



Release Bulletin for Runtime

Sybase Unwired Platform 2.1

ESD #2

DOCUMENT ID: DC01696-01-0212-10

LAST REVISED: April 2013

Copyright © 2013 by Sybase, Inc. All rights reserved.

This publication pertains to Sybase software and to any subsequent release until otherwise indicated in new editions or technical notes. Information in this document is subject to change without notice. The software described herein is furnished under a license agreement, and it may be used or copied only in accordance with the terms of that agreement.

Upgrades are provided only at regularly scheduled software release dates. No part of this publication may be reproduced, transmitted, or translated in any form or by any means, electronic, mechanical, manual, optical, or otherwise, without the prior written permission of Sybase, Inc.

Sybase trademarks can be viewed at the Sybase trademarks page at <http://www.sybase.com/detail?id=1011207>. Sybase and the marks listed are trademarks of Sybase, Inc. ® indicates registration in the United States of America.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world.

Java and all Java-based marks are trademarks or registered trademarks of Oracle and/or its affiliates in the U.S. and other countries.

Unicode and the Unicode Logo are registered trademarks of Unicode, Inc.

All other company and product names mentioned may be trademarks of the respective companies with which they are associated.

Use, duplication, or disclosure by the government is subject to the restrictions set forth in subparagraph (c)(1)(ii) of DFARS 52.227-7013 for the DOD and as set forth in FAR 52.227-19(a)-(d) for civilian agencies.

Sybase, Inc., One Sybase Drive, Dublin, CA 94568.

Contents

Product Summary	1
Upgrading and Migrating	1
Installing Online Data Proxy in a Cluster	1
Native Client Object API Version Compatibility Matrix	2
Hybrid Web Container Version Compatibility Matrix	3
OData SDK Client Version Compatibility Matrix	4
Replacing Existing Sybase Control Center Login Modules with Delegate Login Module	5
Updates to Supported Operating Systems	7
Updates to Certified Devices	7
Changed or Deprecated Features	7
Known Issues with Installing, Uninstalling, and Upgrading	8
Known Issues for Unwired Server	12
Known Issues for Sybase SAP DOE Connector	15
Known Issues for Sybase Control Center	15
Known Issues for MAKit	17
Documentation Issues and Updates for Runtime	18
Handling Intrusion Detection/Prevention Software	24
Interactively Installing Relay Server on IIS with Scripts	25
Changing Keystore and Truststore Passwords	26
Running the Pack Tool Utility	27
Resetting the supAdmin Password	28
Obtaining Help and Additional Information	31
Technical Support	31
Downloading Sybase EBFs and Maintenance Reports	31
Sybase Product and Component Certifications	32
Creating a MySybase Profile	32

Accessibility Features32

Product Summary

This release bulletin discusses known issues, workarounds, and late-breaking documentation updates for Sybase® Unwired Platform Runtime version 2.1 ESD #2.

For information about new features in this version, see *New Features for Sybase Mobile SDK and Runtime 2.1 ESD #2*.

For installation information, see *Installation Guide for Runtime 2.1* and the *EBF README* included with the 2.1 ESD #2 product download.

For information about accessibility, see <http://www.sybase.com/products/accessibility>.

Upgrading and Migrating

Learn about options available in the upgrade.

Beginning with Unwired Platform version 2.1 ESD #1, the upgrade installer automatically adds Sybase SAP® DOE Connector (DOE-C) if it is not present in your earlier version installation, and upgrades DOE-C if it is present.

Installing Online Data Proxy in a Cluster

Unwired Platform version 2.1 ESD #2 supports the installation of Online Data Proxy in a cluster.

Installing Online Data Proxy in an Unwired Platform cluster is a two-part process.

1. Install the full version of Unwired Platform Runtime 2.1 in a cluster.
See the *Installation Guide for Runtime 2.1*.
2. Upgrade this cluster to Unwired Platform 2.1 ESD #2. The upgrade automatically adds Online Data Proxy functionality; no manual configuration is required.
See the version 2.1 ESD #2 cover letter.

Note: You cannot migrate an earlier installation of Online Data Proxy into a cluster installation.

Native Client Object API Version Compatibility Matrix

Compatibility between versions of the Native Client Object API and Unwired Server.

Native Client Object API and Unwired Server Version Compatibility

Native Client Object API	Unwired Server 1.2	Unwired Server 1.5.x	Unwired Server 2.0.x	Unwired Server 2.1	Unwired Server 2.1 ESD #1	Unwired Server 2.1 ESD #2
Native Client Object API 1.2	Yes	No	No	No	No	No
Native Client Object API 1.5.x	No	Yes	Yes	Yes	Yes	Yes
Native Client Object API 2.0.x	No	No	Yes	Yes	Yes	Yes
Native Client Object API 2.1	No	No	No	Yes	Yes	Yes
Native Client Object API 2.1 ESD #1	No	No	No	No	Yes	Yes
Native Client Object API 2.1 ESD #2	No	No	No	No	No	Yes

Hybrid Web Container Version Compatibility Matrix

Compatibility between versions of the Hybrid Web Container and Unwired Server, and Hybrid Web Container and Mobile Workflow applications.

Hybrid Web Container and Unwired Server Compatibility

Client/ Hybrid Web Container	Unwired Server 2.0	Unwired Server 2.0.1	Unwired Server 2.1	Unwired Server 2.1 ESD #1	Unwired Server 2.1 ESD #2
Pre-2.0 Client Stack/ Applications	Yes	Yes	No	No	No
Hybrid Web Container 2.0	Yes	Yes	Yes	Yes	Yes
Hybrid Web Container 2.0.1	No	Yes	Yes	Yes	Yes
Hybrid Web Container 2.1	No	No	Yes	Yes	Yes
Hybrid Web Container 2.1 ESD #1	N/A	N/A	N/A	N/A	N/A
Hybrid Web Container 2.1 ESD #2	No	No	No	No	Yes

Note: There was no 2.1 ESD #1 Hybrid Web Container. The 2.1 ESD #1 release shipped with 2.1 clients.

Hybrid Web Container and Mobile Workflow Application Compatibility

Client/ Hybrid Web Container	Mobile Workflow Application 2.0	Mobile Workflow Application 2.0.1	Mobile Workflow Application 2.1	Mobile Workflow Application 2.1 ESD #1	Mobile Workflow Application 2.1 ESD #2
Pre-2.0 Client stack/ Applications	Yes	Yes	No	No	No
Hybrid Web Container 2.0	Yes	No	No	N/A	No
Hybrid Web Container 2.0.1	Yes	Yes	No	N/A	No
Hybrid Web Container 2.1	Yes	Yes	Yes	N/A	No
Hybrid Web Container 2.1 ESD #1	N/A	N/A	N/A	N/A	N/A
Hybrid Web Container 2.1 ESD #2	Yes	Yes	Yes	N/A	Yes

Note: There was no 2.1 ESD #1 Hybrid Web Container. The 2.1 ESD #1 release shipped with 2.1 clients.

OData SDK Client Version Compatibility Matrix

Compatibility between versions of OData SDK clients and Unwired Server.

OData SDK Client and Unwired Server Version Compatibility

OData SDK Client	Unwired Server 2.1	Unwired Server 2.1 ESD #1	Unwired Server 2.1 ESD #2
OData SDK Client 2.1	Yes	Yes	Yes
OData SDK Client 2.1 ESD #1	No	Yes	Yes

OData SDK Client	Unwired Server 2.1	Unwired Server 2.1 ESD #1	Unwired Server 2.1 ESD #2
OData SDK Client 2.1 ESD #2	No	Yes	Yes

Replacing Existing Sybase Control Center Login Modules with Delegate Login Module

If you have manually configured a login provider to work with Sybase Control Center for authentication, Sybase strongly recommends that you update `csi.properties` and `roles-map.xml` to use the newly added Delegate Login module. The Runtime upgrade script automatically replaces the PreConfigured User Login module entries when found in their respective files.

Adding the Delegate Login module simplifies the maintenance of your Sybase Control Center authentication providers because this module delegates authentication and authorization of the Sybase Control Center users to the "Admin" security configuration.

For details, see *Making "Admin" Security Configuration Production-Ready* and *Configuration Files* in the *Security* guide.

1. Open `SCC_HOME\conf\csi.properties` and add the Delegate Login module to it.

A completed file looks similar to this example. Delegate Login appears in bold.

```
## This file defines the default CSI configuration

#####
## login modules ##
#####
## Anonymous Login Module
CSI.loginModule.
1.provider=com.sybase.ua.services.security.anonymous.AnonymousLog
inModule
CSI.loginModule.1.controlFlag=sufficient
CSI.loginModule.1.options.moduleName=Anonymous Login Module
CSI.loginModule.1.options.roles=uaAnonymous

#####
## authorizers ##
#####
## XML Authorizer
CSI.authorizer.
1.provider=com.sybase.ua.services.security.xml.XMLAuthorizer

#####
## attributers ##
```

Upgrading and Migrating

```
#####  
## XML Attributer  
CSI.attributer.  
1.provider=com.sybase.ua.services.security.xml.XMLAttributer  
  
## SUP PreConfiguredUser and Delegation Login Modules  
## The number "2" is file content dependent and must be derived  
## by the user based on the quantity of other modules configured  
## in the same file. The "modulename" must be unique.  
## A controlFlag is defined through Sybase Control Center  
## properties for each stacked security provider.  
CSI.loginModule.2.options.moduleName=SUP Delegation Login Module  
CSI.loginModule.  
2.provider=com.sybase.ua.services.security.sup.SUPDelegateLoginMo  
dule  
CSI.loginModule.2.controlFlag=sufficient
```

2. Open `SCC_HOME\conf\roles-map.xml`, then insert the entries in bold to use only the Delegation Login module.

This module is bolded in this example:

```
<?xml version="1.0" encoding="UTF-8"?>  
<roles-map>  
  <uaf-roles>  
    <role name="uaAgentAdmin" description="Agent administrator  
role" />  
    <role name="uaPluginAdmin" description="Plugin administrator  
role" />  
    <role name="uaOSAdmin" description="Operation system  
administrator role" />  
    <role name="uaASEAdmin" description="ASE administrator role" />  
    <role name="uaUser" description="User role" />  
    <role name="uaGuest" description="Guest role" />  
    <role name="uaAnonymous" description="Anonymous role" />  
    <role name="sccAdminRole" description="SCC Administrator  
Role" />  
    <role name="sccOperRole" description="SCC Operator Role" />  
    <role name="sccUserRole" description="SCC User Role" />  
    <role name="sccGuestRole" description="SCC Guest Role" />  
    <role name="jmxDirectAccess" description="JMX Direct Access  
Role" />  
  </uaf-roles>  
<security-modules>  
  
  ## The "name" attribute value must match the name specified in  
the csi.properties file.  
  <module name="SUP Delegation Login Module">  
    <role-mapping modRole="SUP Administrator"  
uafRole="uaAnonymous,uaAgentAdmin,uaPluginAdmin,sccAdminRole,sccU  
serRole,sccOperRole,sccGuestRole,jmxDirectAccess"/>  
    <role-mapping modRole="SUP Domain Administrator"  
uafRole="uaAnonymous,uaAgentAdmin,uaPluginAdmin,sccUserRole,sccOp  
erRole,sccGuestRole,jmxDirectAccess"/>  
  </module>  
  <module name="Anonymous Login Module">
```

```
<role-mapping modRole="uaAnonymous" uafRole="uaAnonymous" />
</module>
</security-modules>
</roles-map>
```

Updates to Supported Operating Systems

Sybase Unwired Platform now supports more operating systems.

Unwired Platform 2.1 ESD #2 contains updates which include support for:

- Apple iOS 6.1.x (for Native OAPI and OData application development in backward compatibility mode only)
- Apple iOS 6.0 (for Native OAPI and OData application development in backward compatibility mode only)
- BlackBerry 7.0 and 7.1 (for Native OAPI and OData application development only)

For a complete list of supported platforms and operating systems, see *Supported Platforms and Development Environments* in the *Supported Hardware and Software* guide.

Updates to Certified Devices

Sybase Unwired Platform now supports more devices.

The iPhone 5, iPad Mini, and iPad with Retina display and A6X chip have been certified for the following applications:

- Object API Applications (in Apple's backward compatibility mode)
- OData SDK Applications (in Apple's backward compatibility mode)

Changed or Deprecated Features

Some runtime behavior has changed or been deprecated.

CR #	Description
690900	<p>Bulk download methods deprecated for APIs.</p> <p>Bulk download methods have been deprecated in Windows Mobile and Win32 APIs. Sybase recommends that you update the initial loading model for newly deployed applications. Existing customers will be supported, but only until the functionality is fully removed. See the corresponding <i>Mobile Data Models</i> guide for alternate implementations.</p>

Known Issues with Installing, Uninstalling, and Upgrading

Learn about known Runtime installation, uninstallation and upgrade issues and workarounds.

See the *Sybase Unwired Platform Installation Guide for Runtime* for upgrade and migration information.

Issue Number	Description
CR 697231	<p data-bbox="350 552 999 579">Recommendation for upgrading Unwired Platform in a cluster.</p> <p data-bbox="350 595 1154 649">When upgrading Unwired Platform in a Microsoft cluster, this is the recommended upgrade order:</p> <ol data-bbox="350 673 581 765" style="list-style-type: none"><li data-bbox="350 673 475 696">1. Data tier<li data-bbox="350 708 555 730">2. First server node<li data-bbox="350 743 581 765">3. Second server node <p data-bbox="350 788 1174 899">After upgrading the data tier, check the data tier status to make sure the data tier connection is stable before you proceed to upgrading the first server node. If the data tier connection is not stable, and you upgrade the first server, the upgrade fails with this error:</p> <pre data-bbox="350 911 958 933">Error running "configure.bat upgrade-sup".</pre> <p data-bbox="350 956 1174 1010">Workaround: To correct the data tier connection problem, restart the data tier before upgrading the first server.</p>

Issue Number	Description
<p>CR 696536</p>	<p>Cluster upgrade successful from 2.0.1 to 2.1.1, but device client synchronization fails.</p> <p>After successfully upgrading from 2.0.1 to 2.1.1 in a cluster, device client synchronization fails. This is due to a host name change that was introduced in Sybase Unwired Platform 2.1 for the data tier host; the serverName property for the <code>messagingdb</code> file is set to the host name of the first server node, and not to the data tier host. This is not an issue for single-node installations.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Navigate to <code>UnwiredPlatform_InstallDir\UnwiredPlatform\Servers\UnwiredServer\Repository\Instance\com\sybase\djc\sql\DataSource</code>. 2. Use a text editor to open <code>messagingdb.properties</code>. 3. Fix the <code>serverName</code> value to use the fully qualified host name or network name (<code>name.domain</code>) from the UNC path to the file system that houses the data tier database files, and not to the primary Unwired Server name. For example, if <code>\name.domain.com\Data</code> was the UNC path to the file system that houses the data tier database files, update the <code>serverName</code> value to "name.domain.com." 4. Save the file, and repeat the process for the second node. 5. Restart the Unwired Platform nodes.
<p>CR 694214</p>	<p>Silent installation fails on shared host Microsoft cluster.</p> <p>If you attempt to perform a silent installation for a shared host Microsoft cluster scenario, you can successfully install the data tier component, but when you try to install Unwired Server on the same host, the silent installation fails with:</p> <p>The data path must be in UNC format when installing a cluster node.</p> <p>Workaround: To perform a shared host Microsoft Cluster installation, you must run the installer in graphical mode.</p>

Known Issues with Installing, Uninstalling, and Upgrading

Issue Number	Description
<p>CR 692712</p>	<p>When upgrading to Sybase Unwired Platform 2.1 ESD #2, you receive an error message:</p> <pre data-bbox="354 309 1180 461"> ***Error!!! Error!!!*** The Messaging installer completed with the following errors. These errors will have to be addressed before the services become functional. Please refer to documentation for recovery process. Database upgrade failed." </pre> <p>This error happens when the Messaging server database upgrade does not complete. The most likely reason for this is that the Messaging server database had some lingering connections to a table while the upgrade was running. You can get more detailed information from the trace file located in <code>UnwiredPlatform_InstallDir\UnwiredPlatform\UnwiredServer\Logs\DBUpgrader</code>.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Stop all Unwired Server services in all the application nodes. 2. Restart the database services in the data tier node. This is to make sure the Messaging Database has no open connections. 3. From the primary application nodes, open a Windows command window and navigate to <code>UnwiredPlatform_InstallDir\UnwiredPlatform\Servers\Messaging\Bin</code> folder. 4. Run the command <code>dbupgrader -v current</code> and make sure no error messages are displayed. 5. Then run the command <code>tracemigrator -i</code> and make sure no error messages are displayed. If the message says no action is taken because the migration is already done, it is okay. 6. Start the Unwired Server service in the application node and verify it can start.
<p>CR 689287</p>	<p>2.0 or 2.0.1 MBS clients and Hybrid Web Container clients may not be able to connect to 2.1.2 server.</p> <p>If 2.0 or 2.0.1 clients have not connected through an activated registration, and the server is upgraded to 2.1.2, those clients may not be able to connect to the 2.1.2 server.</p> <p>Workaround: Implement a server registration that uses an empty application ID, and use manual registration to make the MBS and Hybrid Web Container 2.0 and 2.0.1 clients connect to the 2.1.2 server.</p>

Issue Number	Description
<p>CR 686034</p>	<p>Incorrect error message appears when the Sybase Unwired Platform 2.1 installer does not match the system bit version.</p> <p>If you attempt to run the 32-bit installer on a 64-bit system, you see: Your system requires the 32-bit installer of Sybase Unwired Platform.</p> <p>If you attempt to run the 64-bit installer on a 32-bit system, you see: Your system requires the 64-bit installer of Sybase Unwired Platform.</p> <p>Workaround: None. Use the installer that matches your system bit version.</p>
<p>CR 683668</p>	<p>Upgrade a cluster and add an Unwired Server.</p> <p>If you plan to upgrade a cluster environment from Sybase Unwired Platform 2.0 to 2.1 as part of the upgrade to 2.1 ESD #2, as well as add a new Unwired Server node to the cluster, follow these steps.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Before you add the new server node using the Sybase Unwired Platform 2.1 installer, stop all existing server nodes. 2. Install the new server node. 3. Stop the newly added server node. 4. Modify the <code>sup.properties</code> file: <ol style="list-style-type: none"> a. Navigate to <code>UnwiredPlatform_InstallDir\UnwiredPlatform\Servers\UnwiredServer\Repository\Instance\com\sybase\sup\server\SUPServer\sup.properties</code>. b. Change "sup.admin.protocol=iiops" to "sup.admin.protocol=iiop". c. Copy the <code>csi.properties</code> and <code>roles-map.xml</code> files to: <code>UnwiredPlatform_InstallDir\SCC-3_2\conf</code> from the second node (or primary node) to replace the corresponding files on the newly added server node. 5. Start all the server nodes in turn. 6. To connect to Sybase Control Center for the newly added server node, change the connection profile in Sybase Control Center. Change the port number to 2000, and change the value of Use secure connection to No.

Known Issues for Unwired Server

Issue Number	Description
CR 679421	<p>Communication port number conflicts may occur when installing Sybase Unwired Platform 2.1 if you indicate consecutive port numbers for the Server Administration, Data Change Notification, and Replication ports.</p> <p>The Unwired Platform Runtime installer automatically creates secure port numbers by incrementing the unsecured port numbers (indicated during installation) by one.</p> <p>Workaround: Do not use consecutive port numbers for the unsecured communication ports to avoid port number conflicts.</p>

Known Issues for Unwired Server

Learn about known issues and apply workarounds for Unwired Server.

Issue Number	Description
CR 704998	<p>Not able to register the BlackBerry client applications over WiFi.</p> <p>BlackBerry applications cannot connect to Unwired Server directly.</p> <p>Workaround: Request a patch from CS&S, and you must use BlackBerry Enterprise Server (BES) to establish Unwired Server application connections. This is the only mobile channel supported. See <i>Configuring BlackBerry Push Settings</i> in Sybase Control Center online help, <i>BlackBerry Provisioning with BES</i> in <i>System Administration</i>, and <i>Mobile Channel Interfaces</i> in <i>Developer Guide: BlackBerry Object API Applications</i>.</p>
CR 698266	<p>Synchronization fails when QUEUED_MESSAGES.adm file gets too large.</p> <p>Workaround: Run the Pack Tool utility to defragment and reclaim unused space within tables and memo files that the Advantage Database Server® (ADS) data file uses, and to ensure Unwired Server runs properly. Run this utility as part of an ongoing maintenance program.</p> <p>See <i>Running the Pack Tool Utility</i>.</p>
CR 695792	<p>Unwired Server stops responding when suspending package subscriptions.</p> <p>Suspending a large volume (250 to 350 users) of package subscriptions may cause Unwired Server to stop responding.</p> <p>Workaround: Suspend package subscriptions in batches of 50 users.</p>

Issue Number	Description
CR 695671	<p>Listview object query fails with error.</p> <p>When performing a listview object query with very large data sets, the client returns an error code 571 or 1053, and the server becomes temporarily unavailable, or tries to restart. The <code>mlsrv_err.log</code> reports <code>java.lang.OutOfMemoryError</code>.</p> <p>Workaround: Modify the maximum Java heap size to handle very large amounts of data in an object query. See <i>Configuring Unwired Server Performance Properties</i> in <i>System Administration</i>.</p>
CR 694106	<p>Deleting an unsynched package causes an error.</p> <p>If you deploy a package and then delete it before it has been synchronized, and if a device then attempts to synchronize the application, the sync fails since the package no longer exists. However, if you redeploy the package, and the device attempts to synchronize the application, the sync still fails even though the package exists. The server log reports:</p> <pre>YYYY-MM-DD HH:MM:SS.944 ERROR Mobilink Thread-165 [com.sybase.ml.sup.Logger] [-10013] Version 'default_errorhandler.1_0' not found in the ml_script_version table. Cannot synchronize</pre> <p>Workaround: Restart Unwired Server, and the application successfully syncs the package.</p>
CR 693116 and CR 692218	<p>Devices on 3G/4G network not able to connect to Unwired Server.</p> <p>A connectivity issue may occur between the device and Unwired Server. The current client libraries use a protocol that supports HTTP chunked transfer-encoding only. 3G/4G traffic might, in some cases, be subject to content filtering and convert the messages from chunked transfer-encoding to fixed content-length if the communication is done via standard HTTP ports, which most commonly are 80 and 8080. Since the client application can support only chunked transfer-encoding, the communication cannot be established. In effect, a response cannot be sent back to the server indicating that the device is online.</p> <hr/> <p>Note: For devices on WiFi networks, the connection between a device and Unwired Server establishes without error.</p> <hr/> <p>Workaround: Use a non-standard HTTP port (any port other than 80 or 8080) or an HTTPS port, that is, 443 for Unwired Platform client communication from devices to the Relay Server or external load balancer, whichever one is used, in the DMZ.</p>
CR 692374	<p>Enabling compression incurs additional processing on the device and the server side to optimize the amount of data to be transferred over the network.</p> <p>Workaround: Carefully evaluate whether the compression trade-off is appropriate in the deployment environment, and carefully size the server capacity to support it. If appropriate in a particular environment, follow the Sybase Unwired Platform <i>Developer Guides</i> to enable compression.</p>

Known Issues for Unwired Server

Issue Number	Description
CR 691957	<p>Adding synchronization parameters or personalization keys to a deployed package using the UPDATE deployment method may render client applications based on the previous package model version nonfunctional.</p> <p>Workaround: None.</p>
CR 691923	<p>Existing client code not retrieving records.</p> <p>Existing client code does not retrieve any records after you add sync parameters, and re-deploy the client.</p> <p>Workaround: Update the MBO, and regenerate the code. Add the <code>syncparam-Class.save()</code> method in the client code.</p>
CR 691517	<p>Adding new operations onto a mobile business object in a deployed package using the UPDATE deployment method may render client applications based on the previous package model version, nonfunctional.</p> <p>Workaround: None.</p>
CR 686551	<p>Unwired Platform data must be periodically manually transferred to System Landscape Directory (SLD).</p> <p>Workaround: Schedule the batch files, <code>runXMLgenerator.bat</code> and <code>send-Payload.bat</code>, to send periodic updates into the SLD, located in <code>Unwired-Platform_InstallDir\Servers\UnwiredServer\SLD\</code>. See <i>Registering Sybase Unwired Platform with System Landscape Directory</i> in <i>System Administration</i>.</p>
CR 686043	<p>Even though a domain is disabled, messaging clients continue to receive messages from server.</p> <p>Workaround: To disable any outbound activity to a client, lock the application connection associated with that client.</p>
CR 576726	<p>The full range of valid values is not supported if the attribute uses the default datatype (<code>int</code>) for a SQL Anywhere® database column of type <code>unsigned int</code>.</p> <p>Workaround: To support the full range of valid values for an <code>unsigned int</code> attribute in the EIS, set the datatype for the corresponding MBO attribute as <code>long</code>.</p>

Known Issues for Sybase SAP DOE Connector

Learn about known issues and apply workarounds for Sybase SAP® DOE Connector (DOE-C).

Issue Number	Description
CR 693605	<p>Sybase Control Center allows you to enter a value of zero (0) for the DOE connection end point in the DOE Extract Window field in the Connections Properties dialog.</p> <p>Workaround: Enter a positive integer larger than zero (0). Sybase recommends a value between 10 and 50. See the DOE-C connection endpoint properties reference in <i>System Administration > System Reference > EIS Data Source Connection Properties Reference</i>.</p>
CR 674579	<p>For backend search definitions, the ESDMA converter does not support type definitions within a WSDL.</p> <p>Workaround: Modify the ESDMA to remove any inline type definitions and explicitly define them. The expected list of datatypes appearing in WSDL under ESDMA_Bundle\mappings\loc*\EntityName.wsdl are CHAR, LANG, TIMS6, DATS8, DEC, INT, or length is zero. Save and deploy the ESDMA bundle to Unwired Server.</p>

Known Issues for Sybase Control Center

Learn about known issues and apply workarounds for Sybase Control Center.

Issue Number	Description
CR 697243	<p>Package folder still exists after removing domain.</p> <p>After removing a domain, the package folder still exists in <i>UnwiredPlatform_InstallDir\UnwiredPlatform\Servers\UnwiredServer\deploy\sup</i>.</p> <p>Workaround: Go to <i>UnwiredPlatform_InstallDir\UnwiredPlatform\Servers\UnwiredServer\deploy\sup</i> and manually delete the package folder.</p>

Known Issues for Sybase Control Center

Issue Number	Description
<p>CR 696373</p>	<p>When retrieving a domain log for large data, you receive an "unknown error" in Sybase Control Center.</p> <p>Workaround: Increase the JVM heapsize for both Unwired Server and Sybase Control Center appropriately. If this does not resolve the issue, try decreasing the time range set in the domain log in Sybase Control Center to a smaller value.</p>
<p>CR 696191</p>	<p>Sybase Control Center Device Type Field Does Not Display BlackBerry 7.0.</p> <p>When creating an Application Connection for an OData SDK application for a BlackBerry 7.x device, the Application Connection tab Device Type field displays the device version as 5.0 or 6.0.</p> <p>Workaround: None required. The application connection works.</p>
<p>CR 693604</p>	<p>Deleting a domain does not automatically send unsubscribe to devices or to DOE.</p> <p>If you attempt to delete a domain that has DOE-C packages with active subscriptions deployed, packages are not undeployed and DOE subscriptions remain active.</p> <p>Workaround: You must undeploy all active packages individually before deleting a domain.</p>
<p>CR 691963</p>	<p>Redeployment fails in some modes.</p> <p>Redeployment fails for some modes if a default load argument is not provided.</p> <ul style="list-style-type: none"> • Verify mode or update mode – if adding a load parameter without a default value, the deployment succeeds. • Update mode – the new package will not be compatible with old clients. <p>Workaround: None.</p>
<p>CR 686063</p>	<p>File upload operations, such as MBO package deployment and MBO package import, do not work in Firefox or Chrome.</p> <p>Workaround: Use Internet Explorer instead.</p>
<p>CR 683775</p>	<p>In some instances when stopping the Sybase Control Center 3.2 service using the Windows Services tool or using the Stop Sybase Unwired Platform Services shortcut, the Sybase Control Center service displays Stopping in Windows Control Panel yet fails to stop.</p> <p>Workaround: To stop the Sybase Control Center service:</p> <ol style="list-style-type: none"> 1. Launch Windows Task Manager. 2. Locate the <code>sccservice.exe *32</code> process, right-click and select End Process Tree. This option also kills the Sybase Control Center database repository server process <code>dbsrv11.exe *32</code>. <p>For 32-bit machines, *32 does not appear.</p>

Known Issues for MAKit

Learn about known issues and apply workarounds for MAKit development.

Issue Number	Description
CR 733167	<p>When opening a MAKit PDF from the Product Documentation Web site, some users may be prompted to update Adobe Flash Player.</p> <p>When some users attempt to open the MAKit Developer Guides at http://sybooks.sybase.com/sybooks/sybooks.xhtml?id=1289&c=firsttab&a=0&p=categories, they may get an error stating an updated version of Flash is required to view the PDF package.</p> <p>Workaround: Update to the most recent version of both Adobe Reader and Adobe Flash Player by visiting the Adobe Downloads Web site at http://www.adobe.com/downloads/.</p>

Documentation Issues and Updates for Runtime

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

Issue Number	Description								
<p>CR 736342</p>	<p>Documentation specifies the wrong directory for database driver files</p> <p>In <i>Sybase Unwired WorkSpace - Mobile Business Object Development</i>, the documentation specifies the wrong directories for the JDBC drivers.</p> <p>Workaround: The drivers should be saved to these locations:</p> <table border="1" data-bbox="354 656 1180 1437"> <thead> <tr> <th data-bbox="354 656 626 708">JDBC driver for:</th> <th data-bbox="626 656 1180 708">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="354 708 626 960">Oracle</td> <td data-bbox="626 708 1180 960"> Place the JDBC driver, for example <code>ojdbc14.jar</code>, in: <code>SUP_HOME\MobileSDK<Version>\MobileWorkSpace\mobile\eclipse\plugins\com.sybase.uep.com.oracle_<version>.<plugin version number>\lib</code> </td> </tr> <tr> <td data-bbox="354 960 626 1211">DB2</td> <td data-bbox="626 960 1180 1211"> Unzip the <code>db2JdbcJars.zip</code> file and copy the JAR files to: <code>SUP_HOME\MobileSDK<Version>\MobileWorkSpace\mobile\eclipse\plugins\com.sybase.uep.com.db2_<version>.<plugin version number>\lib</code> </td> </tr> <tr> <td data-bbox="354 1211 626 1437">SQL Server JDBC driver 3.0</td> <td data-bbox="626 1211 1180 1437"> Copy <code>sqljdbc4.jar</code> to: <code>SUP_HOME\MobileSDK<Version>\MobileWorkSpace\mobile\eclipse\plugins\com.sybase.uep.com.sqlserver_<version>.<plugin version number>\lib</code> </td> </tr> </tbody> </table>	JDBC driver for:	Action	Oracle	Place the JDBC driver, for example <code>ojdbc14.jar</code> , in: <code>SUP_HOME\MobileSDK<Version>\MobileWorkSpace\mobile\eclipse\plugins\com.sybase.uep.com.oracle_<version>.<plugin version number>\lib</code>	DB2	Unzip the <code>db2JdbcJars.zip</code> file and copy the JAR files to: <code>SUP_HOME\MobileSDK<Version>\MobileWorkSpace\mobile\eclipse\plugins\com.sybase.uep.com.db2_<version>.<plugin version number>\lib</code>	SQL Server JDBC driver 3.0	Copy <code>sqljdbc4.jar</code> to: <code>SUP_HOME\MobileSDK<Version>\MobileWorkSpace\mobile\eclipse\plugins\com.sybase.uep.com.sqlserver_<version>.<plugin version number>\lib</code>
JDBC driver for:	Action								
Oracle	Place the JDBC driver, for example <code>ojdbc14.jar</code> , in: <code>SUP_HOME\MobileSDK<Version>\MobileWorkSpace\mobile\eclipse\plugins\com.sybase.uep.com.oracle_<version>.<plugin version number>\lib</code>								
DB2	Unzip the <code>db2JdbcJars.zip</code> file and copy the JAR files to: <code>SUP_HOME\MobileSDK<Version>\MobileWorkSpace\mobile\eclipse\plugins\com.sybase.uep.com.db2_<version>.<plugin version number>\lib</code>								
SQL Server JDBC driver 3.0	Copy <code>sqljdbc4.jar</code> to: <code>SUP_HOME\MobileSDK<Version>\MobileWorkSpace\mobile\eclipse\plugins\com.sybase.uep.com.sqlserver_<version>.<plugin version number>\lib</code>								

Issue Number	Description
CR 695947	<p>TraceConfig.xml is not included in SUP 2.1.2</p> <p>Ignore references to TraceConfig.xml in <i>Developer Guide: iOS Object API Applications</i> .</p> <p>Workaround: Perform Trace Logging using the Sybase Control Center. See http://infocenter.sybase.com/help/topic/com.sybase.infocenter.dc01704.0212/doc/html/mqu1323381963853.html.</p>
None	<p>Duplication linking issues in Sybase Control Center for Sybase Unwired Platform</p> <p>In the <i>Applications</i> topic, there are duplicate links to these topics:</p> <ul style="list-style-type: none"> • Application Creation • Application Connection Activation Options • Application Users • Application Connections • Application Connection Templates • Application Connection Properties <p>There are duplicate Parent topic links back to the <i>Applications</i> topic in these topics:</p> <ul style="list-style-type: none"> • Application Creation • Application Connection Activation Options • Application Users • Application Connections • Application Connection Templates • Application Connection Properties
None	<p>Clarification on Menu Options.</p> <p>Some menu options mentioned in the Sybase Control Center online help, <i>System Administration</i> and <i>Security</i>, appear only if functionality is installed or enabled. For example, the Advanced Search and Security Configuration tabs are visible only if clusters are installed. The documentation does not state this explicitly for each topic.</p> <p>If documentation refers to a tab that is not visible, the feature is not installed or enabled.</p>
None	<p>Running the Pack Tool Utility topic not included in 2.1.2 System Administration Guide</p> <p><i>Running the Pack Tool Utility</i> on page 27</p>

Issue Number	Description
None	<p>Clarification to Native MBO Application Guidelines.</p> <p>This change applies to <i>Application ID Guidelines</i> in <i>System Administration 2.1 ESD #2</i>.</p> <p>Add this statement to the following paragraph: For Android native MBO applications, this recommendation applies starting with Unwired Platform version 2.1.1.</p> <p><i>Application ID Guidelines:</i> If the current version – (recommended) use the automatically created application connection template for the application. Otherwise, ensure you register application connection with correct template by verifying that application ID matches, and that the correct security configuration and domain are selected. Also, if using replication synchronization, set other template properties (such as synchronization-related properties in Connection category) as required.</p>
CR 717541	<p>Firewall/IDS systems require configuration</p> <p>If you are running a firewall/IDS system, configure it to allow SUP components to communicate on their configured ports. See <i>Handling Intrusion Detection/Prevention Software</i> on page 24.</p>
CR 717016	<p>New topic: Install Relay Server on IIS</p> <p><i>Interactively Installing Relay Server on IIS with Scripts</i> on page 25</p>
CR 708641	<p>State Manager service must run under the same user credentials as the Apache service.</p> <p>This change applies to <i>Configuring State Manager as a Service</i> in <i>Installation Guide for Runtime 2.1</i>.</p> <p>The Apache process must have write permissions to the Relay Server process; otherwise, this error occurs in the Apache log:</p> <pre data-bbox="354 1072 989 1098">Failed to attach to Relay Server state store</pre> <p>From a Linux command shell, make sure the State Manager service runs under the same user credentials as the Apache service.</p>
CR 707842	<p>Open port 6262 with TCP and UDP protocols when using the Windows Filtering Platform.</p> <p>This change applies to <i>Data Tier Ports</i> in <i>Installation Guide for Runtime 2.1</i>.</p> <p>Port 6262 must be open for both TCP and UDP protocols when using the Windows Filtering Platform (WFP) or other firewall software on the data tier host for Sybase Unwired Platform 2.1. Ensure that Windows Filtering or other firewall software has this port opened for TCP/UDP network traffic.</p>

Issue Number	Description
CR 706825	<p>Device is showing offline when sync is not completed.</p> <p>In the Sybase Control Center documentation, this behavior is not documented.</p> <p>The online status indicates messaging system activities are ongoing; it does not necessarily mean that the application connection is ready to communicate with an Unwired Platform server. This is expected behavior. Seeing a device as offline is not a cause for concern.</p> <ul style="list-style-type: none"> • For MBS applications, the status is online when synchronization activities are ongoing. • For RBS applications, the majority of the time the status is offline. Synchronization activity does not change the application connection status.
CR 703918	<p>SCN is not required for SSO communication to an SAP back-end system.</p> <p>This change applies to <i>Single Sign-on Authentication</i> in <i>Security 2.1 ESD #2</i>.</p> <p>Problem: The help states: "Encrypt the communication channel between Unwired Server and the SAP EIS for security reasons" and that for "JCo connections you must configure the SNC properties." This is unclear.</p> <p>Explanation: To encrypt the data communication channel, use SNC. If you do not want to encrypt the communication channel for internal communication between Unwired Platform and the EIS, then you do not need to use SCN.</p> <p>SAP strongly recommends you use SCN when using single sign-on (SSO) between JCo clients. Without SCN, the RFC communication between a JCo client and the SAP system is unencrypted.</p> <p>With SNC enabled, Unwired Platform has an X.509 certificate for the technical user, and SAP is configured to "trust" this certificate and only allow SSO impersonation of other SAP users if the connection is made with this certificate from the trusted technical user. Additionally, RFC network traffic is encrypted, making it much more difficult to intercept someone's SSO2 ticket. Even a stolen ticket cannot be used without the private keys of the technical user's certificate.</p>
CR 702056 and CR 701509	<p>Changing Keystore and Truststore Passwords.</p> <p>The Unwired Platform keystore and truststore locations are protected by a password. Replace default passwords in production environments.</p> <p>See <i>Changing Keystore and Truststore Passwords</i>.</p>
CR 698525 and CR 698515	<p>Running the Pack Tool Utility.</p> <p>To ensure Unwired Server runs properly, run the Pack Tool utility to defragment and reclaim unused space within tables and memo files that the Advantage Database Server® (ADS) data file uses. Run this utility as part of an ongoing maintenance program.</p> <p>See <i>Running the Pack Tool Utility</i>.</p>

Issue Number	Description
<p>CR 697403</p>	<p>Resetting the supAdmin Password.</p> <p>Manually reset the supAdmin password if you forget it. Contact your IT department or administrator before changing or resetting the password. Only the person who has the correct permission to change the configuration files should perform the procedure.</p> <p>See <i>Resetting the supAdmin Password</i>.</p>
<p>CR 697230</p>	<p>Client application cannot register to Unwired Server through Relay Server.</p> <p>This troubleshooting topic applies to the <i>Installation Guide for Runtime 2.1</i>.</p> <p>Problem: The Sybase Unwired Platform client application cannot register to the Unwired Server through the Relay Server, and the client displays an error such as:</p> <pre>HTTP_TPSendRequest - returning error code -106 -- HTTP error -- header is: HTTP/1.1 404 Not Found Content-Type: text/html.</pre> <p>Explanation: The Relay Server cannot find the language resource file (dblgen12.dll). Make sure the language resource is within the system search path and that the Web server worker has permission to read it.</p> <p>Update the system PATH variable on the IIS host to include the ias_relay_server \Server\ directory.</p>
<p>CR 697226</p>	<p>Configuring IIS 7.5 for Relay Server.</p> <p>The <i>Release Bulletin for Runtime 2.1</i> explains how to configure IIS 7 for Relay Server. If you are configuring IIS 7.5, extra settings are needed.</p> <p>Follow the steps in <i>Configuring IIS 7 for Relay Server</i> in <i>Installation Guide for Runtime</i> (the <i>Deploying an Enterprise System</i> section). In step 6 (Add Relay Server locations to the default Web site), add the following information:</p> <pre><location path="Default Web Site/rs"> <system.webServer> <security> <authentication> <anonymousAuthentication userName="" /> </authentication> </security> <requestFiltering> <requestLimits maxAllowedContentLength="2147483647" /> </requestFiltering> </system.webServer> </location></pre>

Issue Number	Description
CR 696989	<p>Changing Unwired Server Host Name.</p> <p>In <i>Changing Unwired Server Host Name</i> in both <i>Troubleshooting</i> and <i>System Administration</i>, step 5 is required only for these upgrades:</p> <ul style="list-style-type: none"> • SUP 2.0 to SUP 2.1 ESD #1 • SUP 2.0 to SUP 2.1 ESD #2 <p>You can disregard this step for upgrades from version 2.1.</p>
CR 696314	<p>When upgrading, an unhandled exception ('System.MissingMethodException') occurred in JMSBridge.exe [8320] is received.</p> <p>This occurs only if an EAServer installation and an Unwired Platform installation co-exist on the same machine. If there are different versions of the <code>com.sybase.iiop.net.dll</code> files on the system, it causes the exception.</p> <p>Ensure that your environment path includes only the Unwired Platform <code>com.sybase.iiop.net.dll</code> assembly. For example, if you have EAServer installed on the same machine as Unwired Platform:</p> <ol style="list-style-type: none"> 1. Use a strings command (using UNIX tools for Windows) to check if <code>SetTrustAllCertificates</code> exists on the assembly file that <code>jmsbridge.exe</code> loaded. From a command prompt, enter: <pre>>strings -a com.sybase.iiop.net.dll grep SetTrustAllCertificates</pre> <p>The command reports back with <code>SetTrustAllCertificates</code> if it exists within the assembly.</p> 2. Remove the EAServer installed <code>com.sybase.iiop.net.dll</code> from the global assembly cache (GAC).
CR 696114	<p>Application Connection Tab Refresh Behavior.</p> <p>In Sybase Control Center, on Applications > Application Connection, selecting a device and clicking Refresh causes the entire list to refresh rather than only the selection.</p> <p>Use Go to refresh the selected device, and Refresh to refresh the entire list of devices.</p>
CR 692374	<p>The <i>Synchronization Profile</i> in <i>Developer Guide: Windows and Windows Mobile Object API Applications</i> incorrectly states that compression is enabled by default. By default, compression is not enabled.</p>

Issue Number	Description
<p>CR 688915</p>	<p><i>System Administration > Operational Maintenance > Backup and Recovery > Failure and Recovery Scenarios.</i></p> <p>In Step 4, no examples are included for the command: <code>dbengsqlAnywhere version.</code></p> <p>Examples:</p> <p>Sybase Unwired Platform 2.0.x comes with SQL Anywhere 11, so the command line would look like this: <code>dbeng11</code></p> <p>Sybase Unwired Platform 2.1 comes with SQL Anywhere 12, so the command would look like this: <code>dbeng12</code></p>
<p>CR 674889</p>	<p>Apple Push Notification Service (APNS) Works on iPad Devices.</p> <p>These topics incorrectly state that APNS cannot be used with iPad devices:</p> <ul style="list-style-type: none"> • <i>iOS Provisioning with APNS</i> in <i>System Administration</i> • <i>Apple Push Notification Service Configuration</i> in <i>OData SDK Developer Guide</i>

Handling Intrusion Detection/Prevention Software

A personal firewall, or intrusion detection/prevention software (IPS or IDPS), can cause Unwired Platform components to malfunction or not function at all. Unwired Platform uses regular IP communication between components on the primary network interface of a computer, even when all components are installed on the same host.

If the local network interface is secured by intrusion detection/prevention software (IPS or IDPS, for example, McAfee Host Intrusion Prevention software or equivalent), you must configure the security software to allow all network communication between Unwired Platform components.

For a single-node installation of all of the Sybase Unwired Platform components, try one of these options to work around the limitations imposed by the host intrusion prevention software and policy settings, without violating any security policy, until the settings of your security software are adjusted to the needs of Unwired Platform.

Choose an option:

- Removing the host machine from the network – this option ensures that all interconnections between Sybase Unwired Platform components are treated as local traffic and is not be flagged as incoming connections from external sources, thereby causing connection failures due to security policy setting. This option is suitable when you use your laptop in a network other than your corporate network, and want to demonstrate a

mobile solution using a simulator or emulator with all components running on the same machine. To use this option:

1. Stop the Sybase Unwired Platform services in the correct order. See *Starting and Stopping Unwired Platform Server Services* in *System Administration*.
 2. Disconnect the host from all networks.
 3. Restart Sybase Unwired Platform services in the correct order.
 4. Change the Sybase Control Center URL link to use "localhost" or <yourhostname> as the host name, instead of the original fully qualified host name of the machine that included the domain name (for example: `https://localhost:8283/scc`, or `https://yourhostname:8283/scc`). Accept any security warnings to connect to Sybase Control Center.
- Connecting the host to the corporate network – this option ensures that all interconnections among Sybase Unwired Platform components are internal to your corporate network and validated against the corporate network security policy. The option of connecting to corporate network through VPN is especially suitable when you use your laptop in a network other than your corporate network, and want to demonstrate a mobile solution using your physical devices, and need outgoing connections to a backend Enterprise Information System (EIS) or Relay Server (Sybase Hosted Relay Server or otherwise).
 1. Stop the Sybase Unwired Platform services in the correct order. See the *Starting and Stopping Unwired Platform Server Services* topic in the *System Administration*.
 2. Reconnect the host to your corporate network directly or through corporate VPN, to ensure that the corporate network security policy applies.
 3. Restart Sybase Unwired Platform services in the correct order.
 4. Change the Sybase Control Center URL link to use "localhost" or <yourhostname> as the host name, instead of the original fully qualified host name of the machine that included the domain name (for example: `https://localhost:8283/scc`, or `https://yourhostname:8283/scc`). Accept any security warnings to connect to Sybase Control Center.
 - Configuring the firewall software to allow connections to the ports the Unwired Platform uses. For a list of ports, see *Unwired Platform Ports* in *System Administration*.

Always check for the latest available patches and updates for your Unwired Server version on <http://downloads.sybase.com/swd/base.do?client=support>.

Interactively Installing Relay Server on IIS with Scripts

(Recommended) Use quick setup scripts to interactively install Relay Server. Quick setup can be less error-prone than manual installations.

Prerequisites

Follow the prerequisites identified in the quick setup script. You cannot install Relay Server until the script verifies that the prerequisites have been met.

Task

Output of this setup script is saved to `rs-setup.log`. The existing `rs-setup.log`, IIS metabase, and Relay Server configuration files are backed up automatically.

1. Locate the quick setup script for your version of IIS, and review the `readme.txt` file for your IIS version.
 - Launch `rs-setup.bat` for IIS 6 from `SUP_HOME\Servers\SQLAnywhere12\MobiLink\relayserver\IIS\QuickSetup_IIS6`. For information about this script, see <http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.help.sqlanywhere.12.0.1/relayserver/ml-relayserver-s-5692444.html>.
 - Launch `rs-setup.bat` for IIS 7 from `SUP_HOME\Servers\SQLAnywhere12\MobiLink\relayserver\IIS\QuickSetup_IIS7`. For information about this script, see <http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.help.sqlanywhere.12.0.1/relayserver/ml-relayserver-s-5692444a.html>.

2. Follow the prompts to install files in the correct location and to configure IIS for Relay Server use.

The script guides you through:

- IIS customization
- Backup creation
- Installation and Relay Server startup
- Generation and launch of a Quick Reference document
- Generation and launch of a status page
- Launch of a SimpleTestApp client

Changing Keystore and Truststore Passwords

The Unwired Platform (used by both Unwired Server and Sybase Control Center to manage certificates and keys) keystore and truststore locations are protected by a password. In production environments, replacing default passwords is encouraged.

Prerequisites

Before you begin, back up the contents of `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\Repository`.

Task

In production environments, use the `keytool` utility to change the default passwords for the keystore and truststore locations.

1. Open a command prompt window from this location:
`<UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers
\UnwiredServer\Repository\Security.`
2. Run commands to change the current password for the keystore, truststore, and private key entries as required for your environment.

You must enter the same password for a keystore and each of the private entries associated with that store.

There is no provision in Sybase Control Center to specify a different password for the private key aliases.

For the keystore password, use: `keytool -storepasswd -new NewPwd -keystore Security\keystore.jks`

For the truststore password, use: `keytool -storepasswd -new NewPwd -truststore Security\truststore.jks`

For private key entries in keystore, use: `keytool -keypasswd -alias Name -new NewPwd -keystore Security\keystore.jks`

3. At the prompt, enter the current password.
If this is the first time changing the password, enter the default password of `changeit`. Otherwise, enter the current password.
4. In Sybase Control Center, configure the Primary Unwired Server SSL certificates to use these passwords. If these certificates are already configured, update the passwords currently configured.
Click **Servers > PrimaryServerName > Server Configuration > General**, then click the **SSL Configuration** tab. For details, see *Defining Certificates for SSL Encryption*.
If you do not ensure the correct password is set, you can expect a connection failure. See *Keystore Tampering Message Suggests that Connection with Unwired Server Fails* in the *Troubleshooting* guide.
5. Restart all Unwired Platform services using the Windows Control Panel services tool.

Running the Pack Tool Utility

As part of a regular administrative procedure, run the Pack Tool utility to defragment and reclaim unused space within tables and memo files that the Advantage Database Server® (ADS) data file uses. This will ensure that Unwired Server continues to run in the proper state.

Prerequisites

Ensure that you have sufficient free disk space for the packing process. The free disk space must be at least the size of the largest table.

Documentation Issues and Updates for Runtime

- Single node installations – check in *UnwiredPlatform_InstallDir\UnwiredPlatform\Servers\MessagingServer\Data\OBR*
- Cluster installations – check in *UnwiredPlatform_InstallDir\UnwiredPlatform\Data\Messaging\OBR*

You need to look for the largest table, including the sum of all three table files with the extensions .adt, .adi, and .adm. Not all tables have corresponding .adi and .adm files.

Task

1. Stop all Sybase Unwired Platform services including the Advantage Database Server service.

In a clustered installation, make sure services on all the nodes are stopped.

2. Back up your ADS database files (all the files in the OBR folder).

3. Start the Advantage Database Server service only.

All Sybase Unwired Platform services except Advantage Database Server service must remain stopped until the pack is complete.

4. Open a command prompt window.

If this is a cluster installation, do this in any of the application server nodes.

If you are running Vista, Windows 7, or Windows 2008, make sure you run the command prompt as the Administrator.

5. Navigate to *UnwiredPlatform_InstallDir\UnwiredPlatform\Servers\MessagingServer\Bin*.

6. Run **packtool.exe**, with no arguments.

After running **packtool.exe**, a new log file is created in *UnwiredPlatform_InstallDir\UnwiredPlatform\Servers\MessagingServer\Bin* in the format `PackTool_YYYYMMddTHHmms.log`.

Resetting the supAdmin Password

If you do not remember the current supAdmin password, you can reset it manually.

This procedure is for Sybase Unwired Platform version 2.x.x or later.

Note: You must contact your IT department or administrator before changing or resetting the password. Only the person who has the right permission to change these files should perform this procedure.

1. Use a text editor to edit the `csi.properties` file located in *UnwiredPlatform_InstallDir\SCC_XX\conf* to add a No Auth Login Module as shown:

```
## SUP No Auth Login module
CSI.loginModule.
6.provider=com.sybase.ua.services.security.NoAuthLoginModule
CSI.loginModule.6.controlFlag=sufficient
CSI.loginModule.6.options.moduleName=No Auth Login Module
CSI.loginModule.
6.options.roles=uaAgentAdmin,uaPluginAdmin,sccAdminRole,sccUserRo
le
```

2. Open the Unwired Server `default.xml` file, located in `UnwiredPlatform_InstallDir\UnwiredPlatform\Servers\UnwiredServer\Repository\CSI\conf` and modify the following section as shown:

```
<options encrypted="false" name="password"
value="{TXT:}s3pAdmin" />
```

Your file should look similar to this:

```
<authenticationProvider controlFlag="optional"
name="com.sybase.security.core.PreConfiguredUserLoginModule">
<options name="username" value="supAdmin"/>
<options name="roles" value="SUP Administrator,SUP Domain
Administrator,SUP DCN User"/>
<options encrypted="true" name="password" value="{TXT:}s3pAdmin"/
>
</authenticationProvider>
```

These changes are telling Sybase Unwired Platform the new password is **s3pAdmin**. You can put any password you want in here. As long as you are using the syntax `{TXT:}`

You are also telling Unwired Platform that the password is not encrypted. You will encrypt the password later in this procedure.

3. Save the file.
4. Edit the `roles-map.xml` file located in `UnwiredPlatform_InstallDir\SCC-XX\conf` to add a No Auth Login Module entry as shown:

```
<module name='No Auth Login Module'>
<role-mapping modRole='uaAgentAdmin'
uafRole='uaAnonymous,uaAgentAdmin,uaPluginAdmin,sccAdminRole,scc
UserRole,sccOperRole,sccGuestRole,jmxDirectAccess' />
</module>
```

If this module already exists, you can skip this step This step allows anyone to log in to Sybase Control Center. This entry is removed in a later step, after you change the password. Unwired Server remains secure and the `supAdmin` user can access it only by providing the password configured in step 2.

5. Save the file and restart Unwired Server.
6. Restart Sybase Control Center.

Each time a manual change is made to Unwired Platform configuration files, you must restart Unwired Platform services. Manual changes performed in Sybase Control Center do not require you to restart Unwired Platform services.

7. Go to the Sybase Control Center URL: `https://localhost:8283/scc`.
8. Log in to Sybase Control Center using `supAdmin` for the user and whatever password you set in the `{TXT:}` format in step 2 (`s3pAdmin` in the example).
9. When login succeeds, Sybase Control Center opens the management view on the local Unwired Server.
10. In Sybase Control Center, expand the **Security** node:
 - a) Click **admin**.
 - b) Click **Authentication** and select `PreConfiguredUserLoginModule` for the `supAdmin` user.
 - c) Click **Properties**, and enter the new password.
 - d) Click anywhere else in the UI to enable the Save button, then click **Save**.
 - e) When you see the warning message, click **OK**, then click the **General** tab.
 - f) Click **Apply**.

You see another warning.
 - g) Click **OK**.

You should see that the system is rebuilding the configuration files and is busy. When the process completes, you see a `Successfully saved` message.

11. Log out of Sybase Control Center.
12. Log in to Sybase Control Center using the `supAdmin` login and the new password (in this example, `s3pAdmin`).
13. Go to the `... \UnwiredServer \Repository \CSI` folder and verify `default.xml` to see if the updated value is there (no more `{TXT:}` like format data).

```
<authenticationProvider controlFlag="optional"
name="com.sybase.security.core.PreConfiguredUserLoginModule">
<options name="username" value="supAdmin"/>
<options name="roles" value="SUP Administrator,SUP Domain
Administrator,SUP DCN User"/>
<options encrypted="true" name="password" value="1-
AAAAEgQQWd8NguXX5nswpWF1vUFpTcJhjmoiSYUzEAAiY3vWkZ+Y/33cWAoUD+EV/
D80Yo4vie/
XIyZVoBZbTT9ijxHDe7wbIBsagzS0DdAvS5lTRvRRNVp83+pTjQ3mmMNt5FmxrGvU
V5fvQ2JI1YaTPbd+Tw==" />
```

Once you successfully log in using the newly set password, remove the `No Auth Login Module` entries that you added to the `csi.properties` file and the `roles-map.xml` file (the `roles-map.xml` file is optional since by itself this does not enable anything). After you remove the `No Auth Login Module` entries, restart Sybase Control Center for the change to take effect.

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 or the SAP® Service Marketplace (SMP). The location you use depends on how you purchased the product.

- If you purchased the product directly from Sybase or from an authorized Sybase reseller:
 - a) Point your Web browser to <http://www.sybase.com/support>.
 - b) Select **Support > EBFs/Maintenance**.
 - c) If prompted, enter your MySybase user name and password.
 - d) (Optional) Select a filter, a time frame, or both, and click **Go**.
 - e) Select a product.

Obtaining Help and Additional Information

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.

- f) Click the **Info** icon to display the EBF/Maintenance report, or click the product description to download the software.
- If you ordered your Sybase product under an SAP contract:
 - a) Point your browser to <http://service.sap.com/swdc> and log in if prompted.
 - b) Select **Search for Software Downloads** and enter the name of your product. Click **Search**.

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.

Obtaining Help and Additional Information