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Release Bulletin for Sybase Mobile SDK

Sybase Unwired Platform 2.1

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Product Summary

This release bulletin discusses known issues, workarounds, as well as late-breaking documentation updates for Sybase® Mobile SDK version 2.1.

For information about new features in this version, see *New Features for Sybase Mobile SDK*.

For information about accessibility, see *Accessibility Features* on page 18.

Known Issues for Sybase Unwired WorkSpace – Mobile Business Object Development

Learn about known issues and apply workarounds for Unwired WorkSpace and mobile business object (MBO) development.

CR #	Description
684980	**Operation/Synchronization/Load parameter's Personalization Key value takes precedence over Default Value. When the parameter is assigned both, personalization key value will be in effect during runtime.** **Workaround**: When the operation/load/sync parameters of an MBO has a personalization key assigned, and the personalization key has a default value, or it is not nullable, which indicates it is bound to to a value during runtime, do not assign a Default Value to this parameter. This value is ignored during runtime, and the personalization key value is used instead.
683037	**When using STRING and BINARY datatypes without explicit length, Unwired WorkSpace internally uses 300 for STRING, and 32768 for BINARY. These values cause runtime data truncation if the EIS backend data requires larger size. These values may also cause unnecessary large page size during Object API code generation, and might cause device performance and memory issues.** **Workaround**: Double-check all MBO attributes and operation parameters with STRING and BINARY datatypes that do not have explicit length specified, and ensure setting a proper length based on your EIS backend knowledge to avoid data truncation.
677453	**When Unwired WorkSpace is uninstalled and reinstalled in a different directory, you get an ClassNotFoundException message if the old workspace is used and you connect using the JDBC connection profile.** **Workaround**: Switch to a new workspace or manually change the JDBC driver path to the correct location.

CR #	Description
676634	**For web service and other data sources with very complex structures with deeply nested element trees, StackOverflow or OutOfMemory may occur, or some of the operation input parameters may not be generated properly.**
	Workaround: Increase the stack and heap size of the Eclipse runtime parameter in `UnwiredWorkSpace.bat` with -Xmx, -Xms, -Xss arguments, or reduce the complexity or nested level of WebService definition of the MBO operation.
672752	**If the MBO's single attribute primary key is changed to a composite primary key, Unwired WorkSpace automatically generates redundant object queries for each added primary key attribute with `Create Index` selected.** This behavior causes client device database performance issues.
	Workaround:
	• For a findByPrimaryKey object query with multiple primary key attributes, remove the redundant findByPrimaryKey queries.
	• For any object query, check if the index/indices are needed and remove the unnecessary index/indices.
663405	**A binary or string synchronization parameter's length cannot exceed 500.**
	If a binary or string synchronization parameter exceeds this length and is used to partition the Unwired Server cache, a runtime error occurs when the client calls the Synchronize() method.
	Workaround: Ensure the length of a synchronization parameter of type STRING or BINARY does not exceed 500 bytes to avoid device client runtime errors.
660657	**Error: Cannot set the property eclipse.pdebuild.home. It looks like PDE Build has been altered shows in the eclipse error log.**
	This error may occur when deploying a client application to Windows Mobile or BlackBerry. You could be deploying something as simple as a department table from sampledb.
	Workaround: This is a known Eclipse issue and can be ignored. See https://bugs.eclipse.org/bugs/show_bug.cgi?id=338633 for details.
613403	**When generating MBO attributes from an Adaptive Server® Enterprise table, Visual SQL may display a `SQLSTATE=42000` error message.**
	Because Unwired WorkSpace cannot retrieve the datatype of the parameter in the **where** clause when you access Visual SQL, the datatype is set to `String` by default, which can lead to a type conversion error.
	Workaround: Ignore the warning message. The MBO is created successfully.

CR #	Description
611864	**When you drag and drop a stored procedure that uses one of several datatypes as a parameter or returns a resultset with a column of one of these types to a new MBO, the resultset contains only the `RETURN_VALUE` row.** The affected datatypes are: `long varbit`, `varbit`, `uniqueidentifier`, `xml`, `long nvarchar`, `nchar`, and `nvarchar`. **Workaround**: None.
594744	**The correct `Date/Datetime/Time` datatype cannot be retrieved when you create an MBO; the datatype is incorrectly set to `String`.** When you create a database MBO, the table columns with `Date/Datetime/Time` type will be converted to `String` incorrectly. **Workaround**: 1. Correct the `String` type to `DATE/DATETIME/TIME` and provide a default value in the MBO creation wizard. 2. Perform a similar correction in the **Attributes** tab in the Properties view.

584645	**Use the rtrim function in relationships between two string attributes that map from a char field.**
	
	When the enterprise information system (EIS) is a SQL Anywhere database and you create a relationship between two string attributes that map from a char field, and the nullability setting for the char field in the parent table is not null, the char field in child table is nullable. The relationship does not work.
	
	Workaround: Manually update the query statement for the parent MBO to apply the **rtrim()** function to the char field in the column list.
	
	For example, if the original query for the parent MBO is:
	
	`select region from sampledb.dbo.sales_regions`
	
	update the SQL statement to:
	
	`select rtrim(region) as region from sampledb.dbo.sales_re-gions`

CR #	Description
642942	**Cannot generate code with Javadoc option enabled to a folder containing Chinese characters**
	When using the code generation wizard, if you enable the option to generate javadoc, you cannot generate the code to a folder containing Chinese characters without first changing the Language for non-uniode programs to Chinese.
	Workaround:
	1. From the Start menu, select **Settings > Control Panel**.
	2. Double-click **Regional and Language Options**, then click the **Advanced** tab.
	3. From the drop-down list, select **Chinese**, and click **Apply**.
	4. Click **OK**.

Known Issues for Sybase Unwired WorkSpace – Mobile Workflow Package Development

Learn about known issues and apply workarounds for Unwired WorkSpace and Mobile Workflow application development.

Mobile Workflow Forms Editor
Describes known issues when using Mobile Workflow Forms Editor to create message-based mobile workflows.

CR #	Description
692147	When a Windows Mobile device is provisioned using an invalid server verification key, the device still connects to the server for a short amount of time prior to determining the server verification key is invalid, after which, the connection to the server is severed.
	Workaround: None.
692161	Control characters are not parsed correctly when using `rmi.xml` and Chrome to debug the Mobile Workflow
	Workaround: Do not format the content of the `rmi.xml` when debugging the Mobile Workflow using Chrome.

CR #	Description
686465	Camera feature is supported on some device simulators/emulators. • iOS: not supported. • Android 2.2: not supported. *http://code.google.com/p/android/issues/detail?id=9376* • BlackBerry: supported. • Windows Mobile: supported. (Only picture the emulator lets you take is a grey/black screen.) **Workaround**: None.
684635	Choice controls with a large number of rows do not behave as expected on some platforms. **Workaround**: For best performance, keep the number of rows in choice controls under 200.
684548	On BlackBerry 6, using the PictureOption.PHOTOLIBRARY option, if the image is larger than 5MB, you receive an error code "-5", which is expected. However, if the image is less than 5MB but larger than 1MB, it may (depending on the memory condition of the device) load the image successfully. But when invoking the CREATE operation to upload the image to the EIS, an error pops up that says, "The Data in the stream is invalid or truncated." Workaround: None.
683904	**NotEnoughStorage alert received on Windows Mobile devices** On Windows Mobile, when selecting a picture into the workflow, if the encoded size is less than 512KB, the picture is correctly encoded, and the Create operation executes successfully. If the encoded size is greater than 1MB, you receive error code "-5." If the picture size is between 512K and 1MB, after selecting, you may receive an alert message saying "Error: The parameter is incorrect", or "Not Enough Storage." **Workaround:**Take lower resolution pictures so they are not so large. Windows Mobile has a 1 MB limit.
682410	**After renaming a mobile workflow application, the associated locale `.properties` files are not renamed to the corresponding mobile workflow name** The locale `.properties` files become dangling, so code generation misses those resources. **Workaround**: If you rename a mobile workflow application, you must also manually rename the associated locale `.properties` files.

CR #	Description
681918	**When clicking the Workflow icon on iOS devices, the message " Sybase Mobile Workflow please go to the settings application and enter your configuration..." is received**. This happens when trying to open a version 2.0 Workflow on the iOS device and connecting on version 2.1 of Unwired Server. **Workaround**: In SCC use the HWC template to create an application connection and leave the application identifier empty.
679732	**On BlackBerry 9800 Simulators, the TEXT type Read-only edit box appears as disabled in the detail screen** When the disabled datetime/date/time HTML field is clicked, the native datetime/date/time picker pops up. **Workaround**: None.
678440	**On BlackBerry devices, an error is received when running an HTTPS GET method from the Mobile Workflow** **Workaround:** Refer to the BlackBerry Knowledge Base article at *http://btsc.we-bapps.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&external-Id=KB20833&sliceId=1&docTypeID=DT_SUPPORTISSUE_1_1&dialog-ID=1652002964&stateId=0%200%201652004660.*
678352	**Unable to map a structure type personalization key in the Mobile Workflow Forms editor** Array of structure type personalization keys are not supported. **Workaround**: None.
677684	**Locale properties file does not get updated if screens, controls, menu items and so on are removed** During Mobile Workflow package generation, a warning is seen that validation keys are missing from the `<locale>.properties` file if screens, controls, menu items and so on have changed in number, for example, you deleted a menu item. Resource strings associated with screens, controls, and menu items do not update sequence correctly. **Workaround**: Either do not remove screens, controls, menu items and so on after localizing, or manually correct the localization .properties file after making the changes.
674809	**ShowUrlInBrowser in link control does not work in older versions of the BlackBerry Simulator** **Workaround**: Use a later version of the simulator, such as version 6.0.0.534, for example.

CR #	Description
674434	**On Windows Mobile, link controls with logical types of either Phone Number or Email Address do not work as expected** After clicking on a link of the logical type Phone Number or Email Address and returning to the Mobile Workflow application, there is an IE browser window that must be closed before you can return to the running Mobile Workflow application. **Workaround**: Wrap the link in a call to the **showURLInBrowser function**. For example: ```<a href="javascript:showUrlInBrowser('mail-to:<user_name>@<email_address>.com')">email me``` For information about how to use the **showURLInBrowser** function, see the *Developer Guide: Mobile Workflow Packages* in the topic *Mobile Workflow Application Native Device Functions*.
675888	**Reusing dynamic choice values can cause some choices to become unavailable.** A workflow user may have trouble when reusing dynamic choice controls, as this example illustrates: Two MBOs, State and Customer, are used within the workflow, which contains a Choice control with dynamic contents accessed from the MBO's **findAll** object query. The selected value is passed to the Customer's findByState. The problem is the State's findAll object query online request makes the choice with the correct display name values, but after calling CustsByState (findByState) and closing the Customer screen, most display names in the Choice drop-down are unavailable. **Workaround:** Call the State's findAll selection again (menuitem GetStates). See *Creating Dynamic Contents for the Choice Control*.
675904	**Object queries in the Online cache group are case sensitive.** If the enterprise information system (EIS) to which an object query is associated with has case sensitive parameters, then the client must pass matching parameters or no data is returned. For example, if the Customer MBO is in an Online cache group, has a load parameter "state" that is propagated to the attribute "state", and a findByParameter object query defined as: ```SELECT x.* FROM Customer x WHERE x.state = :state``` No data is returned to the client if they enter ```state=Ca```, since the database parameter is case sensitive (CA). This is not an issue for object queries in other types of cache groups. **Workaround**: None.

CR #	Description
674149	**Exception received with large amounts of data.**
	When the amount of data is too large to download to the workflow client device, you may get an exception similar to:
	``` "iAnywhere.MobileOffice.AMP.ResponseRetryException" on de- vice, and following error in WorkflowClient.log: 20110616T110249.554|4|My:1 -- ExecuteRequest- > Out 20110616T110249.694|1|iAnywhere.MobileOffice.AMP.ResponseR- etryException: Exception of type 'iAnywhere.MobileOffice.AMP.ResponseRetryException' was thrown. 20110616T110249.694|1| at Sybase.UnwiredPlatform.Workflow- Client.Utils.CheckMessageSize (String serializedMessage, ContextData oContextData, Boolean fromResponder) 20110616T110249.694|1| at Sybase.UnwiredPlatform.Workflow- Client.Responder.ProcessMessageFromDevice (ContextData oContextData, String sData, Boolean isSynchro- nous) 20110616T110249.694|1| at Sybase.UnwiredPlatform.Workflow- Client.Responder.ProcessSyncRequest (ContextData oContextData, String sData) 20110616T110249.694|4|My:1 -- ProcessSyncRequest- > Out ```
	Workaround: Increase the allowed maximum workflow message size (SupMaximum-MessageLength). From Sybase Control Center, expand Workflows and select the workflow of interest. Select the Context Variables tab. Modify the property.
673572	**Workflows do not work with Android simulators version 2.3.3.**
	See *http://code.google.com/p/android/issues/detail?id=12987* for a description of this issue.
	Workaround: Use an earlier version of the Android simulator.
671242	**Submit operation is empty if the workflow uses a Web service that takes a structure as its input.**
	While you can add items to the list and save the list, when you submit the operation, it is empty. Array/list fields in structure parameters are not supported. You can have a top-level parameter that is an array/list, and you can have a top-level parameter that is a structure that has non-array/list fields and sub-structures.
	Workaround: None.
669253	**"Scripting Alert Error: Object doesn't support this action" error received on Windows Mobile 6 when opening Workflow**.
	Workaround: Upgrade Windows Mobile 6 to OS 5.2.1235 or later.

CR #	Description
669251	**On a BlackBerry AsiaBB9800 simulator, data with the DATETIME type does not display in certain circumstances.** **Workaround**: None.
668540	**On a BlackBerry 6.0 AsiaBB9800 simulator, if the DATETIME or TIME field is set to AM, the field is not editable. PM works as expected.** **Workaround**: None.
667325	**On BlackBerry 5.0, if there is a dynamic choice on the screen, labels for the drop-down and comments fields overlap, which hides the drop-down control.** This happens only on some BlackBerry 5.0 devices, and then it happens only intermittently. **Workaround**: If you know where to click for the drop-down, you can access the drop-down control, and it accepts your choice
667187	**The BlackBerry Bold 9700 device simulator sometimes does not allow the user to have full control of the screen for an application, and may perform the wrong operations, and return the wrong results. Real devices work correctly.** **Workaround**: None
666672	**On BlackBerry 6.0 simulators (non-touch models), it is difficult to enter the password** **Workaround:** There are two workarounds for this issue: 1. When the password control has focus, press the scroll button and scroll to the left, then it accepts input. 2. When the password control has focus, press the Menu button, choose **Select** and then move the cursor to the password control.
665776	**On iOS devices, when clicking the slider circle in a record for a workflow, the screen is empty. This behavior occurs only the first time the slider is used on that screen.** **Workaround**: Use the edit box instead of the slider.
664530	**On BlackBerry 6.0 non-touch devices, unable to select the drop-down or add comments to the Mobile Workflow application** **Workaround:** Since there is no touch gesture, you must switch on the **Select** option in context menu, then you can move around the cursor with trackball.

CR #	Description
662620	**On the BlackBerry 6.0 Simulator, clicking the Tiny anchor in the separate attachment has no affect the second time the link is clicked on** The problem occurs only when returning to the original screen after viewing the attachment. In addition, text fields cannot be edited, as the browser appears to be in a read-only state. **Workaround:** None.

660862	**The workflow DCN response**
	
	`no workflow message is sent because no device is found to send the mail`
	
	is returned if the request is sent to a device that has no users mapped.
	
	When a new message-based synchronization Workflow device user is created and registered from Sybase Control Center, by default there are no users mapped to the device (**Device Users > Devices > MBS user name > Users...**. In this case, when sending a Workflow DCN request, the response is similar to:
	
	`{"id":"dcntest_test_001","success":false,"statusMessage":`
	`"no workflow message is sent because no device is found to`
	`send the mail"`
	`,"result":[{"id":"dcntest_test_data_1","success":true,"sta-`
	`tusMessage":""}]}`
	
	Workaround: Invoke any other Unwired Platform application (for example, a client-initiated or server-initiated workflow application, or a native application), which maps an Unwired Platform user to a MBS device user, then send the DCN with
	
	`"to":" < this SUP user > "`

659677	**Mobile Workflow push notification is not processed, even though the backend database is updated with the data**. This may happen if another e-mail client is configured and accessing the workflow Notification Mailbox at the same time as the workflow. **Workaround**: Do not configure other e-mail clients that may intercept the mobile workflow message before it is sent to the Notification Mailbox.
628826	**Copying and pasting an issue with multiple objects.** **Workaround**: Copy and paste only one Listview or Htmlview at a time.
596195	**Mobile Workflow applications do not support NULL values.** You cannot send NULL values from the client to the server. If you attempt to retrieve NULL values from the server, the attempt fails. **Workaround**: Do not use NULL values.

Known Issues for Native Object API

Learn about known issues and apply workarounds for Native Object API and custom development.

CR #	Description
684329	**Backward compatibility issue for synchronization parameters.** After upgrading Unwired Server to 2.1, you must modify the synchronization parameters code to properly trigger a cache refresh so that data gets updated from the back end to the client. **Workaround**: Modify client code: after saving sync parameters, call the `DBClass Be-ginSynchronize()` method explicitly.
681239	**The length of the application name string cannot be greater than 15 characters.** When an application with an application name string greater than 15 characters is deployed, the application is enable to connect to Unwired Server. **Workaround**: Limit the length of the mobile application project name to 15 characters when creating it in Sybase Unwired WorkSpace.
675716	**SQLite cannot support create operations with more than 3 MB of data, which is roughly 128 columns at 64 kilobytes per column on Windows Mobile devices.** In Windows Mobile applications that use message-based synchronization, when a row reaches three megabytes and more, and the client invokes the MBO create operation during subscription, an internal exception is generated, data import fails, and the import operation fails to commit the transaction. **Workaround**: Use Bulk Load instead of the common subscribe, which first initializes the client database, then downloads the database from Unwired Server to the client.

Known Issues for OData SDK

Learn about known issues and apply workarounds for the OData SDK.

CR #	Description
688631	**Clicking Done does not close the SDMLogViewer window when developing iOS 5.0 applications using the OData SDK.** **Workaround**: To close the window, use **Force Quit** to kill the iOS application.

Documentation Issues and Updates for Mobile SDK

Read about updates, corrections, and clarifications to the documentation released with Sybase Unwired Platform 2.1.

CR #	Description
686646	The instructions for installing the free Mobile Workflow container from the Apple App store for iOS devices has been updated. See *Installing the Mobile Workflow Container from the Apple App Store* on page 15.
NA	The procedure in the topic *Enabling JPDA* in the *Developer Guide: Unwired Server* is incorrect. Instead, follow this procedure to enable JPDA on Unwired Server: 1. Stop Unwired Server. 2. Add JPDA information from Sybase Control Center: a. Select **Servers > ServerName > Server Configuration > Performance Configuration**. b. Expand **Show optional properties**. c. Add JPDA information to the value of the User Options property. In this example 5005 is the port to which the Java debugger connects: `-Xdebug -Xnoagent -Xrunjdwp:transport=dt_socket,server=y,suspend=n,address=5005` 3. Restart Unwired Server. 4. Once Unwired Server is restarted, verify that JPDA mode is working and available at port 5005 by running: `netstat -ano	findstr 5005`  Look for these results:  `TCP 0.0.0.0:<JPDAport> 0.0.0.0:0 LISTENING` 5. Use a standard Java debugger and attach it to Unwired Server by specifying the correct host and the JPDA port used. 6. Begin debugging the result filter class with the Java debugger.

CR #	Description
689774	**If you do not have the supported version of Xcode and the iOS SDK, you need to download it from the Downloads for Apple Developers Web site.** See *Supported Hardware and Software* for the most current version information for mobile device platforms and third-party development environments. 1. Go to *http://developer.apple.com/downloads/*. You must be a paying member of the iOS Developer Program. Free members do not have access to the supported version. 2. Log in using your Apple Developer credentials. 3. (Optional) Deselect all Categories except **Developer Tools** to narrow the search scope. 4. Download the supported Xcode and SDK combination.
686355	SD card recommendations – Sybase recommends that customers use industrial grade SD cards using Single Level Cell (SLC) technology. SD cards that use SLC technology are generally more reliable and faster than MLC cards, although they may be more limited in size and more expensive per unit of storage. Not all SD cards perform equally, and it is advised that customers evaluate the benchmarks available from different suppliers.
684730	The topic *Sybase Unwired WorkSpace – Mobile Workflow Package Development Online Help > Configuring Control Properties > Signature Control Properties* incorrectly states that the signature control is not supported on iOS platforms. The signature control is supported on iOS platforms, but not supported on Windows Mobile platforms. For information about supported platforms for all mobile workflow controls, see *Developer Guide: Mobile Workflow Packages > Mobile Workflow Development > Develop a Mobile Workflow Using the Mobile Workflow Forms Editor > The Mobile Workflow Forms Editor > Mobile Workflow Controls*.
680253	**Images do not appear correctly on mobile devices.** Hybrid Web Container/Workflow applications can dsiplay pictures from binary enterprise information system (EIS) data. But when a MBO developer drags and drops a table that contains an image field to create the MBO, the image field maps to a **binary** type whose length is about 3k, which may not be large enough for the entire image. At runtime, the binary data of the image may be truncated in the cache database (CDB), and not display correctly on the device. **Workaround**: when creating the MBO, manually modify the length of the binary field to make sure it is large enough to hold the image binary data.

CR #	Description

676285	**Clarification for using Query APIs with column names and aliases.**
	
	If an alias is defined for a selected column, you must use the alias to retreive results. For example:
	
	``
	query.Select("m.MATERIAL as test");
	... ...
	MaterialNumber = qrs.GetStringByName("test")
	``
	
	If there is no alias defined for a selected column, use the attribute name to retreive results. For example:
	
	``
	query.Select("m.MATERIAL");
	... ...
	MaterialNumber = qrs.GetStringByName("MATERIAL")
	``

674889	**Apple Push Notification Service (APNS) Works on iPad Devices.** These topics incorrectly state that APNS cannot be used with iPad devices: • *Apple Provisioning for iOS* in *System Administration* • *Apple Push Notification Service Configuration* in *OData SDK Developer Guide*
674115	**For large database files, BlackBerry recommends using a secure digital (SD) card instead of persistent storage.** Use this code to store the package database on the device's SD card: ``` getConnectionProfile().setProperty("databaseFile", "file:///SDCard/BlackBerry/documents/MyPackage1_0.ulj"); ``` Where *databaseFile* is the name of the connection profile property and `file:///SDCard/BlackBerry/documents/MyPackage1_0.ulj` is the file path to a location on the SDCard. The path should start with `file:///SDCard/` to store the database on the BlackBerry SD card. All folders in the path must exist, since they are not automatically created.

CR #	Description
673555	**Configuring Unwired Server client user account lockout properties** • `loginFailureLockThreshold` – the number of unsuccessful login attempts before a user is locked out of their account • `loginFailureLockTimeout` – the amount of time, in seconds, the user is locked out of their account after they reach the `loginFailureLockThreshold` Configure these properties by adding these two lines and values to the `<Unwired-Platform_InstallDir>\UnwiredPlatform\Servers\Unwired-Server\Repository\Instance\com\sybase\djc\security\SecurityDomain\default.properties` file. For example: ```loginFailureLockThreshold=5 (locked out after five unsuc-cessful login attempts)` `loginFailureLockTimeout=600 (locked out for 600 seconds)```
670560	**MBO relationship validation rule change** The Unwired WorkSpace validation rule that prevents a delete operation on the parent, because the child is related with a composite operation is not necessary and has been removed. In an MBO relationship, it is valid for a customer to model a parent delete only and allow the cache refresh to remove any children.
663867	**Valid, supported value range for DateTime datatypes.** When a `DateTime` value is stored in the database, it will only be represented accurately if it is within the range 1600-02-28 23:59:59 to 7911-01-01 00:00:00. Attempting to store dates outside this range may result in incomplete and inaccurate information. **Workaround**: None
634686	**Support for UltraLite client authentication to a proxy server** The application developer can enable the UltraLite client to authenticate to a proxy server by including a username and password in the network stream parameters: ```MyDatabase.DB.GetSynchronizationProfile().NetworkStreamPar-ams=''http_userid=supAdmin;http_password=s3pAdmin''```

Installing the Mobile Workflow Container from the Apple App Store

Install the Mobile Workflow container from the Apple App Store.

This is a free version of the Mobile Workflow and should not be used for enterprise deployment.

1. On your device, on the iOS home page, tap **App Store**.

2. Search for **Sybase**.

3. In the search results find the version of the Mobile Workflow container to install and click Free.

4. Tap **Install** to download the application.

5. In **Settings > Workflow<*version*>**, for Connection Info, enter:

   a) In Connection Info, enter:

   - Server Name – the machine that hosts the server where the mobile application project is deployed.
   - Server Port – Unwired Server port number. The default is 5001.
   - Company\Farm ID – the company or farm ID you entered when you registered the device in Sybase Control Center, in this case, 0 (zero).
   - User Name – the user you registered in Sybase Control Center.
   - Activation Code – the activation code for the user, for example, 123.
   - Password – enter your password so that the Workflow container registers using the automatic registration option.

   > **Note:** The Activation Code and Enable Automatic Registration options are mutually exclusive. If you use a password for automatic registration, you cannot enter an activation code and vice versa.

   - URL Suffix (Optional) – the URL suffix used to connect to a Relay Server.

6. Scroll to the page that contains the **Workflow** icon, then tap to launch.

7. Enter your personal identification number (PIN). Choose the number that you need to enter to start the Mobile Workflow application. This PIN is a security measure to safeguard your company's data.

   - The PIN must be at least six digits.
   - (First time/reinstallation) Create a PIN in the Password field, then verify it in the second field.
   - (Second or subsequent logins) Enter the PIN in the Password field. Select Change Password to change the PIN. You can change the PIN once you enter the current PIN.

   The **Workflows** page appears.

8. Click the **Messages** tab bar, then tap **Messages** to view the Workflows.

9. (Optional) If instructed by your system administrator, enable notifications on your device.

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.

Downloading Sybase EBFs and Maintenance Reports

Get EBFs and maintenance reports from the Sybase Web site.

1. Point your Web browser to *http://www.sybase.com/support*.
2. From the menu bar or the slide-out menu, under **Support**, choose **EBFs/Maintenance**.
3. If prompted, enter your MySybase user name and password.
4. (Optional) Select a filter from the **Display** drop-down list, select a time frame, and click **Go**.
5. Select a product.

   Padlock icons indicate that you do not have download authorization for certain EBF/ Maintenance releases because you are not registered as an authorized support contact. If

you have not registered, but have valid information provided by your Sybase representative or through your support contract, click **My Account** to add the "Technical Support Contact" role to your MySybase profile.

6. Click the **Info** icon to display the EBF/Maintenance report, or click the product description to download the software.

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.

1. Go to *http://www.sybase.com/mysybase*.
2. Click **Register Now**.

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.