

SYBASE®

Installation Guide

**Sybase Mobile Workflow for SAP®
Business Suite 1.0**

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CHAPTER 1 Installation Workflow for Windows Mobile

This workflow defines a path for installing Sybase® Mobile Workflow for SAP® Business Suite onto Sybase Unwired Server and setting up deployment of the Sybase Mobile Workflow client to a Windows Mobile device.

1. Review system and device requirements. See *Chapter 4, Planning Your Installation* on page 7.
2. Install Sybase Unwired Platform Deployment Edition. See the *Sybase Unwired Platform Installation Guide > Installation Workflows*.
3. Install Sybase SAP® DOE Connector. See the *Sybase SAP DOE Connector Installation Guide > Installation Workflow*.
4. Install Sybase Mobile Workflow for SAP Business Suite on Sybase Unwired Server. See *Chapter 5, Installing Sybase Mobile Workflow* on page 11.
5. Review the installation. See *Chapter 6, Reviewing the Installation* on page 13.
6. Deploy the SAP ESDMA bundles to Sybase SAP DOE Connector. See *Chapter 7, Deploying the SAP ESDMA Bundles to Sybase SAP DOE Connector* on page 15.
7. Register each device using Sybase Control Center so it can connect to Unwired Server. For each device, note the user name, Unwired Server name, Unwired Server port number, relay server farm ID (if applicable), and activation code.
See *Sybase Control Center > Configure > Configuring Unwired Platform > Device Users > Devices > Messaging Devices > Registering and Setting Up Messaging Devices*.
8. Assign the four Sybase Mobile Workflows to each device using Sybase Control Center:
 - Leave Request
 - Time Recording
 - Travel Request
 - SAP WorkflowSee *Sybase Control Center > Configure > Configuring Unwired Platform > Workflows > Configuring a Workflow Package > Assigning and Unassigning Device Users*.
9. Create SAP accounts for each user.
10. Install device prerequisites as needed. See *Installation Prerequisites* on page 7.
11. Provision the Sybase Mobile Workflow client to the device.

How many devices are you provisioning?	Method	Where to find more information
Personal/developer installations	Copy the CAB file to each device to install.	<ul style="list-style-type: none"> • <i>Chapter 8, Posting Client Files for Users to Download</i> on page 19 • <i>Sybase Mobile Workflow for SAP Business Suite User Guide for Windows Mobile > Installing the Mobile Workflow Client on Your Windows Mobile Device</i>
Enterprise/large installations	Use Sybase Unwired Platform to provision the application to multiple devices.	<i>Sybase Unwired Platform System Administration > Systems Administration > Device User Management > Device Provisioning > Afaria Provisioning and Device Management.</i>

12. Set up the server connection in Sybase Mobile Workflow clients on devices. See "Setting Up the Server Connection" in *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for Windows Mobile*.
13. (Optional) Set connection preferences in Sybase Mobile Workflow clients on devices. See "Setting Connection Preferences" in the *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for Windows Mobile*.
14. Activate the workflow packages on the device. See "Activating the Time and Travel Packages" and "Activating the SAP Workflow Package" in *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for Windows Mobile*.
15. Use the workflow packages on the device. See "Using Time and Travel Packages" and "Using the SAP Workflow Package" in *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for Windows Mobile*.

CHAPTER 2 Installation Workflow for iPhone

This workflow defines a path for installing Sybase Mobile Workflow for SAP® Business Suite onto Sybase Unwired Server and setting up deployment of the Sybase Mobile Workflow client to an iPhone device.

1. Review system and device requirements. See *Chapter 4, Planning Your Installation* on page 7.
2. Install Sybase Unwired Platform Deployment Edition. See the *Sybase Unwired Platform Installation Guide > Installation Workflows*.
3. Install Sybase SAP® DOE Connector. See the *Sybase SAP DOE Connector Installation Guide > Installation Workflow*.
4. Install Sybase Mobile Workflow for SAP Business Suite on Sybase Unwired Server. See *Chapter 5, Installing Sybase Mobile Workflow* on page 11.
5. Review the installation. See *Chapter 6, Reviewing the Installation* on page 13.
6. Deploy the SAP ESDMA bundles to Sybase SAP DOE Connector. See *Chapter 7, Deploying the SAP ESDMA Bundles to Sybase SAP DOE Connector* on page 15.
7. Register each device using Sybase Control Center so it can connect to Unwired Server. For each device, note the user name, Unwired Server name, Unwired Server port number, relay server farm ID (if applicable), and activation code.
See *Sybase Control Center > Configure > Configuring Unwired Platform > Device Users > Devices > Messaging Devices > Registering and Setting Up Messaging Devices*.
8. Assign the four Sybase Mobile Workflows to each device using Sybase Control Center:
 - Leave Request
 - Time Recording
 - Travel Request
 - SAP WorkflowSee *Sybase Control Center > Configure > Configuring Unwired Platform > Workflows > Configuring a Workflow Package > Assigning and Unassigning Device Users*.
9. Create SAP accounts for each user.
10. Install device prerequisites as needed. See *Installation Prerequisites* on page 7.
11. Provision the Sybase Mobile Workflow client to the device.

How many devices are you provisioning?	Method	Where to find more information
Personal/developer installations	Download and install the Mobile client from the App Store, or copy the application and synchronize it to your device using iTunes.	<ul style="list-style-type: none"> • <i>Sybase Mobile Workflow for SAP Business Suite User Guide for iPhone > Installing the Mobile Workflow Client from App Store.</i> • <i>Sybase Mobile Workflow for SAP Business Suite User Guide for iPhone > Installing the Mobile Workflow Client Using iTunes</i>
Enterprise/large installations	Provision the application to the device. Once the application files are on the device, install the Mobile Workflow client. You can also place the application image on the network and send users information about how to obtain it and install it using iTunes.	<ul style="list-style-type: none"> • <i>Sybase Unwired Platform System Administration > Systems Administration > Device User Management > Device Provisioning > Apple Provisioning for iPhone</i> • <i>Sybase Mobile Workflow for SAP Business Suite User Guide for iPhone > Installing the Mobile Workflow Client Using iTunes</i>

12. Set up the server connection in Sybase Mobile Workflow clients on devices. See "Setting Up the Server Connection" in *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for iPhone*.
13. (Optional) Set connection preferences in Sybase Mobile Workflow clients on devices. See "Setting Connection Preferences" topic in *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for iPhone*.
14. Activate the workflow packages on the device. See "Activating the Time and Travel Packages" and "Activating the SAP Workflow Package" in *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for iPhone*.
15. Use the workflow packages on the device. See "Using Time and Travel Packages" and "Using the SAP Workflow Package" in *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for iPhone*.

CHAPTER 3 Installation Workflow for Symbian

This workflow defines a path for installing Sybase Mobile Workflow for SAP® Business Suite onto Sybase Unwired Server and setting up deployment of the Sybase Mobile Workflow client to a Symbian device.

1. Review system and device requirements. See *Chapter 4, Planning Your Installation* on page 7.
2. Install Sybase Unwired Platform Deployment Edition. See the *Sybase Unwired Platform Installation Guide > Installation Workflows*.
3. Install Sybase SAP® DOE Connector. See the *Sybase SAP DOE Connector Installation Guide > Installation Workflow*.
4. Install Sybase Mobile Workflow for SAP Business Suite on Sybase Unwired Server. See *Chapter 5, Installing Sybase Mobile Workflow* on page 11.
5. Review the installation. See *Chapter 6, Reviewing the Installation* on page 13.
6. Deploy the SAP ESDMA bundles to Sybase SAP DOE Connector. See *Chapter 7, Deploying the SAP ESDMA Bundles to Sybase SAP DOE Connector* on page 15.
7. Register each device using Sybase Control Center so it can connect to Unwired Server. For each device, to note the user name, Unwired Server name, Unwired Server port number, relay server farm ID (if applicable), and activation code.
See *Sybase Control Center > Configure > Configuring Unwired Platform > Device Users > Devices > Messaging Devices > Registering and Setting Up Messaging Devices*.
8. Assign the four Sybase Mobile Workflows to each device using Sybase Control Center:
 - Leave Request
 - Time Recording
 - Travel Request
 - SAP WorkflowSee *Sybase Control Center > Configure > Configuring Unwired Platform > Workflows > Configuring a Workflow Package > Assigning and Unassigning Device Users*.
9. Create SAP accounts for each user.
10. Install device prerequisites as needed. See *Installation Prerequisites* on page 7.
11. Provision the Sybase Mobile Workflow client to the device.

How many devices are you provisioning?	Method	Where to find more information
Personal/developer installations	Copy the SIS file to each device to install.	<ul style="list-style-type: none"> • <i>Chapter 8, Posting Client Files for Users to Download</i> on page 19 • <i>Sybase Mobile Workflow for SAP Business Suite User Guide for Windows Mobile > Installing the Mobile Workflow Client on Your Windows Mobile Device</i>
Enterprise/large installations	Use Sybase Unwired Platform to provision the application to multiple devices.	<i>Sybase Unwired Platform System Administration > Systems Administration > Device User Management > Device Provisioning > Afaria Provisioning and Device Management.</i>

12. Set up the server connection in Sybase Mobile Workflow clients on devices. See "Setting Up the Server Connection" in the *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for Symbian*.
13. (Optional) Set connection preferences in Sybase Mobile Workflow clients on devices. See "Setting Connection Preferences" in the *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for Symbian*.
14. Activate the workflow packages on the device. See "Activating the Time and Travel Packages" and "Activating the SAP Workflow Package" in the *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for Symbian*.
15. Use the workflow packages on the device. See "Using Time and Travel Packages" and "Using the SAP Workflow Package" in the *Device User Guide for Sybase Mobile Workflow for SAP Business Suite for Symbian*.

CHAPTER 4 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.

System Requirements

Make sure your system meets all requirements before you install. See the Release Bulletin for the most current information about required system patches.

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*.

Table 1. Disk space requirements (when installing on the machine running Sybase Unwired Platform)

Component	Required disk space
Sybase Mobile Workflow application	100MB

Device Requirements

Sybase Mobile Workflow can run on these devices.

- Windows Mobile 5, 6, or 6.1 (Standard and Professional)
- Apple iPhone and iPod Touch 3.1 or higher
- Symbian 9.0 or higher (Nokia Series 60 3rd and 5th Edition)

Installation Prerequisites

Install the required prerequisites for Sybase Mobile Workflow before launching the installer.

Install Sybase Mobile Workflow on the same machine as Sybase Unwired Platform and Sybase SAP DOE Connector.

Table 2. Server prerequisites

Product	Version	Description
Sybase Unwired Platform, Deployment Edition	1.5	Install Sybase Unwired Platform from the Sybase Unwired Platform installation media.
Sybase SAP DOE Connector	1.0	Install Sybase SAP DOE Connector from the Sybase SAP DOE Connector installation media.

Table 3. Windows Mobile device prerequisites

Product	Version	Description
Microsoft ActiveSync	4.5 or later	(Optional) Allows synchronization of files between the Sybase Unwired Platform machine and a Windows Mobile device or emulator. Download ActiveSync from the Microsoft Web site at http://www.microsoft.com/windowsmobile/en-us/downloads/microsoft/activesync-download.msp .
.NET Compact Framework	2.0 or later	Newer Windows Mobile devices may already have this in ROM. Otherwise, download it from the Microsoft Web site at http://www.microsoft.com/downloads/details.aspx?FamilyID=E3821449-3C6B-42F1-9FD9-0041345B3385&displaylang=en .

Table 4. Symbian device prerequisites

Product	Version	Description
Nokia PC Suite	7.0 or later	(Optional) Allows synchronization of files between the Sybase Unwired Platform machine and a Symbian device. Download it from the Nokia Web site at https://www.nokiausa.com/get-support-and-software/software/nokia-pc-suites/compatibility-and-download#

Table 5. iPhone device prerequisites

Product	Version	Description
Apple iTunes	9.0 or later	(Optional) Allows synchronization of files between the Sybase Unwired Platform machine and an iPhone device. Download it from the Apple Web site at http://www.apple.com/itunes/download/ .

Table 6. SAP system prerequisites

SAP Product	Version
ECC	6.0 EhP4 SP05
Netweaver Mobile	7.1 SP08
gateway to SAP Netweaver Mobile	1.1

CHAPTER 5 Installing Sybase Mobile Workflow

Install Sybase Mobile Workflow on the same machine on which you installed Sybase Unwired Platform and Sybase DOE Connector for SAP.

Prerequisites

- Install Sybase Unwired Platform.
- Install Sybase SAP DOE Connector.
- Shut down any Sybase products, Sybase processes, and associated third-party processes that are currently running, including the consolidated database, database servers, and Sybase Control Center. Shut down all Unwired Servers before shutting down the consolidated database.
- Verify that these services are stopped:
 - Sybase Messaging Service
 - SybaseUnwiredPlatform<hostname>Server<number>
 - SybaseUnwiredPlatform<hostname>Database<number>
- Verify that you are logged in with administrative rights.
- Uninstall any existing version of Sybase Mobile Workflow.

Sybase Mobile Workflow installs in the Sybase Unwired Platform installation directory. The installer adds the `SMW for SAP Business Suite` directory there.

In this document, the Sybase Unwired Platform installation directory is referenced as *%SUPInstallation%*. This is not a defined environment variable.

Task

1. On the installer welcome page, click **Next**.
2. Accept the terms of the license agreement.
 - a) Select the appropriate geographic location and read the license agreement.
 - b) Click **I Do Agree to the Terms of the Sybase License, for the Install Location Specified**, then click **Next**.
3. Click **Install**.
4. Click **Finish** when you see a message saying that installation completed successfully.

Next

- Review the installation.

CHAPTER 6 Reviewing the Installation

Review the installation directories and check Sybase Control Center to ensure Sybase Mobile Workflow installed correctly.

By default, Sybase Mobile Workflow installs in the SMW for SAP Business Suite directory under `%SUPInstallation%`. Sybase Mobile Workflow also installs files in other directories under `%SUPInstallation%`. Check the folders and files listed below to review the installation.

Directory name	Description
<code>%SUPInstallation%\SMW for SAP Business Suite\</code>	<p>Files for the workflow packages to deploy to mobile devices.</p> <p>Four ZIP files for workflow packages (<code>AlertAndWorkflow.zip</code>, <code>LeaveRequest.zip</code>, <code>TimeRecording.zip</code>, and <code>TravelRequest.zip</code>) and two JAR files (<code>TimeAndTravelFilter.jar</code> and <code>WorkflowAndAlert.jar</code>) containing the default message filter implementation. Filters are used when customizing the message flow from the Sybase Unwired Server deployed package to the Workflow package on the device client.</p>
<code>%SUPInstallation%\SMW for SAP Business Suite\MIB_TIME_TRAVEL_BUNDLE</code>	<p>Configuration files for the Time and Travel workflow packages.</p> <p>The <code>META-INF</code> subdirectory contains a template for the ESDMA bundle deployment descriptor <code>sup-db.xml</code>.</p> <p>The <code>Resources</code> subdirectory contains a template for the available message filter parameters that control the appearance of messages in the device users' Workflow Inbox.</p>

Directory name	Description
%SUPInstallation%\SMW for SAP Business Suite \MIB_WF_ALRT_BUNDLE	Files for the Workflow and Alert workflow package. META-INF contains sup-db.xml, which defines the listener URL for the Workflow and Alert workflow packages. The Resources subdirectory contains a template for the available message filter parameters that control the appearance of messages in the device users' Workflow Inbox.
%SUPInstallation%\InstallLogs \	The main Mobile Workflow installation log file, WorkflowInstall.log.

As a result of the installer's placement of files in the installation directories, Sybase Control Center should now show four workflows in the Workflows folder. See *Sybase Control Center > Configure > Configuring Unwired Platform > Workflows*.

CHAPTER 7 Deploying the SAP ESDMA Bundles to Sybase SAP DOE Connector

To make them functional, deploy the SAP ESDMA bundles for Sybase Mobile Workflow into the Sybase SAP DOE Connector.

Prerequisites

- Run the Sybase Mobile Workflow installer and review your installation.
- Use the SAP ESDMA Browser to download the ESDMA bundles for Time and Travel and Workflow and Alert from your installation.
- Ensure that your SAP installation can reach Sybase Unwired Server on its data change notification (DCN) port.

Task

1. Download the .zip files for the SAP ESDMA bundles from the SAP environment.

Save these two files in a temporary location:

- MIB_WF_ALERT_BUNDLE_###.zip
- MIB_TIME_TRAVEL_BUNDLE_###.zip

where ### is your SAP client number. Ensure that you download and use the ESDMA bundles from the actual client with which you intend to integrate your Workflow packages.

2. Extract the Mobile Workflow ESDMA package files. In these steps, ### represents your SAP client number.
 - a) In %SUPInstallation%\Servers\UnwiredServer\, create a directory for the Workflow and Alert bundle to be extracted to, for example, MIB_WF_ALERT_BUNDLE_### .
 - b) Extract the contents of the MIB_WF_ALERT_BUNDLE_###.zip file into the new directory, preserving the folder names.
 - c) In %SUPInstallation%\Servers\UnwiredServer\, create a directory for the Time and Travel bundle to be extracted to, for example, MIB_TIME_TRAVEL_BUNDLE_### .
 - d) Extract the contents of the MIB_TIME_TRAVEL_BUNDLE_###.zip file into the new directory, preserving the folder names.
3. Copy the subfolders of the MIB_WF_ALERT_BUNDLE and MIB_TIME_TRAVEL_BUNDLE directories into the corresponding directories where you just extracted the SAP Mobile Workflow ESDMA packages.

- a) In `%SUPInstallation%\SMW for SAP Business Suite\MIB_WF_ALRT_BUNDLE\`, select all of the contents of this directory (but not the `MIB_WF_ALRT_BUNDLE` directory itself).
- b) Copy the selected contents into the `%SUPInstallation%\Servers\UnwiredServer\MIB_WF_ALRT_BUNDLE_###` directory.
- c) In `%SUPInstallation%\SMW for SAP Business Suite\MIB_TIME_TRAVEL_BUNDLE`, select all of the contents of this directory (but not the `MIB_TIME_TRAVEL_BUNDLE` directory itself).
- d) Copy the selected contents into the `%SUPInstallation%\Servers\UnwiredServer\MIB_TIME_TRAVEL_BUNDLE_###` directory.

The SAP ESDMA bundles have now been completed with the appropriate deployment descriptor and message filter parameter files.

4. Change the `listener.url` section in the deployment descriptor file to point to the Sybase Unwired Platform DCN port.

- a) Navigate to `%SUPInstallation%\Servers\UnwiredServer\MIB_TIME_TRAVEL_###\META-INF`.
- b) Use a text editor to open the `sup-db.xml` file.
- c) In the second line of in this file:

```
<property name="listener.url" value="http://<Unwired Server
Host>:8000/doi/publish" />
```

change the value entry for the **listener.url** property to match the DCN port for Sybase Unwired Platform.

- d) Save and close the file.
- e) Navigate to `%SUPInstallation%\Servers\UnwiredServer\MIB_WF_ALRT_BUNDLE_###\META-INF`.
- f) Use a text editor to open the `sup-db.xml` file.
- g) Make the same change in this file that you made in the `sup-db.xml` file in the `MIB_TIME_TRAVEL_###` directory—in the second line of in this file:

```
<property name="listener.url" value="http://<Unwired Server
Host>:8000/doi/publish" />
```

change the value entry for the **listener.url** property to match the DCN port for Sybase Unwired Platform.

- h) Save and close the file.

5. Deploy the Sybase Mobile Workflow ESDMA packages through the DOE-C Command Line Utility.

- a) Navigate to `%SUPInstallation%\Servers\UnwiredServer\doi-c_clu\bin\` and run `clu.bat`.
- b) Log in:

```
login -u <DOECUser> -pw <DOECUserPassword> -url  
<DOECSocketListenerUrl>
```

- c) Deploy the MIB_WF_ALRT_BUNDLE package to the server:

```
deploy -dir "%SUPInstallation%\Servers\UnwiredServer\MIB  
_WF_ALRT_BUNDLE_###" -u <SAPUserAccount> -pw  
<SAPUserPassword>
```

where ### is your SAP client number.

- d) Deploy the MIB_TIME_TRAVEL_BUNDLE package to the server with this command:

```
deploy -dir "%SUPInstallation%\Servers\UnwiredServer  
\MIB_TIME_TRAVEL_BUNDLE_###" -u <SAPUserAccount> -pw  
<SAPUserPassword>
```

where ### is your actual SAP client number.

- 6.** Verify that the Sybase Mobile Workflow packages have been successfully deployed.

You should see two packages in the Packages folder in Sybase Control Center. See *Sybase Control Center > Configure > Configuring Unwired Platform > Packages*.

CHAPTER 8 Posting Client Files for Users to Download

Ensure that Sybase Mobile Workflow clients are available to users.

Users can download the iPhone client through the App Store. You must provide a means for users to download Windows Mobile and Symbian clients.

1. Determine how you want users to download each client
 - App Store is the source for the iPhone client. Users may download the iPhone client through iTunes, or directly from the App Store to the device.
 - Arrange a location on a company Web server where you can post the Windows Mobile and Symbian clients for users to download. From the device, users should be able to simply execute a link to the appropriate client file in this location to download the client to the device.
2. Copy the Sybase Mobile Workflow clients for Windows Mobile and Symbian from these locations to the download location on the Web server:

Options	Description
Windows Mobile Professional	MoMessaging_ppc.cab file, in %SUPInstallation%\Servers\UnwiredServer\ClientAPI\MoMessaging\wm\
Windows Mobile Standard	MoMessaging_sp.cab file, in %SUPInstallation%\Servers\UnwiredServer\ClientAPI\MoMessaging\wm\
Symbian	SybaseMessaging.sis file, in %SUPInstallation%\Servers\UnwiredServer\ClientAPI\MoMessaging\symbian\

3. For Windows Mobile and Symbian, record the necessary information to supply to users. Translate the file system location for each client file on the Web server into an executable URL that you can supply to users in text or e-mail messages.

CHAPTER 9 Uninstalling

Uninstall Sybase Mobile Workflow using the Add or Remove Programs option on the Control Panel, which launches the uninstaller. Uninstall Sybase Mobile Workflow before reinstalling.

1. From the Control Panel, select **Add or Remove Programs**.
2. Select **Sybase Mobile Workflow 1.0**, and click **Change/Remove**.
3. Click **Next** in the welcome window.
4. Click **Uninstall**.
5. Click **Finish** when you see this message: The InstallShield wizard has successfully uninstalled Sybase Mobile Workflow 1.0.
6. Manually delete the four workflows for Sybase Mobile Workflow from the Workflows folder in Sybase Control Center. See *Sybase Control Center > Configure > Configuring Unwired Platform > Workflows*.

CHAPTER 10 Reinstalling

To reinstall Sybase Mobile Workflow, completely uninstall it, then install it again using the installation media.

Prerequisites

- Verify that the workflows from the previous installation of Sybase Mobile Workflows have been deleted. See *Sybase Control Center > Configure > Configuring Unwired Platform > Workflows*.

Task

1. Uninstall Sybase Mobile Workflow.
2. Insert the installation media and install Sybase Mobile Workflow.

APPENDIX A Sybase SAP DOE Connector Command Line Utility Reference

The Sybase SAP DOE Connector Command Line Utility provides commands to manage ESDMA packages and subscriptions to those packages.

The Sybase SAP DOE Connector Command Line Utility is a text-based console that you run from the command line. You can work interactively in the console, or you can write batch files that silently execute any sequence of commands.

The commands that are available in the Command Line Utility allow you to manage ESDMA packages and subscriptions to those packages. You must use the **deploy** command to deploy a package.

The functionality of the other commands is available through Sybase Control Center. See *Sybase Control Center > Configure > Configuring Unwired Platform > Packages*.

Managing the Console

Use the administrative commands to start the Command Line Utility console, log in, get help, and exit

Starting the Command Line Utility Console

Before you can use the DOE-C Command Line Utility interactively, you must start the console.

1. In Windows Explorer or at a command prompt, navigate to %DOE-C_CLU_HOME%/bin/.
2. Start up `clu.bat`.
3. Log in, or enter commands without a login.

If you enter a command without logging in first, you are prompted to enter the DOE-C server admin listener URL, user name, and password for the first command that you enter. This does not apply to help and exit. After entering this information for your first command, you are not prompted when you enter additional commands.

login Command

Use the login command to log in to the DOE-C Command Line Utility console.

If you do not use the **login** command to log in to the Command Line Utility console, you are prompted to enter the login information for each command that you enter.

Syntax

```
login [-u|--DOEServerUser SCCUuser] [-pw|--password  
SCCUuserPassword]  
[-url|--DOESocketListenerUrl Url] [-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-u|--DOEServerUser** – Specifies the Sybase Control Center admin user account.
- **-pw|--password** – Specifies the Sybase Control Center admin user account password.
- **-url|--DOESocketListenerUrl** – Specifies the DOE server socket listener URL. For example, `iiop://myhost:2000`.
- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

exit Command

Use the `exit` command to close the DOE-C Command Line Utility console.

The `exit` command closes the Command Line Utility console.

Syntax

```
exit [-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

help Command

Use the `help` command to get help on DOE-C Command Line Utility commands.

The `help` command displays help text for any specific DOE-C command, or for all commands.

Syntax

```
help commandName | [-a|--all] | [-h|--help]
```

Parameters

- **-h|--help** – Gets help on the `help` command.
- **-a|--all** – Gets help on all commands.
- ***commandName*** – Gets help on the specified command.

Aborting Commands

You can abort commands in interactive mode.

When you are in interactive mode, there are two ways to abort commands.

Abort method	Description
Press Ctrl+C at any time	<p>Aborts command in progress and exits from Command Line Utility console.</p> <ul style="list-style-type: none"> • Works at any time with any command. • To enter additional commands after using this option, you must restart the console.
Enter "abort" when prompted	<p>Aborts command in progress without exiting from Command Line Utility console.</p> <ul style="list-style-type: none"> • Only available with certain commands. • Only available when prompted. • After using this option, the console is ready for you to continue entering commands.

Managing Packages

The DOE-C Command Line Utility provides commands to deploy and configure packages from the command line.

deploy Command

Use the `deploy` command to deploy a DOE-C package to Sybase Unwired Server.

You must use the **deploy** command in the DOE-C Command Line Utility to deploy a DOE-C package. This is the only DOE-C Command Line Utility command that is not available in the Sybase Control Center in Sybase Unwired Platform version 1.5.

Syntax

```
deploy [-dir|--deployFilesDirectory deploymentDirectory]
[-u|--technicalUser SAPUserAccount]
[-pw|--password SAPUserPassword] [-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.

- **-dir|--deployFilesDirectory** – Specifies the directory location that contains deployment files.
- **-u|--technicalUser** – Specifies the SAP technical user account to use when sending non-client-based requests.
- **-pw|--password** – Specifies the SAP technical user account password.
- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

getPackages Command

Use the `getPackages` command to get a list of deployed DOE-C packages, or to return detailed information for one or more specified packages.

Syntax

```
getPackages [-i|in inputXmlFile] [-o|out outputXmlFile]
[-ps|--packageNames nameAndVersionList] [-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads package name from input XML file. You can generate the XML file by using the `-o` parameter with the `getPackages` command.
- **-o|--out** – Saves command output to an XML file.
- **-ps|--packageNames** – Specifies one or more package names for which detailed information will be returned. Each package name is followed by a colon and the package version number. Use a comma to separate the information for multiple packages, with no white space; for example:

```
-ps myPkg1:2.0,myPkg2:1.0
```

Note: If you omit this parameter, the `getPackages` command returns a list of deployed packages.

- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

setEndpointProperties Command

Use the `setEndpointProperties` command to set the DOE endpoint properties for a deployed DOE-C package.

You must set the SAP technical user account ID and password so that DOE-C can communicate with the SAP server. You may also want to set the HTTP timeout value to use when sending messages to the SAP DOE. You can use the `setEndpointProperties` Command to set all of these DOE endpoint properties.

Syntax

```
setEndpointProperties [-i|in inputXmlFile] [-o|out outputXmlFile]
[[-a|--all] | [-p|--packageName name]]
[-ds|--doePacketDropSize byteSize]
[-u|--technicalUser SAPUserAccount]
[-pw|--password SAPUserPassword] [-t|--httpTimeout seconds]
[-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads package name from input XML file. You can generate the XML file by using the -o parameter with the getPackages command.
- **-o|--out** – Saves command output to an XML file.
- **-a|--all** – Specifies that endpoint properties will be set for all deployed packages.
- **-p|--packageName** – Specifies package name for which endpoint properties will be set. Package name is followed by a colon and the package version number, with no white space; for example:

```
-p myPkg:2.0
```
- **-ds|--doePacketDropSize** – Specifies the DOE packet drop size, in bytes. This is the size of the largest JSON message the DOE Connector will process on behalf of a JSON client; default is one megabyte. DOE messages larger than the DOE packet drop size, other than asynchronous search responses, place the subscription in the packet dropped state.
- **-u|--technicalUser** – Specifies the SAP technical user account to use when sending non-client-based requests.
- **-pw|--password** – Specifies the SAP technical user account password.
- **-t|--httpTimeout** – Specifies the HTTP timeout value, in seconds, to use when sending messages to the SAP DOE.
- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

getEndpointProperties Command

Use the getEndpointProperties command to get the DOE endpoint properties (HTTPTimeout value) for a deployed DOE-C package.

Syntax

```
getEndpointProperties [-i|in inputXmlFile]
[[-a|--all] | [-ps|--packageNames name]]
[-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.

- **-i|--in** – Reads command input from an XML file.
- **-a|--all** – Specifies that endpoint properties will be returned for all deployed packages.
- **-ps|--packageNames** – Specifies one or more package names for which endpoint properties will be returned. Each package name is followed by a colon and the package version number. Use a comma to separate the information for multiple packages, with no white space; for example:

```
-ps myPkg1:2.0,myPkg2:1.0
```
- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

setPackageLogLevel Command

Use the `setPackageLogLevel` command to set the log level for one or more deployed DOE-C packages.

The log level that you set for a deployed DOE-C determines the amount of information that is logged for that package.

Syntax

```
setPackageLogLevel [-i|in inputXmlFile] [-l|logLevel level]  
[[-a|--all] | [-ps|--packageNames name]] [-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads package name from input XML file. You can generate the XML file by using the `-o` parameter with the `getPackages` command.
- **-l|--logLevel** – Specifies the log level to be set, from the following values:
 - **DEBUG** - provides the maximum amount of detail that can be logged.
 - **INFO** - adds informational messages to information logged by **WARN**.
 - **WARN** - adds less serious warnings to information logged by **ERROR**
 - **ERROR** - only error messages are logged.
 - **OFF** - no information is logged.
- **-a|--all** – Specifies that log level will be set will be set for all deployed packages.
- **-ps|--packageNames** – Specifies one or more package names for which log level will be set. Each package name is followed by a colon and the package version number. Use a comma to separate the information for multiple packages, with no white space; for example:

```
-p myPkg:2.0
```
- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

getPackageLogLevel Command

Use the `getPackageLogLevel` command to get the log level for one or more deployed DOE-C packages.

Syntax

```
getPackageLogLevel [-i|in inputXmlFile] [-o|out outputXmlFile]  
[-ps|--packageNames name] [-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads package name from input XML file. You can generate the XML file by using the `-o` parameter with the `getPackages` command.
- **-ps|--packageNames** – Specifies one or more package names for which detailed information will be returned. Each package name is followed by a colon and the package version number. Use a comma to separate the information for multiple packages, with no white space; for example:

```
-p myPkg:2.0
```

Note: If `-ps` is omitted, the `getPackageLogLevel` command returns a list of log levels for all deployed packages.

- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

removePackages Command

Use the `removePackages` command to remove one or more deployed DOE-C packages from the Sybase Unwired Server.

The `removePackages` command reverses the action of the `deploy` command.

Syntax

```
removePackages [-i|in inputXmlFile] [-ps|--packageNames name]  
[-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads package name from input XML file. You can generate the XML file by using the `-o` parameter with the `getPackages` command.
- **-ps|--packageNames** – Specifies one or more package names which are to be removed. Each package name is followed by a colon and the package version number. Use a comma to separate the information for multiple packages, with no white space; for example:

```
-p myPkg:2.0
```

Note: If `-ps` is omitted, the `removePackages` command prompts interactively for package names to be removed.

- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

Managing Package Subscriptions

The DOE-C Command Line Utility provides commands to deploy and configure packages from the command line.

getSubscriptions Command

Use the `getSubscriptions` command to get information on subscriptions to one or more deployed DOE-C packages.

Syntax

```
getSubscriptions [-i|in inputXmlFile] [-o|out outputXmlFile]  
[-f|--filter filterExpression] [-ps|--packageNames name]  
[-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads package name from input XML file. You can generate the XML file by using the `-o` parameter with the `getPackages` command.
- **-o|--out** – Saves command output to an XML file.
- **-f|--filter** – Specifies the filter to use on the subscriptions. Each column name is followed by a colon and the filter string. Use a comma to separate the information for multiple column names, with no white space; for example:

```
-f columnName:filterString,columnName2:filterString2
```

Valid filter column names are: `subscriptionID`, `packageName`, `clientId`, `physicalID`, `logicalID`, `userName`, `language`, `clientMsgID`, `clientMsgTimeStamp`, `serverMsgID`, `serverMsgTimeStamp`, `logLevel`.

You can use `"?"` and `"*"` wildcard characters in your filter strings; for example:

```
-f clientMsgTimeStamp:*Jan*21?41*2009,userName:john*
```

- **-ps|--packageNames** – Specifies one or more package names for which subscription information will be returned. Each package name is followed by a colon and the package version number. Use a comma to separate the information for multiple packages, with no white space; for example:

```
-p myPkg:2.0
```

Note: If `-ps` is omitted, the `getSubscriptions` command prompts you for a package name.

- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

setSubscriptionsLogLevel Command

Use the `setSubscriptionsLogLevel` command to set the log level for subscriptions to a deployed DOE-C package.

Syntax

```
setSubscriptionsLogLevel [-i|in inputXmlFile]
[-l|--logLevel level] [[-a|--all] | [-p|--packageName name]]
[-s|--subscriptionID ID] [-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads package name from input XML file. You can generate the XML file by using the `-o` parameter with the `getPackages` command.
- **-l|--logLevel** – Specifies the log level to set as one of the following:
 - **DEBUG** - provides the maximum amount of detail that can be logged.
 - **INFO** - adds informational messages to information logged by **WARN**.
 - **WARN** - adds less serious warnings to information logged by **ERROR**
 - **ERROR** - only error messages are logged.
 - **OFF** - no information is logged.
- **-a|--all** – Specifies that log level will be set for all deployed packages.
- **-p|--packageName** – Specifies package name for which log level will be set. Package name is followed by a colon and the package version number, with no white space; for example:


```
-p myPkg:2.0
```
- **-s|--subscriptionID** – Specifies one or more subscription IDs for which you want to set the log level. Use a comma to separate multiple subscription IDs, with no white space; for example:


```
-s mySubs1,mySubs2
```
- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

getSubscriptionsLogLevel Command

Use the `getSubscriptionsLogLevel` command to get the log level for subscriptions to a deployed DOE-C package.

Syntax

```
getSubscriptionsLogLevel [-i|in inputXmlFile]  
[-p|--packageName name] [-s|--subscriptionID ID]  
[-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads command input from an XML file.
- **-p|--packageName** – Specifies package name for which detailed information will be returned. Package name is followed by a colon and the package version number, with no white space; for example:

```
-p myPkg:2.0
```

- **-s|--subscriptionID** – Specifies one or more subscription IDs for which you want to get the log level. Use a comma to separate multiple subscription IDs, with no white space; for example:

```
-s mySubs1,mySubs2
```

Note: If `-s` is omitted, the `getSubscriptionsLogLevel` command returns a list of all subscriptions for the specified package.

- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

recoverSubscriptions Command

Use the `recoverSubscriptions` command to recover subscriptions to a deployed DOE-C package.

Syntax

```
recoverSubscriptions [-i|in inputXmlFile]  
[[-a|--all] | [-p|--packageName name]] [-s|--subscriptionID ID]  
[-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads package name from input XML file. You can generate the XML file by using the `-o` parameter with the `getPackages` command.
- **-a|--all** – Specifies that subscriptions will be recovered for all deployed packages.

- **-p|--packageName** – Specifies package name for which subscriptions will be recovered. Package name is followed by a colon and the package version number, with no white space; for example:

```
-p myPkg:2.0
```
- **-s|--subscriptionID** – Specifies one or more subscription IDs which you want to recover. Use a comma to separate multiple subscription IDs, with no white space; for example:

```
-s mySubs1,mySubs2
```
- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

resyncSubscriptions Command

Use the `resyncSubscriptions` command to reactivate subscriptions to a deployed DOE-C package.

If the status of a subscription is "suspended," the `resyncSubscriptions` command changes the status to "active." If the status is already "active" the `resyncSubscriptions` command has no effect.

If the Sybase SAP DOE Connector does not respond to the SAP DOE quickly enough, the DOE may mark that subscription's queues as "blocked" and stop sending messages to the DOE-C. At startup, the DOE-C sends a status message to the DOE that should unblock these queues. Should this happen at another time, a `resyncSubscriptions` command may be used to resume communication from the DOE to the DOE-C.

Syntax

```
resyncSubscriptions [-i|in inputXmlFile]  
[[-a|--all] | [-p|--packageName name]] [-s|--subscriptionID ID]  
[-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads package name from input XML file. You can generate the XML file by using the `-o` parameter with the `getPackages` command.
- **-a|--all** – Specifies that subscriptions will be reactivated for all deployed packages.
- **-p|--packageName** – Specifies package name for which subscriptions will be reactivated. Package name is followed by a colon and the package version number, with no white space; for example:

```
-p myPkg:2.0
```
- **-s|--subscriptionID** – Specifies one or more subscription IDs which you want to recover. Use a comma to separate multiple subscription IDs, with no white space; for example:

```
-s mySubs1,mySubs2
```
- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

endSubscriptions Command

Use the endSubscriptions command to end subscriptions to a deployed DOE-C package.

Syntax

```
endSubscriptions [-i|in inputXmlFile]  
[[-a|--all] | [-p|--packageName name]] [-s|--subscriptionID ID]  
[-h|--help] [-sl|--silent]
```

Parameters

- **-h|--help** – Gets help on this command.
- **-i|--in** – Reads package name from input XML file. You can generate the XML file by using the -o parameter with the getPackages command.
- **-a|--all** – Specifies that subscriptions will be ended for all deployed packages.
- **-p|--packageName** – Specifies package name for which subscriptions will be ended. Package name is followed by a colon and the package version number, with no white space; for example:

```
-p myPkg:2.0
```
- **-s|--subscriptionID** – Specifies one or more subscription IDs which you want to recover. Use a comma to separate multiple subscription IDs, with no white space; for example:

```
-s mySubs1,mySubs2
```
- **-sl|--silent** – Disables all user interactive questions; this option is mainly used when writing a batch file.

Running Commands in Batch Mode

In batch mode, the DOE-C Command Line Utility takes commands from an XML file instead of requiring you to enter them interactively through the console.

Creating an XML File to Run Commands in Batch Mode

To run commands in batch mode, you must enter them into an XML file with special tagging.

1. Create a file with the XML extension and open the file in a text editor.
2. Enter the following for the first two lines:

```
<?xml version="1.0" encoding="UTF-8"?>  
<commands>
```

3. Enter the following lines for the **login** command:

```
<command name="login" sequence="1">  
  <option name="url" arg="DOECSocketListenerUrl" />  
  <option name="pw" arg="DOECUserPassword" />
```

```
<option name="u" arg="DOECUuser" />
</command>
```

- For each command that you want the file to execute, enter the information for the command in an XML structure like this:

```
<command name="commandName" sequence="sequenceInteger">
  <option name="optionName1" arg="optionValue1" />
  <option name="optionName2" arg="optionValue2" />
  <option name="optionName3" arg="optionValue3" />
  ...
  <option name="optionNameN" arg="optionValueN" />
</command>
```

The sequence parameter controls the order in which the commands are executed.

- After the last `<command>` entry, add the following line to terminate the file:

```
</commands>
```

Running the Command Line Utility in Batch Mode

You use a different command to run the Command Line Utility in batch mode.

Prerequisites

Create an XML file that contains the commands that you want to execute, with proper XML tagging.

Task

- At a command prompt, navigate to `%DOE-C_CLU_HOME%/bin/`.
- Enter the following command:

```
execute-commandXMLFile xmlFileName
```

Where *xmlFileName* is either the full path to the file containing the commands to be executed, or the relative path to that file from the Command Line Console.

Using the Silent Option

Most of the commands in the DOE-C Command Line Utility support the silent option, which suppresses all user prompts. Generally, for batch execution, you want to do this.

When you use the silent option (**-sl|--silent**), make sure that you that suppressing user prompts does not have undesirable results.

Here are some examples, showing the interactive command for simplicity, that illustrate results that might be undesirable:

- `getPackages -o pac.xml -sl` - If `pac.xml` already exists, this command overwrites it without asking you for confirmation.

- `setPackageLogLevel -l DEBUG -i pac.xml` - If `pac.xml` contains more than one package, this command sets the log level for all packages to `DEBUG` without asking you to select the packages to be affected.

Command Summary

A concise summary of DOE-C Command Line Utility commands.

The tables below provide a concise summary of DOE-C Command Line Utility commands. For more detailed information on an individual command, refer to the reference topic on that command.

Table 7. Administrative Commands

Operation	Command
Start Command Line Utility console to enter commands interactively	<code>%DOE-C_CLU_HOME%/bin/clu.bat</code> (from a command prompt)
Run Command Line Utility to take commands from an XML file	<code>%DOE-C_CLU_HOME%/bin/execute-commandXMLFile <i>xmlFileName</i></code> (from a command prompt)
Log in	<code>login [-h --help] [-u --DOEServerUser <i>SCCUUser</i>] [-pw --password <i>SCCUUserPassword</i>] [-sl --silent]</code>
Exit	<code>exit [-h --help]</code>
Get help	<code>help [-h --help] [-a --all] <i>commandName</i></code>

Table 8. Package Management Commands

Operation	Command
Deploy a package	<code>deploy [-h --help] [-dir --deployFilesDirectory <i>deploymentDirectory</i>] [-u --technicalUser <i>SAPUserAccount</i>] [-pw --password <i>SAPUserPassword</i>] [-sl --silent]</code>
Get a list of deployed packages	<code>getPackages [-h --help] [-i in <i>inputXmlFile</i>] [-o out <i>outputXmlFile</i>] [-sl --silent]</code>

Get details for specific deployed packages	<code>getPackages [-h --help] [-i in <i>inputXmlFile</i>] [-o out <i>outputXmlFile</i>] [-ps --packageNames <i>nameAndVersionList</i>] [-sl --silent]</code>
Set endpoint properties for a deployed package	<code>setEndpointProperties [-h --help] [-i in <i>inputXmlFile</i>] [-o out <i>outputXmlFile</i>] [-p --packageName <i>name</i>] [-ds --doePacketDropSize <i>byteSize</i>] [-u --technicalUser <i>SAPUserAccount</i>] [-pw --password <i>SAPUserPassword</i>] [-t --httpTimeout <i>seconds</i>] [-sl --silent]</code>
Set the log level for deployed packages	<code>setPackageLogLevel [-h --help] [-i in <i>inputXmlFile</i>] [-l logLevel <i>level</i>] [-ps --packageNames <i>name</i>] [-sl --silent]</code>
Get the log level for deployed packages	<code>getPackageLogLevel [-h --help] [-i in <i>inputXmlFile</i>] [-o out <i>outputXmlFile</i>] [-ps --packageNames <i>name</i>] [-sl --silent]</code>
Remove deployed packages	<code>removePackages [-h --help] [-i in <i>inputXmlFile</i>] [-ps --packageNames <i>name</i>] [-sl --silent]</code>

Table 9. Subscription Management Commands

Operation	Command
Get information on subscriptions to deployed packages	<code>getSubscriptions [-h --help] [-i in <i>inputXmlFile</i>] [-o out <i>outputXmlFile</i>] [-ps --packageNames <i>name</i>] [-sl --silent]</code>
Run Command Line Utility to take commands from an XML file	<code>%DOE-C_CLU_HOME%/bin/execute-commandXMLFile <i>xmlFileName</i></code>
Set the log level for subscriptions to a deployed package	<code>setSubscriptionsLogLevel [-h --help] [-i in <i>inputXmlFile</i>] [-p --packageName <i>name</i>] [-s --subscriptionID <i>ID</i>] [-sl --silent]</code>
Get the log level for subscriptions to a deployed package	<code>getSubscriptionsLogLevel [-h --help] [-i in <i>inputXmlFile</i>] [-p --packageName <i>name</i>] [-s --subscriptionID <i>ID</i>] [-sl --silent]</code>

Recover subscriptions to a deployed package	<code>recoverSubscriptions [-h --help] [-i in <i>inputXmlFile</i>] [-p --packageName <i>name</i>] [-s --subscriptionID <i>ID</i>] [-sl --silent]</code>
Resynchronize subscriptions to a deployed package	<code>resyncSubscriptions [-h --help] [-i in <i>inputXmlFile</i>] [-p --packageName <i>name</i>] [-s --subscriptionID <i>ID</i>] [-sl --silent]</code>
End subscriptions to a deployed package	<code>endSubscriptions [-h --help] [-i in <i>inputXmlFile</i>] [-p --packageName <i>name</i>] [-s --subscriptionID <i>ID</i>] [-sl --silent]</code>

APPENDIX B 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.
- 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 SyBooks Online.

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