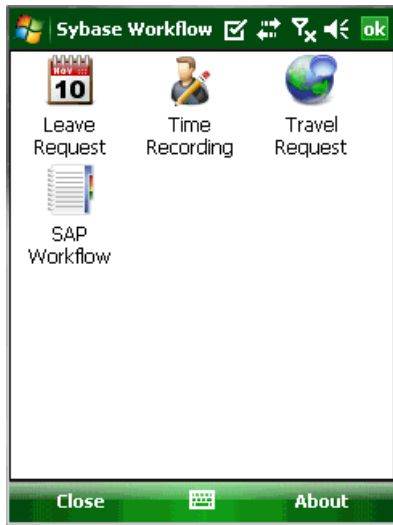
2. Open the **Time Recording** package.

3. Enter the **Date** and **Time** for the event.

4. Select **Continue**.

5. If your SAP login has changed, enter your new SAP **Username** and **Password** in the Change Credentials screen that appears.

   Contact your SAP system administrator if you do not know your new Username or Password.

6. Set **Time Event**.

7. (Optional) Change **Date** and **Time**.

8. Select **Submit**.
A message is displayed saying that the Time Recording was submitted. You will not receive any further messages about your Time Recording submission.

CHAPTER 3   **Using the SAP Workflow Package**

SAP Workflow package allows you to approve travel and leave requests, and receive alerts.

Activating the SAP Workflow Package

You must activate the SAP Workflow package before you can process SAP Workflow items.

Prerequisites

- Your Sybase Unwired Platform administrator must register your device for the SAP Workflow package on Sybase Unwired Server.
- The Mobile Workflow client must be installed on your device.

The first time you open the SAP Workflow package, you must enter your SAP Username and Password in an Activation screen. When your Username and Password are accepted, you are able to use to the SAP Workflow package.

Task

1. If you have Outlook E-mail set up, go to the Outlook E-mail screen and select **Menu > Workflows** to display the Sybase Workflow screen.

   If you do not have Outlook E-mail set up:
   1. Select **Start > Messaging**.
   2. Select **Text Messages**.
   3. Select **Inbox > Outlook E-Mail**.
   4. Select **Menu > Workflows**.

2. Open the **SAP Workflow** package.
   The Activation screen appears.

3. Enter your SAP **Username** and **Password**.

4. (Optional) Change the **Language** setting.

5. Select **Activate**.
   If your Username and Password are accepted, the Activation Successful screen appears.

6. Select **Close**.
   The Sybase Workflow screen appears, without the SAP Workflow icon.

Processing a Workflow Item

A workflow item requires you to approve or reject a request.

Prerequisites

• Your have activated the SAP Workflow package.

A workflow item comes to you when someone you manage submits a request that you must either approve or reject. Workflow items come to your mobile device messaging inbox.

Task

1. Go to your device messaging inbox and locate the workflow item.

   Look for "SAP Workflow" as the sender.

2. Open the workflow item and review the information on the SAP Workflow screen.

The SAP Workflow screen provides all the information submitted in the request.

3. Under **Choose an Alternative**, select **Approve** or **Reject**.

4. (Optional) Add a **Comment**.

For example, give the reason why you reject a request.

5. Select **Save** to complete the processing of the request; after processing by SAP, it will be automatically deleted from your inbox.

If you want to come back to process this workflow item later, select **Cancel**.

> **Note:** With Travel Request workflow items, the approval may be sent to several managers. As soon as one manager approves the Travel Request, the workflow item is automatically deleted from the other managers' inboxes.

6. If your SAP login has changed, another message will automatically be sent to you.

Open that message and enter your new SAP **Username** and **Password** in the Change Credentials screen that appears.

Contact your SAP system administrator if you do not know your new Username or Password.

> **Note:** If your SAP login has changed, the workflow item is not processed until you supply your new SAP login.

Processing an Alert

An alert informs you of some event that will occur soon, which you need to know about, or for which you need to take action.

Prerequisites

•   Your have activated the SAP Workflow package.

Managers send alerts to groups of people to advise them of important events, like project deadlines and milestones. Alerts come to you in your mobile device messaging inbox.

Task

1. Go to your device messaging inbox and locate the alert.

Look for "SAP Alert" as the sender.

2. Open the alert and read the summary information on the Alert screen.

The Alert screen provides a summary of what you need to do, and when you need to finish doing it.

3. Select **Menu > Longtext** to display detailed instructions for the alert.

The Alert Longtext screen provides more detailed instructions.

4. Select **Back** to return to the Alert screen.
5. Select **Menu > Activities** to display additional information, or links to additional information, related to this alert.
6. Select **Back** to return to the Alert screen
7. If you are finished with this alert, select **Complete**; after processing by SAP, it will be automatically deleted from your inbox.

   If you want to come back to this alert later, select **Menu > Close** to close the alert, keeping it in your inbox.
8. If your SAP login has changed, another message will automatically be sent to you.

   Open that message and enter your new SAP **Username** and **Password** in the Change Credentials screen that appears.

   Contact your SAP system administrator if you do not know your new Username or Password.

   Note: If your SAP login has changed, your response to the alert is not processed until you supply your new SAP login.

Processing a Notification

A notification comes to your device messaging inbox when you have not finished processing a Time and Travel request within 15 minutes.

Prerequisites

• Your have activated the SAP Workflow package.

Task

1. Go to your device messaging inbox and locate the notification.

   Look for "SAP Notification" as the sender.
2. Open the notification and review the information on the SAP Notification screen.

   The SAP Notification screen provides summary information about the request that you need to process, by either approving or rejecting.
3. Use the information in the notification to locate the related "SAP Workflow" entry in your device messaging inbox.

   That message arrived about 15 minutes before the notification.
4. Complete the processing of the related request by accepting or rejecting it.
   The request message and the notification message will be automatically deleted after you process the original request.

CHAPTER 4   **Keeping Your Device Synchronized with the Server**

If you have connectivity, your device and the SAP system data stay synchronized. You can control some aspects of synchronization by setting connection preferences.

Your device and the SAP system synchronize on a schedule that is controlled by your connection preferences. Making changes to the default settings after you install Mobile Workflow is optional.

Independent of the synchronization schedule set by your connection preferences, you may manually synchronize your device at any time.

Sybase Mobile Workflow for SAP Business Suite

CHAPTER 5   Uninstalling the Mobile Workflow Client

Uninstall the Mobile Workflow client when you no longer need to use it.

1. Select **Start > Settings**.
2. Select the **System** tab.
3. Remove **Sybase Messaging**.
4. Select **Done**.

CHAPTER 6   Troubleshooting - Viewing the Sybase Mobile Workflow Log

The Sybase Mobile Workflow log is your best source of information when you are troubleshooting a problem with Mobile Workflow.

The Sybase Mobile Workflow log records all exchanges between the Sybase Mobile Workflow client and the server. The most recent events are listed at the top. This information is essential for troubleshooting any problems that may occur with Mobile Workflow.

1. From the Home page, select **Start > Sybase Settings** to display the Sybase Settings screen.
2. Select **Menu > Show Log** to display the Sybase Mobile Workflow Log.
3. Select **Done** to exit from the log.

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