



Troubleshooting

Sybase Mobile Sales for SAP

CRM 1.2

DOCUMENT ID: DC01379-01-0120-01

LAST REVISED: December 2010

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Introduction to Troubleshooting for the Sybase Mobile Sales Solution

This troubleshooting guide provides information about resolving problems that you may encounter during installation, configuration, and deployment of the Sybase® Mobile Sales for SAP® CRM solution, or a device user may encounter when using the Mobile Sales application.

See also

- *Chapter 2, Troubleshoot All Mobile Device Platforms* on page 9
- *Chapter 3, Troubleshoot Apple Mobile Devices* on page 13
- *Chapter 4, Troubleshoot BlackBerry Devices* on page 17
- *Chapter 5, Troubleshoot Windows Mobile Devices* on page 23
- *Chapter 6, Troubleshoot Device Administration* on page 33
- *Chapter 7, Troubleshoot the SAP System* on page 37

Documentation Roadmap for the Sybase Mobile Sales Solution

Learn more about documentation for the Sybase Mobile Sales for SAP CRM solution.

Table 1. Sybase Mobile Sales for SAP CRM Documentation

Document	Description
<i>Sybase Mobile Sales for SAP CRM Installation Guide</i>	<p>Describes how to install or upgrade Sybase Mobile Sales for SAP CRM. Read the <i>Sybase Mobile Sales for SAP CRM Release Bulletin</i> for late-breaking information and corrections.</p> <p>Audience: IT installation team, training team, system administrators involved in planning, and any user installing the system.</p> <p>Use: during the planning and installation phase.</p>

Document	Description
<p><i>Sybase Mobile Sales for SAP CRM Release Bulletin</i></p>	<p>Provides the most current information about known issues, and updates.</p> <p>Audience: IT installation team, training team, system administrators involved in planning, and any user who needs up-to-date information.</p> <p>Use: during the planning and installation phase, and throughout the product life cycle.</p>
<p><i>Sybase Mobile Sales for SAP CRM Solution Guide</i></p>	<p>Provides an overview of the end-to-end solution, architecture, and key components.</p> <p>Audience: all users.</p> <p>Use: during the planning and installation phase, and throughout the product life cycle.</p>
<p><i>Sybase Mobile Sales for SAP CRM Troubleshooting Guide</i></p>	<p>Provides information for troubleshooting, solving, or reporting problems.</p> <p>Audience: system administrators who need to troubleshoot Mobile Sales application issues on various devices, Sybase Unwired Platform issues, Sybase SAP DOE Connector issues, and high-level SAP CRM issues.</p> <p>Use: during entire product life cycle.</p>
<p><i>Sybase Mobile Sales for SAP CRM Deployment Guide</i></p>	<p>Provides detailed information about provisioning the Mobile Sales mobile device application.</p> <p>Audience: Sybase Unwired Platform system administrator who needs to provision the Mobile Sales application to multiple devices in the enterprise.</p> <p>Use: once the Mobile Sales application is configured and ready for the field.</p>
<p><i>Sybase Mobile Sales for SAP CRM Device Users Guide</i></p>	<p>Describes device user tasks for installing, setting up and using the Mobile Sales application to access SAP CRM.</p> <p>A separate user guide is available for each device platform that Mobile Sales supports.</p> <p>Audience: mobile device users.</p> <p>Use: when using the application on a device.</p>

The following Sybase Unwired Platform documentation is applicable for the Sybase Mobile Sales for SAP CRM solution. The complete set of Sybase Unwired Platform documentation is available at <http://sybooks.sybase.com/nav/summary.do?prod=1289>.

Table 2. Sybase Unwired Platform Documentation

Document	Description
<i>Sybase Unwired Platform Installation Guide</i>	<p>Describes how to install or upgrade Sybase Unwired Platform. Check the <i>Sybase Unwired Platform Release Bulletin</i> for additional information and corrections.</p> <p>Audience: IT installation team, training team, system administrators involved in planning, and any user installing the system.</p> <p>Use: during the planning and installation phase.</p>
<i>Sybase Unwired Platform Release Bulletin</i>	<p>Provides information about known issues, and updates. The document is updated periodically.</p> <p>Audience: IT installation team, training team, system administrators involved in planning, and any user who needs up-to-date information.</p> <p>Use: during the planning and installation phase, and throughout the product life cycle.</p>
<i>System Administration</i>	<p>Describes how to plan, configure, manage, and monitor Sybase Unwired Platform. Use with the <i>Sybase Control Center for Sybase Unwired Platform</i> online documentation.</p> <p>Audience: installation team, test team, system administrators responsible for managing and monitoring Sybase Unwired Platform, and for provisioning device clients.</p> <p>Use: during the installation phase, implementation phase, and for ongoing operation, maintenance, and administration of Sybase Unwired Platform.</p>

Document	Description
<i>Sybase Control Center for Sybase Unwired Platform</i>	<p>Describes how to use the Sybase Control Center administration console to configure, manage and monitor Sybase Unwired Platform. The online documentation is available when you launch the console (Start > Sybase > Sybase Control Center, and select the question mark symbol in the top right quadrant of the screen).</p> <p>Audience: system administrators responsible for managing and monitoring Sybase Unwired Platform, and system administrators responsible for provisioning device clients.</p> <p>Use: for ongoing operation, administration, and maintenance of the system.</p>
<i>Troubleshooting</i>	<p>Provides information for troubleshooting, solving, or reporting problems.</p> <p>Audience: IT staff responsible for keeping Sybase Unwired Platform running, developers, and system administrators.</p> <p>Use: during installation and implementation, development and deployment, and ongoing maintenance.</p>

Table 3. Sybase SAP DOE Connector Documentation

Document	Description
<i>Sybase SAP DOE Connector Installation Guide</i>	<p>Describes how to install or upgrade Sybase DOE Connector. Check the <i>Sybase DOE Connector Release Bulletin</i> for additional information and corrections.</p> <p>Audience: IT installation team, training team, system administrators involved in planning, and any user installing the system.</p> <p>Use: during the planning and installation phase.</p>

Mobile Sales Device Log Files

The application device logs provide value information for troubleshooting the Mobile Sales application. You can request that the device user sends you the log files that reside on the device.

Note: Apple mobile devices do not have any Mobile Sales logs.

Log Settings in Sybase Control Center

You can also set the debug level and log file size in Sybase Control Center.

1. Select **Device Users**.
2. In the right window, select **Devices**, then **MBS**.
3. Select one or more Device IDs/User Names, then select **Properties**.
4. Select **Device Advanced**.
5. As needed, modify the Debug Trace Size or Debug Trace Level properties, or both.
A debug trace level of **4** displays all logs.

See also

- *Unwired Platform Logs* on page 6

BlackBerry Device Logs

Device users can access the BlackBerry Event log and the Sybase Messaging (MOCA) log on their devices. You can request that users copy or send you these logs through an e-mail message.

BlackBerry Event Log

To view the BlackBerry Event Log, ask the device user to go to the BlackBerry home screen, then press **alt + lglg**. You can also request that the device user turn on Debugging options in Mobile Sales Home options so that the Event log captures more details.

- Database Trace
- Mobile Business Objects Statistics
- Application Business Objects Logger

Sybase Messaging (MOCA) Log

This log file contains Sybase Messaging and connection information and errors. Administrators can view this log file from Sybase Control Center.

Device users can access this log in `File Folders/Device Memory/home/user/Sybase/Messaging/MOCA/mocalog.txt`. The log is split when it reaches the **Debug Trace Size (KB)** indicated in Sybase Control Center, so additional `mocalog.txt.bak` files may exist in this folder.

Enabling Logging of All CRM Data

For extended troubleshooting on the smartphone, the device user can set an option to enable the logging of all CRM data.

Warning! Once the device user enables this option, the CRM data on the memory card is unsecure. Once you finish debugging, Sybase recommends that the option is turned off.

1. In Home Options, select **Database Trace** and **Application Business Objects Logger**.
2. Press the Menu key, then select **Disable Secure Database Trace**.
3. Select **OK**.

Next

Once you complete your debugging, instruct the device user to turn off this feature. From Home Options, press the Menu key, then select **Enable Secure Database Trace**.

Windows Mobile Device Logs

Device users can access these Mobile Sales log files on their devices.

Log file	Location	Description
SybaseCRMLog.txt	\Program Files\Mobile Sales\logs	Mobile Sales informational messages and errors.
mocaLog.txt	\Program Files\Sybase\Messaging\OB-Data	Sybase Messaging and connection information and errors. Administrators can access this log from Sybase Control Center.

Unwired Platform Logs

Unwired Platform log files provide valuable troubleshooting information. Log file information is aggregated and displayed in the Sybase Control Center administrative console. You can use a text editor to review log files from the command line using a text editor if Sybase Control Center is not available, or to concentrate your review to a particular log.

To begin troubleshooting Unwired Platform issues, see:

- *Sybase Unwired Platform > Troubleshooting > Troubleshooting Basics > Collecting Information > Log Files* for information about how to access and view Unwired Platform log files.
- *Sybase Control Center for Sybase Unwired Platform* online documentation for more information about using the console to view messages and log files.

The following logs are particularly helpful when troubleshooting for the Sybase Mobile Sales solution:

Component	Log file location
Sybase SAP DOE Connector (DOE-C)	<p>Main server log: <UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\logs\<i><hostname></i>-server.log</p> <p>HTTP requests log: <UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\logs\<i><hostname></i>-http.log</p> <p>Messaging Server log: <UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\logs\JmsBridge\<i><hostname></i>_JmsBridge_JmsBridge_<timestamp>.txt</p>
Unwired Server	<p>Useful for servlet deployment errors: Sybase\UnwiredPlatform\Servers\UnwiredServer\logs\deploy.log</p> <p>Failures that prevent SUP from initializing: Sybase\UnwiredPlatform\Servers\UnwiredServer\logs\bootstrap*</p>
Sybase Messaging	<p>Contains Sybase Messaging and connection information and errors. You can access the Sybase Messaging (MOCA) log from Sybase Control Center. The log is split when it reaches the Debug Trace Size (KB) indicated in Sybase Control Center, so additional mocalog.txt.bak files may exist in the folder.</p> <ol style="list-style-type: none"> 1. In the left navigation pane of Sybase Control Center, select Device Users. 2. In the right administration pane, click the Devices tab, and select MBS to view messaging-based synchronization devices. 3. Select a device, then Get Trace. <p>The default location is <UnwiredPlatform_InstallDir>\UnwiredPlatform\Data\Messaging\ClientTrace for a cluster or <UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\MessagingServer\Data\ClientTrace for a single node installation.</p>

See also

- *Mobile Sales Device Log Files* on page 4

Troubleshoot All Mobile Device Platforms

Provides troubleshooting information when installing, configuring, and using Sybase Mobile Sales for SAP CRM for all device platforms. See the Sybase Mobile Sales for SAP CRM Release Bulletin for the latest information.

For information on Sybase Unwired Platform issues, see the *Sybase Unwired Platform Release Bulletin*.

Subscribing Message Persists With No Indication Subscribe Failed

Issue: The device user sees the Subscribing message indefinitely, yet no data or subscribe failure message appears on the device.

The DOE-C **subscribeFailed** message is not reaching the device. The URL listener may be invalid.

Workaround: Ping the URL listener in Sybase Control Center.

1. Go to **Domains > Default > Packages**, then select **Connections**.
2. Select **sap_crm:1.0**, then **Properties**.
3. Select **Test Connection**.

If the ping is unsuccessful, verify the **Listener URL**. If the listener URL is incorrect, you can change it in the `sup-db.xml` file located by default in `UnwiredPlatform/InstallLogs/silentInstall/CRM/CRM_ESDMATMP/META-INF`.

4. Edit the **property name** attribute.

```
<package name="SAP_CRM" short-name="SAP_CRM" sup-name="SAP_CRM"
version="1.0"
  java-package="com.sybase.sap.crm.db"
  cs-namespace="Sybase.Sap.Crm.Db"
  js-namespace="crm_db_"
  oc-namespace="crm_db_">
  <property name="listener.url" value="http://10.22.156.126:8000/
doe/publish" />
```

5. Redeploy the ESDMA using the DOE-C Command Line Utility, documented in the *Deploying the SAP CRM ESDMA to Unwired Server in the Sybase Mobile Sales for SAP CRM Installation Guide*.

Messages or Field Names Appear in Different Language

Issue: Device user indicates that some messages and field names do not appear in device language.

In some cases, SAP system messages and field names appear in the language defined for the SAP system. If the SAP system is set up for English, some warning messages and field names appear in English, for example, when creating or updating an account, contact, or activity, or viewing and editing Analytics report options.

Workaround: None.

Initial Data Synchronization Fails If Not Enough Device Storage Space

Issue: Device user receives an error message that the initial synchronization failed because of insufficient device storage space.

Solution:

1. (Device user) Unsubscribe from the device.
2. (Device user) Free up additional storage space on the device.
3. (Admin) Clear the queue for that subscription.
4. (Device user) Log in again (subscribe).

No Report Data Appears (Analytics)

When the device user tries to view a report, the report appears as an empty graph and the report data does not appear.

Issue	Workaround
The system may not have enough appropriate data to display the report	Tell device user to try again later when more data is available.
The user position is not set properly for Pipeline Analysis report	Indicate the user position. Mobile Sales displays the report criteria screen.
User receives a warning that the device is offline when trying to view a report	Make sure the device is online and the device is connected to the SAP system.

Issue	Workaround
No Sales Prospect in Top Opportunity report	SAP system data does not contain a Sales Prospect. Tell device user to be sure to indicate a Sales Prospect for each opportunity.

Subscribe Failed Error

Issue: Device user gets `Subscribe Failed` error message when log into Mobile Sales.

Solution: This error may occur for several reasons. Check DOE-C logs for additional information.

- Device user enters invalid credentials. Verify credentials and ask the device user to log in again.
- Connection to SAP server failed.
- The incorrect ESDMA was deployed.
- The SAP system may be down.
- The SAP user may not have his or her permissions set correctly to allow HTTP access.
- The ESDMA bundle may have supplied the wrong host, port, or SAP client number for the SAP system.

Subscription Not Found

Issue: When you try to create a new Mobile Sales object or update an existing one, Mobile Sales displays the message, `Subscription Not Found`.

Solution: Unsubscribe from the SAP system, then log in again.

1. To unsubscribe, select **Settings > General > Connection Information > Unsubscribe**.
2. Click **OK** to delete Mobile Sales data.
3. Start Mobile Sales, then enter your SAP user name and password to log in.

Troubleshoot Apple Mobile Devices

Provides troubleshooting information when installing, configuring, and using Sybase Mobile Sales for SAP CRM for Apple mobile devices. See the Sybase Mobile Sales for SAP CRM Release Bulletin for the latest information.

For information on Sybase Unwired Platform issues, see the *Sybase Unwired Platform Release Bulletin*.

Demo Mode Crashes When Subscribed User Removes Server Settings

Issue: If a subscribed user deletes the connection settings and then attempts to launch Mobile Sales in Demo mode, the application crashes.

Workaround: To run Mobile Sales in Demo mode, delete and reinstall the application.

No Activities Appear When Searching

Issue: If immediately after subscribing for the first time, the device user tries to perform a search on activity type, no activities appear.

Workaround: Exit and restart the Mobile Sales application.

Phone Number Extensions Not Synchronized With Personal Contacts

Issue: If your organization configured the application to synchronize Mobile Sales and personal (native) contacts, phone number extensions do not appear in personal contacts.

Workaround: None.

Mobile Sales Freezes During Initial Subscription

Issue: Mobile Sales application may freeze while browsing data during initial data subscription.

Workaround: Exit and restart the Mobile Sales application. For best results, wait until after the initial subscription to use Mobile Sales.

Connection Fails With No Error Message

Issue: Mobile Sales for iPhone does not always provide connection failed errors on the device.

Workaround: If you suspect that you are not connected to the SAP system, for example, if you did not enter the Unwired Server connection information correctly, you can check on the device or by using Sybase Control Center.

On the device:

1. From within the Mobile Sales application, tap **Settings > General > Connection Information**.
2. View the **Connection** status: Failed or Active.

On Sybase Control Center:

1. Start Sybase Control Center. See *Sybase Unwired Platform Installation Guide*.
2. For the Unwired Platform Cluster, select **Users > Messaging**. Click **Get Trace** to retrieve the device log. See also Sybase Control Center online help.

Synchronization With the SAP System Is Pending for a Long Time

Issue: While starting the Mobile Sales application, the phone shows the synchronization as pending for a long time, which can be an indication that the connection to the SAP system has failed.

Workaround:

1. Resolve the connection issue. Contact the administrator for assistance, if necessary.
2. Unsubscribe the iPhone. See *Unsubscribing to Mobile Sales* in the *iPhone Device User Guide* for additional information.
 - a. From the Mobile Sales home page, select **Settings > General > Connection Information**.
 - b. Tap **Unsubscribe**.

- c. Confirm that you want to unsubscribe.
3. Start Mobile Sales, then tap **Settings > General > Connection Information** to see if the connection is active. Starting Mobile Sales initiates the synchronization process with the successful connection.

Workflows Disappear After Deleting Mobile Sales

Issue: If you uninstall the Mobile Sales application, any workflows assigned to the device become unassigned and disappear from the device, even if you reinstall the application and resubscribe using the same connection information.

Workaround: Use Sybase Control Center to reassign the workflows to the device.

Provides troubleshooting information when installing, configuring, and using Sybase Mobile Sales for SAP CRM for BlackBerry devices. See the Sybase Mobile Sales for SAP CRM Release Bulletin for the latest information.

For information on Sybase Unwired Platform issues, see the *Sybase Unwired Platform Release Bulletin*.

Find Does Not Locate All Records

Issue: The Find feature does not locate a record even when the Load All Data option is enabled.

If the device user enables the Load All Data option for accounts and contacts, Mobile Sales loads all objects when the list screen is first viewed. However, if a device user attempts to use **Find** to search for a record he or she has not viewed, the record does not display in the search results.

Workaround: Scroll to the bottom of the list to make all records available to find, or use **Lookup** to perform a database search.

Persistence Exception When Connection Information Is Changed

Issue: If a device user subscribes to the SAP system, and then changes the Unwired Server connection information and resubscribes, the smartphone displays a `PersistenceException` message.

Although the smartphone connects to Unwired Server, the device registration is not successfully completed. Eventually, the Mobile Sales application times out and unsubscribes.

Workaround: Tell device users to

1. Delete the Mobile Sales application.
2. Reinstall the Mobile Sales application.
3. In **Options > Sybase Settings**, enter the new Unwired Server connection information.
4. Start the Mobile Sales application and log in.

Saving New or Modified Objects Is Slow

Issue: Device user indicates that saving is slow for new accounts, contacts, and activities, or updates to accounts, contacts, activities, leads, or opportunities.

The save process can take up to 10 seconds to complete.

Workaround: None.

Low Storage Error During Connection to Server

Issue: If the smartphone contains many media files, e-mail messages, third-party applications, and so on, Mobile Sales cannot connect to the server. The Sybase Settings Log indicates a device low storage error.

Workaround: Instruct the device user to free up some space in the BlackBerry file system. The BlackBerry smartphone has two types of internal storage: file system memory and persistent memory.

- If file system memory is low, the Sybase Settings log indicates `Disabled: Low storage (File System)`. Instruct device users to remove media files such as photos, music and videos. Recommend storing these media files on the memory card to avoid consuming internal device memory.
- If the persistent memory is low, the Sybase Settings log indicates `Disabled: Low Storage (Persistent Storage)`. Instruct users to remove old e-mail messages, third-party applications, and so on.
- If both file system memory and persistent memory are low, the Sybase Settings log indicates `Disabled: Low Storage (File System, Persistent Storage)`. Instruct users to move media files to the memory card, and to delete old e-mail messages or unused third-party applications.

The BlackBerry knowledge base article, *How to Maximize Free Space and Battery Power on the BlackBerry Smartphone* at <http://www.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB14320>, provides useful tips for how to free up storage space and remove unnecessary data on the device.

For information on performing a security wipe to clean memory on the smartphone, see the BlackBerry document, *Erasing File Systems on BlackBerry Devices*, at <http://docs.blackberry.com/en/admin/deliverables/4322/Erasing%20file%20systems%20on%20BlackBerry%20devices%20-%204.1.6%20-%20Technical%20Overview.pdf>

Mobile Sales Freezes When Device Is Unlocked

Issue: Mobile Sales freezes and does not respond if the smartphone is locked and then unlocked.

Workaround: Close the Mobile Sales application, then restart it.

BBScreenStream Causes Persistence Exception

Issue: If you use BBScreenStream to capture messages on the device, the device user sees a PersistenceException message when attempting to view the lists for accounts, contacts, activities, and opportunities.

Workaround: Tell device user to make sure the memory card is installed properly, then restart the Mobile Sales application.

Connection Fails During Initial Subscription With No Error Message

Issue: Mobile Sales for BlackBerry does not always provide connection failed errors on the device during the initial subscription.

Workaround: If the device user subscribes, does not see any data downloading to the device, and receives no device error message, the device user may have entered incorrect Sybase Unwired Platform connection information. You can use Sybase Control Center to determine if the connection is active by viewing the device log, and then you can have the device user verify the connection information in Sybase Settings.

In Sybase Control Center:

1. In the left navigation pane of Sybase Control Center, select **Device Users**.
2. In the right administration pane, click the Devices tab, and select **MBS** to view messaging-based synchronization devices.
3. Select a device, then **Get Trace**.

The default location is `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Data\Messaging\ClientTrace` for a cluster or `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\MessagingServer\Data\ClientTrace` for a single node installation.

On the device:

1. From within the Mobile Sales application, Navigate to **Options**, then select **Sybase Settings**.

2. From the trackball menu, select **Show Log**.

If the connection information is correct on the device but the subscription does not work, check to make sure user does not have a previous device user account. If the user has more than one account for this device delete the obsolete accounts.

Device Is Not Receiving Data Anytime After Initial Subscription

Issue: Device is not receiving any new Mobile Sales data, and or device user indicates that updates to the Mobile Sales data are remaining in a pending state.

Solution:

1. Open the Sybase Settings log to verify that the device is connected to Unwired Server or Sybase Relay Server.
Options > Sybase Settings > Show Log
2. If the device user does not see the `Connected to Server` message, tell the user to restart the client.

Table View Not Immediately Available for Pipeline Report

Issue: When the device user initially creates a Pipeline report, Table View is not available until data is received from the SAP system.

Workaround: None. Device user must wait until data is received from SAP system, then try again.

Mobile Sales Freezes During Initial Subscription

Issue: Mobile Sales application may freeze while browsing data during initial data subscription.

Workaround: Exit and restart the Mobile Sales application. For best results, wait until after the initial subscription to use Mobile Sales.

Password Error During Synchronizatlon

Issue: If the device user changed the device password but it was not changed first on the SAP server, the device user receives an error message.

Solution: See *Changing Your Password* in the *Sybase Mobile Sales for SAP CRM Device Users Guide*.

The Region <value> Is Not Defined for Country US

Issue: When creating or editing an account or a contact, device users must enter the state using the state abbreviations defined in the SAP CRM system.

Device users must enter the state abbreviations exactly as defined in the SAP system, or the SAP system rejects the records or returns an error message. State abbreviations are case sensitive, and are often defined using the U.S. post office two-digit, upper-case postal code abbreviations.

Solution:

1. Highlight the error messages, press the Menu key, then select **Fix It**.
2. Enter the correct postal code abbreviation for the state, as defined in the SAP CRM system.
3. Save your changes.

Troubleshoot Windows Mobile Devices

Provides troubleshooting information when installing, configuring, and using Sybase Mobile Sales for SAP CRM for Windows Mobile devices. See the Sybase Mobile Sales for SAP CRM Release Bulletin for the latest information.

For information on Sybase Unwired Platform issues, see the *Sybase Unwired Platform Release Bulletin*.

Device Error Messages

Provides troubleshooting information for some Mobile Sales error messages on Windows Mobile devices.

Error message/issue	Solution/workaround
<p>An unexpected error has occurred in MobileSalesPro.exe</p> <p>Additional details of the error: Could not load type 'Sybase.CRM.UI.Software' from assembly 'MobileSalesProImpl, Version <version>, Culture=neutral, PublicKeyToken=null'.</p> <p>This error occurs because Microsoft .NET Compact Framework is not installed on the device.</p>	<p>Tell device user to install Microsoft .NET Compact Framework and described in <i>Sybase Mobile Sales for SAP CRM Installation Guide, Device Prerequisites</i>.</p>
<p>No Subscription Found</p> <p>If the device user sees the red alert icon on all list views after receiving data, and the top of the detail views display this warning, the subscription has been removed from Unwired Server.</p>	<p>In Sybase Control Center, make sure the subscription is available. If not, create another subscription account and tell the device user to try again with the new account information.</p>

Error message/issue	Solution/workaround
<p>This report doesn't contain any results. Please try again or edit the report settings</p> <p>Online lookups for opportunities or leads do not contain any results, and returns this error message. An empty result set also occurs if no records match the search criteria, or the error might be caused because the SAP system timed out.</p>	<p>Tell device user to resubmit the search. If the device user still see the same error, research issue on SAP system.</p>
<p>Maximum Login Attempts Exceeded!</p> <p>If the device user has tried to log in but has entered the wrong login information and received several Password Is Invalid errors, the device user gets locked out.</p>	<p>Instruct the device user to edit the SYS_MaximumLoginAttemptsExceeded setting in the SybaseCRM.Configuration.xml file:</p> <ol style="list-style-type: none"> 1. Navigate to \Program Files\Mobile Sales\Data. 2. Open the SybaseCRM.Configuration.xml file for editing. 3. Set SYS_MaximumLoginAttemptsExceeded to true. 4. Save the file, then restart the Mobile Sales application. 5. Log in.

Subscription Issues

Provides troubleshooting information for common subscription issues for Windows Mobile devices.

Issue	Solution/workaround
<p>Device does not receive data after initial subscription.</p> <p>Device is not receiving any new Mobile Sales data, and or device user indicates that updates to the Mobile Sales data are remaining in a pending state.</p>	<p>Tell device user to:</p> <ol style="list-style-type: none"> 1. Open the Sybase Settings log to verify that the device is connected to Unwired Server or Sybase Relay Server. 2. If the device user does not see the Connected to Server message, tell the user to restart the client.

Issue	Solution/workaround
<p>Waiting for Initial Data state persists when subscription fails.</p> <p>The Mobile Sales application does not display an error message that the subscription failed or why data is not flowing to the device.</p>	<ol style="list-style-type: none"> 1. Ask the device user to open the Sybase Settings log to verify that the device is connected to Unwired Server or Sybase Relay Server. 2. If the device user does not see <code>Connected to Server</code> message, tell the user to restart the client. 3. In Sybase Control Center, see if there are any pending records to determine if the device and Sybase Control Center are communicating. 4. Try uninstalling and reinstalling Mobile Sales on the device.
<p>User gets <code>Subscribe Failed</code> alert when logging into Mobile Sales because Sybase Unwired Platform agent is not running.</p>	<p>Tell device user to:</p> <ol style="list-style-type: none"> 1. Select Start > Programs > Sybase Settings. 2. Select Menu > Enable to reconnect to Unwired Server. 3. Log in to the Mobile Sales application to re-subscribe to the SAP system.
<p>When trying to subscribe to the system, the Sybase Settings log displays the error <code>Wrong Device for Code</code>.</p>	<p>Use Sybase Control Center to clone the user, then have the device user restart the client.</p> <ol style="list-style-type: none"> 1. From Sybase Control Center: <ol style="list-style-type: none"> a. Clone the user. b. Delete the old user. 2. On the device: <ol style="list-style-type: none"> a. Verify that Connection Properties are correct. b. Go to Sybase Settings > Advanced > Restart Client to restart the client. <p>The client restart should automatically establish a connection.</p> 3. Try again to subscribe.

Synchronization Issues

Provides troubleshooting information for some common synchronization issues for Windows Mobile devices.

Issue	Solution/workaround
<p>After creating a new object from the device, the device may display two of the same object temporarily until the device synchronization with the SAP system has completed.</p>	<p>None. This occurs temporarily and resolves automatically after the sync has completed. No specific action is necessary.</p>
<p>Pending objects do not synchronize with SAP server for over 30 minutes.</p> <p>The Mobile Sales application does not report any errors on the device.</p>	<p>Tell the device user to:</p> <ol style="list-style-type: none"> 1. Exit the Mobile Sales application. 2. Select Start > Programs > Sybase Settings. 3. Select Menu > Show Log to verify that you are connected to Unwired Server. <ul style="list-style-type: none"> • If not connected, check to make sure you have network connectivity, and that the connection information is correct. Select Connection to view. • If connected, contact your system administrator to determine if you need to unsubscribe and resubscribe to the SAP system. <p>If the device user needs to unsubscribe and resubscribe:</p> <ol style="list-style-type: none"> 1. Start the Mobile Sales application. 2. From the Mobile Sales login screen, select Menu > Unsubscribe. 3. Select Yes to confirm you want to unsubscribe. 4. Exit the Mobile Sales application, restart it, then log in (resubscribe).
<p>If you changed your device password but did not have your company change it first on the SAP server, you will see an error message.</p>	<p>See <i>Changing Your Password</i> in the <i>Sybase Mobile Sales for SAP CRM User Guide</i> for Windows Mobile.</p>

Low Memory Issues

Provides troubleshooting information for issues that may occur when the Windows Mobile device storage memory is running low.

Issue	Solution/workaround
<p>Storage memory is low</p> <p>For non-English applications, when memory gets low, application may indicate that it is connected to server although it is disconnected. Also, Sybase Settings log may show an empty string.</p>	<p>If the device users receive a message or sees an empty string in the Sybase Settings log, tell the device user to free up the storage memory and restart Sybase Settings to make sure the connection works properly.</p>
<p>Unexpected application behavior might occur when memory is low.</p>	<ol style="list-style-type: none"> 1. Make sure the device is connected to the SAP system. In Sybase Settings, select Menu > Show Log to verify your connection to Unwired Server. 2. If the device is connected to the SAP system, and the device user continues to receive low memory alerts, increase the amount of free memory by deleting unused applications. See <i>Checking Available Memory</i> in the <i>Sybase Mobile Sales for SAP CRM Device Users Guide for Windows Mobile</i>.

Online Search/Lookup Issues

Provides troubleshooting information for issues that may occur when performing online searches on Windows Mobile devices.

Issue	Solution/workaround
<p>Online search produces unexpected results.</p> <p>When you perform a search, the results may display records that, at first, appear to be unrelated to your search. The results returned from the SAP CRM backend system search are actually the records that match, plus additional records that are related to the matching records.</p>	<p>None. Partner search is designed to produce this result set in SAP CRM.</p>

Issue	Solution/workaround
<p>An error occurs if you perform an online search for leads, and the only field on which you search is End Date.</p>	<p>Enter a value in any of the other fields. If you only want to search on leads with a particular end date, enter * (asterisk) for the Description to indicate all leads.</p>
<p>Online searches require network connectivity. If your device is not connected to the SAP back-end server, online lookups remain in a pending state. If your device does not have network connectivity, an online lookup produces an error.</p>	<p>Make sure you are connected to the SAP system. In Sybase Settings, select Menu > Show Log to verify your connection to Unwired Server.</p>
<p>When performing an online search for sales documents, the system returns sales orders only. You cannot use online search for service orders.</p>	<p>None.</p>
<p>Search on item description hangs application. When adding a new item to a lead, if the device user attempts to search on the description using an online lookup, and does not have network connectivity, the Mobile Sales application hangs until the device has a network connection.</p>	<p>To continue working offline, cancel the search.</p>
<p>Start and end times for advanced search must be exact matches. When performing an advanced search, the dates the device user indicates for the Start Time and End Time must reflect the exact date when the activity or opportunity started and ended; meaning, the search will only find records for objects with that exact start date and end date. This feature does not act as a date range and return records between those two dates.</p>	<p>None.</p>
<p>Online lookup returns no data. Broad searches may return only a subset of the data or return no data. The maximum allowable data is determined when configuring the DOE-C endpoint property setting, doe-packetDrop-size, which has a default of 1048576 bytes.</p>	<p>To ensure device users see all desired results, tell them to limit the data set by indicating additional search parameters.</p>

Start and End Dates Are a Day Off

Issue: When you create leads and opportunities, and your device is set to a time zone earlier than UTC, the start and/or end dates shown in the list of leads or opportunities may be off by one day.

When the lead or opportunity details are viewed, however, the correct dates are displayed.

Workaround: None.

Adding Photo to Native Contact Causes Mobile Sales to Crash

Issue: Once a native contact is integrated with a Mobile Sales contact, adding a photo to a native contact causes the Mobile Sales application to crash and unable to be started again.

Do not add photos to native contacts.

Workaround:

1. Uninstall the Mobile Sales application from the device.
2. Reinstall the Mobile Sales application.

Invalid Items Are Deleted in SAP System and On Device

Issue: If the item added to a lead, opportunity, or sale document is not valid, the SAP system deletes it in both the SAP system and on the device.

Solution: Recreate the item with valid information.

Default Logging Level Is WARN

Issue: You want to view more information in the device logs.

Solution: You can ask the device user to change the logging level by modifying the `logging_default.config` file.

1. Exit the Mobile Sales application.
2. Connect to the device, for example, using ActiveSync.
3. Open the `\Program Files\Mobile Sales\Templates\logging_default.config` file for editing.
4. Change the logging level for all instances of `<level value="WARN">`.

DEBUG provides the most comprehensive logging information, while FATAL often provides the least amount of information. Indicate the logging level in all capital letters:

- FATAL
- ERROR
- WARN
- INFO
- DEBUG

5. Delete `\Program Files\Mobile Sales\Data\logging.config`, which is the runtime version of the logging configuration file.
6. Restart the Mobile Sales application.

View in CRM Menu Grayed Out

Issue: You can select the View in CRM menu option only the first time you view a notification in the Mobile Sales application.

Once you view a notification in the Mobile Sales application, the menu item is grayed out. Once you close the notification e-mail message, the Mobile Sales application deletes it.

Workaround: None.

Rejected Record Must Be Fixed on Device

Issue: If the SAP system rejects a record or the record contains an error on a device, another Mobile Sales user cannot fix the error or update the object while it is in an error state.

Solution: Tell the device user to fix the record or object on the device.

Error When Starting Mobile Sales While Receiving Data

Issue: If the device user tries to start a new installation of Mobile Sales while receiving data, the system generates a `SQLiteException` error.

Solution: Remove the pending messages on Unwired Server so the device user can log in and resubscribe.

Device Is Not Connected to Unwired Server

Issue: Device must be cradled or have network connectivity.

Solution 1: Check that the device is connected to Unwired Server:

- **Start > Programs > Sybase Settings.**
- Select **Menu > Show Log.**
- Check the log for `Connected to Server`, and look at the timestamp to see if you are currently connected.

Solution 2: Check that device is connected from Unwired Server:

- Start Sybase Control Center. See *Sybase Unwired Platform Installation Guide*.
- Check if the status is connected and a device value is present. See *Checking Unwired Server Status* in Sybase Control Center online help.

AM and PM Toggle When Entering Hour

Issue: If you manually enter one digit for the hour, the AM and PM values toggle.

Workaround: Enter two digits for the hour, for example, "01" instead of just "1."

Troubleshoot Device Administration

Provides troubleshooting information specific to Mobile Sales for administering devices using Sybase Unwired Platform, Sybase Control Center, and Sybase SAP DOE Connector (DOE-C).

For general troubleshooting information for Sybase Unwired Platform and DOE-C, see *Sybase Unwired Platform Troubleshooting* on Product Documentation at <http://sybooks.sybase.com/nav/base.do>.

Subscription Issues for Device Administration

Provides troubleshooting information for subscription issues when using Sybase Control Center, SAP Data Orchestration Engine (DOE), Sybase SAP DOE Connector (DOE-C).

Issue	Solution/workaround
<p>When a device user is unsubscribed in Sybase Control Center, an incomplete clean-up of the subscription on the device is performed.</p> <p>From the device, it appears the device is still subscribed. When a synchronization is attempted the device user receives an error: No subscription found when the device tries to re-register with SCC.</p>	<p>Instead of unsubscribing a device in Sybase Control Center:</p> <ol style="list-style-type: none"> 1. Delete the device from SCC. 2. Re-create the device in SCC.
<p>Home screen does not appear after successful subscription/all data received by the device.</p>	<p>Look in DOE session monitoring to verify that these customization objects were passed to the Sybase SAP DOE Connector: MAS_CUSTOMIZATION, MAS_AUTH_CUST, and USERDETAILS.</p>

Issue	Solution/workaround
<p>Sybase Control Center (SCC) or Sybase SAP DOE Connector command line utility (CLU) does not retrieve the list of subscriptions associated with a package.</p>	<p>Re-execute the request using the CLU or through SCC. In SCC:</p> <ol style="list-style-type: none"> 1. Navigate to Unwired Server Management view. 2. Expand Domains > Default > Packages. 3. Highlight the SAP_CRM package, then select Subscriptions.
<p>No data is sent to device after subscription.</p> <p>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.</p>	<p>Have the user unsubscribe and resubscribe.</p> <p>If this happens for all users, the package was deployed with an invalid callback listener URL.</p>

Mobile Sales Crashes If Packet Drop Size Is Too High

Issue: Mobile Sales cannot handle processing JavaScript Object Notation (JSON) messages larger than 2MB.

When setting the DOE endpoint properties for a deployed DOE-C package using the Sybase SAP DOE Connector **setEndpointProperties** command, set the **doePacketDropSize** option to 2MB or fewer to avoid Mobile Sales application crashes during message processing. The default is 1MB. Choose the packet drop threshold size that is larger than the largest message sent from the DOE to the Mobile Sales application but smaller than the maximum message size that may be processed by Mobile Sales.

Solution:

1. Set the packet drop size appropriately. See *Sybase Unwired Platform > Sybase Control Center for Sybase Unwired Platform > Configure > Configuring Unwired Platform > Connections > EIS Data Source Connection Properties Reference > SAP DOE-C Properties*.
2. Tell device users to unsubscribe, then resubscribe.

Technical User Credential Failure in Unwired Server Log

Issue: If you get a technical user credential failure in the Unwired Server log, change the technical user password for the SAP_CRM package to match the SAP back end technical user password.

Solution: Change the technical user password for the SAP_CRM package.

- Using Sybase Control Center. See *Sybase Unwired Platform > Sybase Control Center for Sybase Unwired Platform > Configure > Configuring Unwired Platform > Connections > EIS Data Source Connection Properties Reference > SAP DOE-C Properties*.
- Using the Sybase SAP DOE Connector Command Line Utility **setEndpointProperties** command. See the *Sybase SAP DOE Connector Installation Guide* for command syntax.

Sybase Control Center Restart Fails

Workaround: Log in to the Sybase Unwired Platform machine, and manually restart the Sybase Unified Agent service.

Client Side Validations Are Not Performed

Issue: Only e-mail and country validations are performed. No other client side validations are performed for an account.

Workaround: None. The SAP server is responsible for validation of the account. If a value is not correct, the SAP server rejects the record update or creates a request with an appropriate rejection message.

Devices Must Be Online to View Unwired Platform Device Logs

Issue: Receive error message when try to view device logs in Sybase Control Center.

In Sybase Control Center, from the User/Device Registration page, select **Get Logs**. Sybase Control Center displays the following pop-up message:

```
The request to retrieve the device log was submitted successfully.
You are able to view device log at %UnwiredPlatform%/Servers/
MessagingServer/Data/ClientTrace folder
when device is online.
```

If the device is offline, the logs are retrieved as soon as the device comes online.

Workaround: None.

DOE Locks the Queue

Issue: The DOE locks the queue.

Workaround: Use SAP transaction smq2 to monitor the queue, and take appropriate action to resolve.

SAP CRM Customization Determines What Data Gets Pushed to the Device

Issue: How your organization configured the SAP CRM system determines what data is sent to the device.

In many cases, the WebUI contains more data than what gets pushed to the device, which sometimes makes it hard to tell what data should match between the WebUI and the Mobile Sales application. For example, the WebUI defines several note types; however, Mobile Sales only pushes one note type to the device.

Workaround: None.

Troubleshoot Mobile-Sales-specific issues for the SAP system.

Device Data and SAP System Data Are Displayed Differently on Device and in the SAP WebUI

Issue: The SAP system may contain more details (fields/assignment blocks), where your organization may decide to send a subset of the data to the device. Also, some objects might have different labels in the two systems, or your organization might customize your Mobile Sales data on the SAP system.

Workaround: None.

Country Code For Phone Number Does Not Flow to Device

Issue: Although the country code for a phone number appears in the SAP system, it does not flow to the device.

Workaround: None.

Activities From SAP System Show Empty Dates

Issue: When your company configured the SAP CRM system, it indicated which date type can flow to the device. All other date types do not appear on the device.

Workaround: None.

Queue Increases With Multiple Subscriptions

Issue: It can take between 10 to 30 minutes for approximately 3MB of data to be downloaded fully to the device.

Workaround: Tell device users to finish receiving data before resubscribing to the device or using the Mobile Sales application.

WebUI Object Times Appear in SAP Server Time Zone

Issue: Any objects created in the SAP WebUI are created in the SAP server's time zone, which may be different from the time zone on the devices.

Workaround: None.

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