SYBASE®

Sybase Mobile Workflow for SAP® Business Suite 1.1

Contents

Contents

Product Summary

This release bulletin provides late-breaking information about Sybase® Mobile Workflow for SAP® Business Suite. A more recent version may be available on the Web.

Sybase Mobile Workflow for SAP Business Suite (Mobile Workflow) gives you access to your important SAP workflow data, and enables you to submit requests, record time, manage workflow items, and receive alerts and notifications, all from your mobile device.

From your device, you submit requests and time recordings to the SAP system. The SAP system sends workflow messages to your device.

For information about accessibility, see *Accessibility Features* on page 14.

The client version files are contained in the resource bundle. You can view version information for the Mobile Workflow client software in the About dialog on the device.

The *Installation Guide for Sybase Mobile Workflow for SAP Business Suite 1.0* is the current version to use with Sybase Mobile Workflow for SAP Business Suite 1.1.

Table 1. Mobile Workflow client version information

Device platform	How to access the About dialog	Software version
iPhone	From within the Mobile Sales application, tap **Settings > General > About**.	1.0.2010.0203.1400 and later
Symbian	From the Sybase Workflow screen, choose **Options > About**.	5.80.2010.0111 and later
Windows Mobile	From the Sybase Settings screen, choose **Menu > About**.	5.8.2010.111 and later

Product Summary

Installation

Get last-minute information about installation that was omitted from or is incorrect in your installation guide, or that needs special emphasis.

System administrators: If you are installing in a cluster environment, see *Installing Mobile Workflow in an Unwired Platform Cluster* on page 3. For all other installation information, see the *Installation Guide for Sybase Mobile Workflow for SAP Business Suite 1.0*:

- Mobile Workflow solution workflow
- Information on server system requirements and device requirements
- Provisioning the Mobile Workflow client to user devices

Device users: see the appropriate platform device user guide for information on how to install and use the Mobile Workflow client on your device:

- *Sybase Mobile Workflow for SAP Business Suite Device User Guide for Windows Mobile*
- *Sybase Mobile Workflow for SAP Business Suite Device User Guide for iPhone*
- *Sybase Mobile Workflow for SAP Business Suite Device User Guide for Symbian*

Installing Mobile Workflow in an Unwired Platform Cluster

Install Mobile Workflow on each server node where Unwired Platform is installed. Deploy packages on the primary node only.

1. Review system requirements. See *Installation Guide for Sybase Mobile Workflow for SAP Business Suite 1.0 > Planning Your Installation*.
2. Install Sybase Unwired Platform on all servers in the cluster. See *Installation Guide for Sybase Unwired Platform 1.5.2 > Installation Task Flows > Deployment (Production) Edition Task Flow*.
3. Install Sybase SAP DOE Connector on each node in the server where Unwired Server is installed. See *Installation Guide for Sybase SAP DOE Connector 1.1*.
4. Stop all Unwired Platform services running on all servers in the cluster. You do not need to stop the data tier if it is running on its own host. See *Installation Guide for Sybase Unwired Platform 1.5.2 > Starting and Stopping Unwired Platform Components > Starting and Stopping Unwired Platform Server Services*.

   Note: Once Unwired Platform services are stopped on all servers, do not restart them on a server until you have completed installation of Sybase Mobile Workflow on that server.
5. Install Sybase Mobile Workflow on the primary node. See *Installation Guide for Sybase Mobile Workflow for SAP Business Suite 1.0 > Installing Sybase Mobile Workflow* and

Installation Guide for Sybase Mobile Workflow for SAP Business Suite 1.0 > Reviewing the Installation.

6. Restart Unwired Platform services on the primary node. See *Installation Guide for Sybase Unwired Platform 1.5.2 > Starting and Stopping Unwired Platform Components > Starting and Stopping Unwired Platform Server Services.*

7. Install Sybase Mobile Workflow on an additional node. See *Installation Guide for Sybase Mobile Workflow for SAP Business Suite 1.0 > Installing Sybase Mobile Workflow* and *Installation Guide for Sybase Mobile Workflow for SAP Business Suite 1.0 > Reviewing the Installation*.

8. Restart Unwired Platform services on the additional node. See *Installation Guide for Sybase Unwired Platform 1.5.2 > Starting and Stopping Unwired Platform Components > Starting and Stopping Unwired Platform Server Services.*

9. Repeat steps 7 and 8 until you have installed Sybase Mobile Workflow on all the nodes in the cluster where Unwired Server is installed.

10. Deploy Mobile Workflow packages on the primary node in the cluster. See *Installation Guide Sybase for Mobile Workflow for SAP Business Suite 1.0 > Deploying the SAP ESDMA Bundles to Sybase SAP DOE Connector*.

Troubleshooting

Determine the causes of problems and apply the recommended solutions.

Troubleshooting on All Device Platforms

Determine the causes of problems that are common to all supported devices and apply the recommended solutions.

User Receives No Data

Issue: For workflow items and alerts, if a user registers a device with a language other the backend language, and no other recipient of the item has this language as the backend language, the user will not receive the data. This can occur when a workflow item or an alert has multiple recipients.

Workaround: Ensure that users select the language on the Activation screen that matches the language setting on the back-end system.

Workflows Lost after User Reinstalls Client

Issue: When a user uninstalls and reinstalls the Mobile Workflow client from a device, the assigned workflows are no longer available on the device.

Workaround: Mobile Workflow system administrator must reassign workflows.

Troubleshooting on iPhone Devices

Determine the causes of problems that are unique to iPhone and apply the recommended solutions.

User is Unable to Delete Mobile Workflow Messages

Issue: The standard options for deleting items that an iPhone user would expect are not present on the screen on which the Workflow message list is displayed.

Workaround: To delete a Mobile Workflow message, the user must first swipe the message to the right, then use the Delete button.

User Cannot Enable Voice or Vibrate Notifications

Issue: Only badge notifications for Mobile Workflow messages are supported in this release on iPhone.

Workaround: User must rely on badge notifications.

User is Unable to Locate Mobile Workflow Notifications

Issue: Mobile Workflow notification e-mail messages are sent to a combined client inbox for Mobile Sales and Mobile Workflow. Native e-mail messages use the native e-mail inbox folder.

Workaround: User must look for Workflow notifications in the combined client inbox for Mobile Sales and Mobile Workflow.

New User of iPhone Can See Messages for Previous User

Issue: If the Sybase Unwired Platform administrator reassigns an iPhone from one Mobile Workflow user to a new user, and simply unassigns the workflow from the first user and reassigns the device to a new user who activates Mobile Workflow with his or her own SAP login, the second user is able to see the Workflow messages of the first user.

Workaround: Sybase Unwired Platform administrator must remove the device from the Sybase Control Center and reregister it before assigning the device to the second user.

Troubleshooting System Administrator Issues

Determine the causes of problems the system administrator encounters and apply the recommended solutions.

Existing Users are Disabled after Mobile Workflow Configuration Changes

Issue: Once a user has Mobile Workflow working properly on the device, and is communicating successfully with the server, changes in the supporting configuration may leave that user's device unable to function with Mobile Workflow. Additionally, the system may be unable to show a useful error message to either the user or the administrator.

RMI requests

- When the administrator unassigns a workflow package from a user, the user is still allowed to complete an incomplete request and submit the request to SAP.
- If the administrator removes the user from the server, the user receives the message `Invalid user name and activation code` when selecting an RMI action button to continue the request.
- After uninstalling the workflow package, the user receives the message `ProcessSyncRequest: No plugin configuration found for device/module/version` when he or she clicks on an RMI action button to continue the request.

Submit requests

- When the administrator unassigns a workflow package from a user, the user can submit a request and the request is created.
- If the administrator removes the user from the server, the user can submit the request without receiving a error. However, the request does not reach the server and no error message is returned to the device.
- After uninstalling the workflow package, the user can submit a request without an error. However, the request will not reach the server, and no error message is returned to the device.

Workaround: Before you uninstall Mobile Workflow, or unassign a device from a Mobile Workflow workflow, or delete a user from Unwired Server, first inform the device user. Then remove the client application from the device and lastly perform the procedure. This sequence prevents the user from encountering the problems above.

Mobile Workflow Does Not Support Multiple SAP Client Users for Subscribed for Same Unwired Platform Device User

Issue: If you have users with multiple SAP clients, a single instance of Sybase Unwired Server with SAP DOE Connector installed can support only one SAP client per user.

Workaround: Set up as many Sybase Unwired Server instances as the maximum number of SAP clients per user that you want to support. Then install Sybase SAP DOE Connector with each Sybase Unwired Server instance.

No Data is Sent to Device after Subscription

Issue: Sybase Control Center message queues contain no messages for the target user. The SAP Session Monitor indicates a failure against the push of the REG_NOTIF message. The associated logs indicate an HTTP communication failure.

Workaround: This problem is generally caused by a configuration problem, which prevents the imported message from DOE to Sybase Unwired Platform from reaching the Sybase Unwired Platform side. For example, the listener URL may be incorrect, or Unwired Server has not been started, or a firewall issue is blocking the listening port. After the configuration and making any necessary corrections, reassign the workflow to the user or reregister the user's device, then make sure that the activation screen displays for the user to activate the subscription.

User Cannot Receive Messages and a NACK Message Appears in DOE Monitor or Unwired Platform Log
-->

Issue: When a user reports not receiving messages and you see one or more NACK (negative acknowledgement) messages in the DOE monitor or the Unwired Platform log, this may indicate that `.jar` files are missing.

Workaround: Check for a `CannotLoadBeanClassException` message in the Unwired Platform log (`<UnwiredPlatform_InstallDir>\Servers\UnwiredServer\logs\<server_name>-server.log`). Check for the existence of two .jar files,

WfAndAlrtFilter.jar and TimeAndTravel.jar, in `<UnwiredPlatform_InstallDir>\Servers\UnwiredServer\lib\ext`. If those two .jar files are missing, reinstall Mobile Workflow.

Deployed ESDMA Packages Do Not Appear in Sybase Control Center Packages Node

Issue: After uninstalling and reinstalling Sybase Unwired Platform in a cluster, leaving the data tier installed on its own node, the ESDMA packages deployed for Mobile Workflow do not appear in the Packages node in Sybase Control Center. This also occurs if the ESDMA packages are not deployed on the primary node.

Workaround:

- **Need to use data from previous installation.** Unwired Platform cannot be directly reinstalled to use an existing data tier. Migrate the runtime data from the earlier installation into the reinstalled Unwired Platform cluster. See *Installation Guide for Sybase Unwired Platform 1.5.2 > Upgrading and Migrating > Performing Migration Tasks > Migrating Production Unwired Server Runtime Data*.
- **ESDMA packages not deployed to primary node.** Deploy the ESDMA packages on the primary node.

User is Authenticated Repeatedly with Mobile Workflow in an Unwired Platform Cluster

Issue: With Mobile Workflow installed in a Sybase Unwired Platform cluster, after being authenticated successfully on the initial activation screen, user is asked to enter credentials again at various points.

Workaround: This problem can be caused by any of the following:

- **The Unwired Platform cluster installation assumed that an existing Unwired Platform database could be used without migrating the data.** Unwired Platform cannot be directly reinstalled to use an existing data tier. You must migrate the runtime data from the earlier installation into the reinstalled Unwired Platform cluster. See *Installation Guide for Sybase Unwired Platform 1.5.2 > Upgrading and Migrating > Performing Migration Tasks > Migrating Production Unwired Server Runtime Data*.
- **Mobile Workflow software was not installed on all nodes of the cluster.** Unwired Server log (`<UnwiredPlatform_ InstallDir>\UnwiredPlatform \Servers \UnwiredServer\logs\<server_name>-server.log`) shows a `NoClassFound` exception. Make sure that Mobile Workflow software is installed on all nodes in the cluster where Unwired Server is installed. See *Installing Mobile Workflow in an Unwired Platform Cluster* on page 3.
- **Mobile Workflow packages were deployed on one or more secondary nodes.** Unwired Server log (`<UnwiredPlatform_ InstallDir>\UnwiredPlatform \Servers \UnwiredServer\logs\<server_name>-server.log`) shows a `Credential Failed` exception. You must reinstall the entire Unwired Platform cluster:

- • Uninstall Sybase Mobile Workflow. See *Installation Guide for Sybase Mobile Workflow for SAP Business Suite 1.0 > Uninstalling*.
  - • Uninstall Sybase SAP DOE Connector. See *Installation Guide for Sybase SAP DOE Connector 1.1 > Uninstalling*.
  - • Uninstall Sybase Unwired Platform. See *Installation Guide for Sybase Unwired Platform 1.5.2 > Uninstalling*.
  - • Reinstall Sybase Unwired Platform. See *Installation Guide for Sybase Unwired Platform 1.5.2 > Installation Task Flows*.
  - • Reinstall Sybase SAP DOE Connector. See *Installation Guide for Sybase SAP DOE Connector 1.1 > Installation Task Flows > Installing in a Cluster*.
  - • Install Sybase Mobile Workflow on all nodes in the cluster where Unwired Server is installed, then deploy Mobile Workflow packages only to the primary node. See *Installing Mobile Workflow in an Unwired Platform Cluster* on page 3.
- • **A subscription to a Mobile Workflow package was manually removed.** Do not manually delete package subscriptions that are used by Mobile Workflow. Instead, simply unassign the workflow from the individual devices. When every workflow in one activation group is unassigned from every device, the package subscription is deleted automatically. If a package subscription has been deleted manually, it may be necessary to unassign and reassign every Workflow in the same activation group.

Documentation Issues

This topic lists known issues with Sybase Mobile Workflow documentation

Table 2. Sybase Unwired Platform installation issues

CR#	Description
620334	**Symbian Device User Guide link for Nokia PC Suite does not work.** In the "Installation Prerequisites" topic in *Sybase Mobile Workflow Device User Guide for Symbian*, users are instructed to download Nokia PC Suite from https://www.nokiausa.com/get-support-and-software/software/nokia-pc-suites/compatibility-and-download#. This does not work when users click it in the PDF, although the URL is good. **Workaround:** Manually select the link from the PDF file, then copy and paste it into a browser address bar.

Obtaining Help and Additional Information

Use the Sybase Getting Started CD, Product Manuals site (SyBooks™ Online), 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 Manuals at *http://sybooks.sybase.com/* – is an online version of Sybase documentation that you can access using a standard Web browser. You can browse documents online, or download them as PDFs. In addition to product documentation, the Web site also has links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, Community Forums/Newsgroups, and other resources.
- Online help in the product, if available.

To read or print PDF documents, you need Adobe Acrobat Reader, which is available as a free download from the *Adobe* Web site.

Note: A more recent release bulletin, with critical product or document information added after the product release, may be available from the Product Manuals Web site.

Technical Support

Get support for Sybase products.

If your organization has purchased a support contract for this product, then one or more of your colleagues is designated as an authorized support contact. If you have any questions, or if you need assistance during the installation process, ask a designated person to contact Sybase Technical Support or the Sybase subsidiary in your area.

Sybase Product and Component Certifications

Certification reports verify Sybase product performance on a particular platform.

To find the latest information about certifications:

- For partner product certifications, go to *http://www.sybase.com/detail_list?id=9784*
- For platform certifications, go to *http://certification.sybase.com/ucr/search.do*

Creating a MySybase Profile

MySybase is a free service that allows you to create a personalized view of Sybase Web pages.

MySybase is a free service that allows you to create a personalized view of Sybase Web pages. To create your personal account:

1. Point your Web browser to *Technical Documents*.
2. Click MySybase and create a MySybase profile.

Accessibility Features

Accessibility ensures access to electronic information for all users, including those with disabilities.

Documentation for Sybase products is available in an HTML version that is designed for accessibility.

Vision impaired users can navigate through the online document with an adaptive technology such as a screen reader, or view it with a screen enlarger.

Sybase HTML documentation has been tested for compliance with accessibility requirements of Section 508 of the U.S Rehabilitation Act. Documents that comply with Section 508 generally also meet non-U.S. accessibility guidelines, such as the World Wide Web Consortium (W3C) guidelines for Web sites.

Note: You may need to configure your accessibility tool for optimal use. Some screen readers pronounce text based on its case; for example, they pronounce ALL UPPERCASE TEXT as initials, and MixedCase Text as words. You might find it helpful to configure your tool to announce syntax conventions. Consult the documentation for your tool.

For information about how Sybase supports accessibility, see the Sybase Accessibility site: *http://www.sybase.com/products/accessibility*. The site includes links to information about Section 508 and W3C standards.

You may find additional information about accessibility features in the product documentation.