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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 from your mobile device.

For information about accessibility, see *Accessibility Features* on page 10.

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 1.2* is the current version to use with Sybase Mobile Workflow for SAP Business Suite 1.2.

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**.	1.2.2010.1216 and later
Windows Mobile	From the Sybase Settings screen, choose **Menu > About**.	1.5.5.5481 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: For all installation information, see the *Installation Guide for Sybase Mobile Workflow for SAP Business Suite 1.2*:

- 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*

Installation

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 May not Receive an Error Message when Processing of a Workflow is Rejected by SAP Backend.
Issue: In two situations, it is possible that the SAP backend rejects a user's approval or rejection of a workflow item submitted from the device, but the user never receives a notification.

- Another user has just approved or rejected the same item.
- The item was selected in any user's SAP inbox.

Workaround: None

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.

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.

Synchronous 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 a synchronous 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 a synchronous 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.

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 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*.

User Leaving Activation Success Screen Open Blocks Reassignment of Workflow to Same User.

Issue: If a user activates a workflow and leaves the Activation Successful screen open while the administrator unassigns and reassigns that workflow to the same user, that user will not be able to activate the reassigned workflow from the device.

Workaround: Unassign and reassign the workflow to the same user again, making sure the user closes the Activation Success screen this time.

Obtaining Help and Additional Information

Use the Sybase Getting Started CD, Product Documentation site, and online help to learn more about this product release.

*   The Getting Started CD (or download) – contains release bulletins and installation guides in PDF format, and may contain other documents or updated information.
*   Product Documentation at *http://sybooks.sybase.com/* – is an online version of Sybase documentation that you can access using a standard Web browser. You can browse documents online, or download them as PDFs. In addition to product documentation, the Web site also has links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, Community Forums/Newsgroups, and other resources.
*   Online help in the product, if available.

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

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

Technical Support

Get support for Sybase products.

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

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.