



Release Bulletin 2.3

SAP Mobile Platform 2.3

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Overview

This release bulletin discusses known issues, workarounds, as well as late-breaking documentation updates for SAP® Mobile Platform version 2.3.

Product Limitations and SAP Notes

Understand the limitations of SAP Mobile Platform, and access SAP Notes.

The SAP Mobile Platform product limitations and SAP Notes are available from the SAP® Support Portal Web site to authorized users.

Point your Web browser to:

- Note 1840399 – Known Limitation of SAP Mobile Platform 2.3 SP00: [https://css.wdf.sap.corp/sap\(bD11biZjPTAwMQ==\)/bc/bsp/spn/sapnotes/index2.htm?numm=0001840399](https://css.wdf.sap.corp/sap(bD11biZjPTAwMQ==)/bc/bsp/spn/sapnotes/index2.htm?numm=0001840399)
- Note 1835740 – Backup of SAP Mobile Platform Runtime: [https://css.wdf.sap.corp/sap\(bD11biZjPTAwMQ==\)/bc/bsp/spn/sapnotes/index2.htm?numm=0001835740](https://css.wdf.sap.corp/sap(bD11biZjPTAwMQ==)/bc/bsp/spn/sapnotes/index2.htm?numm=0001835740)
- Note 1835780 – Potential file lock on 32-bit Windows: [https://css.wdf.sap.corp/sap\(bD11biZjPTAwMQ==\)/bc/bsp/spn/sapnotes/index2.htm?numm=0001835780](https://css.wdf.sap.corp/sap(bD11biZjPTAwMQ==)/bc/bsp/spn/sapnotes/index2.htm?numm=0001835780)
- Note 1835781 – SUP Services must be set to automatic before 2.3 upgrade: [https://css.wdf.sap.corp/sap\(bD11biZjPTAwMQ==\)/bc/bsp/spn/sapnotes/index2.htm?numm=0001835781](https://css.wdf.sap.corp/sap(bD11biZjPTAwMQ==)/bc/bsp/spn/sapnotes/index2.htm?numm=0001835781)

Patches Available for SAP Mobile Platform 2.3

In addition to new features introduced in version 2.3, SAP Mobile Platform includes a roll-up of fixes provided as private patches against the earlier releases of Sybase® Unwired Platform.

All private patches provided to customers for various releases prior to December 1, 2012 are included in the SAP Mobile Platform 2.3 release, and are not individually listed here.

Specific patches delivered after December 1, 2012 that are included in SAP Mobile Platform 2.3 release are:

- Patch_2.0_XXXXXX_729565_1_23_2013
- Patch_2.1_XXXXXX_727937_12_26_2012
- Patch_2.1EBF2_XXXXXX_725528_12_3_2012
- Patch_2.1EBF2_XXXXXX_726835_12_19_2012
- Patch_2.1EBF2_XXXXXX_727059_12_13_2012

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- Patch_2.1EBF2_XXXXXX_724840_11_30_2012
- Patch_2.1EBF3_XXXXXX_726851_1_18_2013
- Patch_2.1EBF3_XXXXXX_730099_1_23_2013
- Patch_2.1EBF3_XXXXXX_727650_1_15_2013
- Patch_2.1EBF3_XXXXXX_723863_12_11_2012
- Patch_2.1EBF3_XXXXXX_728872_01_10_2013
- Patch_2.1EBF3_XXXXXX_727088_12_19_2012
- Patch_2.1EBF3_XXXXXX_729846_1_22_2013
- Patch_2.1SP03PL02_XXXXXX_715565_11_28_2012
- Patch_2.1SP03PL02_XXXXXX_725187_722101_12_3_2012
- Patch_2.1SP03PL02_XXXXXX_724345_12_3_2012
- Patch_2.1SP03PL02_XXXXXX_725575_12_11_2012
- Patch_2.1SP03PL02_XXXXXX_716993_12_20_2012
- Patch_2.1SP03PL02_iPhone_719328_12_7_2012
- Patch_2.1SP03PL02_iPhone_1_18_2013
- Patch_2.1SP03PL02_XXXXXX_729103_1_21_2013
- Patch_2.1SP03PL02_XXXXXX_724390_12_4_2012
- Patch_2.1SP03PL02_XXXXXX_727318_12_28_2012

Specific patches available for SAP Mobile Platform 2.3, and delivered after February 1, 2013 are:

- PATCH_10000_2.1SP03PL02
- PATCH_10001_2.1SP03PL02
- PATCH_10002_2.1SP03PL02
- PATCH_10003_2.1SP03PL02
- PATCH_10004_2.1

Note: XXXXXX represents unique names that are not shown explicitly here.

Known Issues for SAP Mobile SDK 2.3

Learn about known issues and apply workarounds for SAP Mobile SDK.

Key to issue types:

- **RTC** – SAP® Release to Customer tracking number.
- **CSN** – SAP Customer Services Network tracking number.
- **CR** – Sybase® Change Request number.
- **N/A** – No tracking number.

Known Issues with Installing, Uninstalling, and Upgrading

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

See the *SAP Mobile Platform Installation Guide for SAP Mobile SDK* for installation and information regarding the SDK.

Issue #	Description
<p>CR-665409</p>	<p>The installation program cannot run in graphical mode.</p> <p>If the HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\AppCompatFlags registry key contains an entry that is the path of the installer binary (for example, C:\setup.exe), you see this error, and the installation fails:</p> <pre>The installer is unable to run in graphical mode. Try running the installer with the -console or -silent flag.</pre> <p>Workaround: Remove the installer binary path from the HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\AppCompatFlags registry key.</p>
<p>CR-590885</p>	<p>Uninstaller might not run on Windows Vista.</p> <p>Sometimes, the uninstaller does not launch on Windows Vista. This may be caused by the operating system changing the launch command for the SAP Mobile Platform uninstaller, preventing it from using its own JVM to start itself.</p> <p>Workaround: Launch the uninstaller:</p> <pre><jdk_installdir>\java -Dtemp.dir=%TEMP% -jar C:\SMP_HOME\Uninstallers\UnwiredPlatform\uninstall.jar</pre> <p>When you uninstall or cancel out of uninstalling SAP Mobile Platform, the Program Compatibility Assistant shows:</p> <pre>This program might not have uninstalled correctly.</pre> <p>Select This program uninstalled correctly instead of Uninstall with recommended settings.</p>

Known Issues for SAP Mobile WorkSpace – Mobile Business Object Development

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

Issue #	Description
RTC-438	<p data-bbox="366 213 1174 265">Cannot create an MBO operation when using a structure that contains LONG/BLOB fields.</p> <p data-bbox="366 286 1184 399">When creating an MBO operation of type 'Other' from Properties > Operations > Add , where an SAP connection is used to create a BAPI parameter that contains a LONG/BLOB datatype, selecting Next or Finish to create the parameter has no effect. For example:</p> <ol data-bbox="366 421 1184 734" style="list-style-type: none"> 1. In the Properties view of an MBO, navigate to the Operations tab. 2. Select Add, name the operation, e.g. "MyBlobOperation", and select Other as the type. 3. Select SAP as the data source type, select the SAP connection profile, and select Next. 4. Select Browse and enter the BAPI that contains the LONG/BLOB parameter in the text box below the Refresh button, and select Search . 5. Select BAPI > Next. 6. In the Parameter Definition select the LONG/BLOB parameter as "In Parameter". 7. Click Next or Finish. Neither is working. <p data-bbox="366 756 1184 808">Workaround: Use the Input Mapping tab to map the remote operation argument to the LONG/BLOB argument:</p> <ol data-bbox="366 831 1184 1459" style="list-style-type: none"> 1. Create the operation as before but check Bind data source later, and click Finish. 2. From the Properties view of the created operation, navigate to the Data Source tab 3. Select Bind Data Source, select SAP as the type, and select an SAP connection profile . 4. Click Next. 5. Click Browse and enter the BAPI that contains the LONG/BLOB in the text box below the "Refresh" button, and select Search. 6. Select the BAPI, then click Finish in the dialog. 7. In the "Parameter Definition" screen select the LONG/BLOB as the parameter type. 8. Click Next. 9. Switch to the properties 'Input' section, and select the Client Parameters tab. 10. Add a parameter and provide a name (leave the type unchanged), e.g. "MyBlob". 11. Switch to the "Input Mapping" tab. 12. Drag the argument containing the BLOB from the Client Parameters > MyBlob tree to the Remote Operation Arguments > Your BLOB argument and accept the informational pop-up dialog. A client parameter is added and mapped to the argument.

Issue #	Description
RTC-429	<p>SAP Mobile WorkSpace fails to start and returns the error "can not find the main class [..]" if the path has quotes in the PATH environment variable.</p> <p>Workaround: Do not use a quoted path name when adding paths to the PATH environment variable.</p>
RTC-425	<p>In the Bind Data Source wizard for operations that have multiple outputs, the Output Mapping figure does not show any previously defined mappings, and validation may fail. However, the previously defined mappings prevent the user from adding the same mappings again.</p> <p>Workaround: If the operation definition includes operation arguments, when the user reaches the Input Mapping page, the Finish button is enabled. The user can finish the wizard without visiting the Output Mapping page, then if necessary, make any changes to the Output Mapping property page.</p>
N/A	<p><u>When a cache group is defined with an "EIS managed" cache group policy with the "Notify EIS to fetch operation" option selected, if the EIS REST Web service requires authentication, define the credentials during package deployment or from SAP Control Center.</u></p> <p>Workaround: If the Web service pointed to by the REST connection profile requires HTTP authentication, supply the credentials (technical user name and password) either:</p> <ul style="list-style-type: none"> • During package deployment – when deploying the package to the SAP Mobile Server, select the REST Web service connection to which you are mapping, if one exists, or <New Server Connection...> to create a new one from the Server Mapping Connection screen and define the User and Password properties. • From SAP Control Center – any EIS connections defined here, display during package deployment.
RTC-411	<p>SAP Mobile WorkSpace no longer automatically generates client parameter definitions and mappings to operation arguments.</p> <p>Prior to SAP Mobile Platform version 2.2 SP02, SAP Mobile WorkSpace automatically generated client parameter definitions and mappings to operation arguments. Beginning with SAP Mobile Platform version 2.2 SP02, those client parameters and mappings would remain after migration to SAP Mobile Platform version 2.2 SP02 and later, but if the MBO developer creates new MBO operations, SAP Mobile WorkSpace does not automatically create the client parameter definitions and the mappings to operation arguments.</p> <p>Workaround: If the MBO developer wants to map the client parameters to operation arguments, drag and drop the operation argument to the Client Parameters folder in the Input Mapping page in the MBO Operation wizard or Input Mapping tab in the Properties view.</p>

Issue #	Description
RTC-368	<p>The internal default page size is used during Object API code generation if SAP Mobile Server is not selected, which can lead to code generation failure without a visible error from the code generation wizard.</p> <p>If the MBO developer does not select SAP Mobile Server during code generation, the default page size is used. If the internal default page size is too small, code generation fails without creating object API code, and the page size error appears in the Error Log view, but not in the code generation wizard.</p> <p>Workaround: Select an SAP Mobile Server connection profile to enable the Page size field, then select a proper page size. Also, as a common troubleshooting practice, open the Error Log view in SAP Mobile WorkSpace to find clues when the MBO developer detects any error symptoms.</p>
RTC-355	<p>When a cache group with an "EIS managed" policy and "Notify EIS to fetch operation" option selected does not have a REST Web Service endpoint specified, deployment fails with the error <code>IllegalArgumentException: httpEndpoint is required when notify is enabled</code>, even though there is no error indication when configuring the MBOs in the cache group.</p> <p>Workaround: Add the REST Web Service endpoint for the EIS-managed cache group, and redeploy the mobile application project.</p>
RTC-350	<p>An MBO that is modeled and bound to a data source, then has all attributes deleted from the MBO at a later point, fails to deploy to SAP Mobile Server.</p> <p>Workaround: Use the Bind data source later option to create an MBO that has no attributes.</p>
RTC-343	<p>SAP Mobile WorkSpace reports an error when a synchronization parameter is mapped to more than one load argument after migrating from a previous release.</p> <p>Workaround: Remove redundant synchronization parameter to load argument mappings.</p>
RTC-337	<p>Deployment fails with unknown issue error when an MBO with custom object queries is renamed.</p> <p>Workaround: Modify the object query definition to reference the new MBO name.</p>
RTC-151	<p>When the MBO developer adds load arguments that map to personalization keys, selecting Refresh may fail due to missing default values for the load arguments. The default values of the personalization keys are not used when performing the refresh.</p> <p>Workaround: Unmap the personalization key field, which allows you to specify the necessary default values so that the execution to the EIS successfully retrieves MBO metadata.</p>

Issue #	Description
<p>CR-713043</p>	<p>Foreign key constraint violation error message.</p> <p>You see a foreign key constraint violation error message if you create an MBO by dragging and dropping a table in which the foreign key and the primary key are both "identity" types.</p> <p>Workaround: The MBO is created, and you can safely ignore these error messages.</p>
<p>CR-705643</p>	<p>SAP Mobile WorkSpace does not refresh the attributes of a MBO based on a stored procedure after the stored procedure definition has been changed in the EIS.</p> <p>Workaround: After changing the stored procedure definition in the EIS, re-create the JDBC MBO.</p>
<p>CR-703200</p>	<p>MBO operations that include old value arguments that use large object types should be ignored, but SQL clauses still include the old value arguments.</p> <p>SAP Mobile WorkSpace automatically creates an MBO with old value arguments for operations. If the datasource includes operation arguments with large object types (BigString/BigBinary), SAP Mobile WorkSpace shows a warning message that says the old value argument with large object types are ignored, but the SQL definition generated still includes the old value argument with the large object type.</p> <p>Workaround: Manually remove any SQL clauses that include old value arguments with large object types.</p>
<p>CR-689859</p>	<p>The SAP Mobile WorkSpace Welcome page moves to standby mode after Eclipse is started.</p> <p>This is due to a known Eclipse 3.7 bug (https://bugs.eclipse.org/bugs/show_bug.cgi?id=355560). In standby mode, the Welcome page is docked to the right as a view in the Mobile Development perspective, since the Problem view is part of the Mobile Development perspective.</p> <p>Workaround: Double-click the docked Welcome page to extend it to full screen.</p>
<p>CR-689707</p>	<p>Default runtime values requirements.</p> <p>For an MBO operation, a non-nullable argument must get its runtime value from one of the following: client parameter, personalization key, default value, or fill-from-attribute. If a non-nullable argument already uses a fill-from-attribute or client parameter, its default value is ignored. SAP Mobile WorkSpace still allows the user to input a default value.</p> <p>Workaround: In this case, you need not set the default value, because it is not used during runtime.</p>

Issue #	Description
CR-688576	<p>The Oracle datatype NCLOB is not supported.</p> <p>Workaround: Convert the CLOB datatype to a varchar datatype. There are two ways to do this:</p> <ul style="list-style-type: none"> • Create a stored procedure and call it from the MBO. In the stored procedure, convert the CLOBs to varchar: • Create this Transact-SQL® statement, which fetches 4000 bytes of the CLOB: <pre>select dbms_lob.substr(x, 4000, 1) from T.</pre> The maximum varchar length allowed in Transact-SQL statements is 4000 bytes. You can increase this to 32KB. SAP recommends that you use a stored procedure to process the BLOB in this way. For example: <pre>declare my_var long; begin for x in (select X from t) loop my_var := dbms_lob.substr(x.X, 32000, 1);</pre>
CR-676634	<p>For Web Service and other data sources with complex structures and deeply nested element trees, StackOverflow or OutOfMemory messages may occur, or some of the operation input parameters may not be generated properly.</p> <p>In some cases, you see this error:</p> <pre>The assigned stack size and/or heap size is not sufficient for the attempted operation.</pre> <p>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 the Web Service definition of the MBO operation.</p>
CR-642942	<p>Cannot generate code with Javadoc option enabled to a folder containing Chinese characters.</p> <p>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-Unicode programs to Chinese.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Select Start > 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 SAP Mobile WorkSpace – Hybrid App Package Development

Learn about known issues and apply workarounds for SAP Mobile WorkSpace and Hybrid App development.

Issue #	Description
<p>RTC-333</p>	<p>Updating null values to non-null not supported on Windows Mobile.</p> <p>Null values are not supported for the Windows Mobile platform. For example, the Allows null property in Designer has no effect on a Hybrid Apps running on Windows Mobile devices.</p> <p>Workaround: None.</p>
<p>RTC-252</p>	<p>Screen keyboard not shown in Hybrid App.</p> <p>On some HTC versions running Android 2.3, selecting editable text in some Hybrid Apps does not display the keyboard.</p> <p>Workaround: None.</p>
<p>CR-707123</p>	<p>Cannot upload large image files using the File Manager application on some Android devices.</p> <p>Although image previews and uploads continue to work, you may see this message after selecting an image in a Hybrid App:</p> <p style="background-color: #f0f0f0;">File type is not supported!</p> <p>Workaround: Use a different gallery application by resetting the default:</p> <ol style="list-style-type: none"> 1. Open the Settings application. 2. Click Applications > Manage applications. 3. Click All. 4. Select the current default gallery application. 5. For the Launch by default setting, click Clear defaults.
<p>CR-700357</p>	<p>Comma added for <code>int</code> types when number is more than 1000.</p> <p>On iOS 5.0, with the Safari mobile browser, in fields with the <code>int</code> type, when you enter a number larger than 1000, a comma is inserted. This is expected behavior with the Safari mobile browser.</p> <p>Workaround: Set the logical-type to text instead of numeric.</p>

Issue #	Description
CR-700077	<p>BlackBerry 5 read-only slider can be modified.</p> <p>The anchor can be moved on a slider that is designed to be read-only. This is a known BlackBerry problem.</p> <p>Workaround: None.</p>
CR-699341	<p>BlackBerry 7 form labels do not use specified theme.</p> <p>On BlackBerry 7 devices, in a form that uses labels on the left, if the first field is editable, the second label does not initially use the theme set in the form.</p> <p>Workaround: Type in the field to change the label to the appropriate theme.</p>
CR-698779	<p>DatePicker control does not reopen in BlackBerry 7+.</p> <p>In a BlackBerry 7 or later device, if you invoke the DatePicker control in a Hybrid App by clicking in a date field, click Cancel in the DatePicker, and then click again in the same field, the DatePicker control does not reopen.</p> <p>Workaround: After clicking Cancel in the DatePicker, click in another field that is not of type <code>DATE</code>, <code>TIME</code> or <code>TIME</code>. You can then click in the original date field to open the DatePicker.</p>
CR-694665	<p>AsyncRequestErrorLogs key not generated in a migrated project.</p> <p>If you migrated a Hybrid App project that previously contained a submit Hybrid App action, setting its error screen property does not generate the AsyncRequestErrorLogs list key.</p> <p>Workaround: Create a new Submit Hybrid App action, or click the Generate Error Screen button.</p>
CR-690460	<p>On BlackBerry devices, in most cases, the module name is the same as the module display name, but if the module name != module display name, the device cannot receive asynchronous error messages.</p> <p>Workaround: None.</p>

Issue #	Description
<p>CR-690438</p>	<p>A workflow does not initiate an operation.</p> <p>This might happen if the workflow is not constructed correctly.</p> <p>On a Listview details screen, you cannot invoke a submit workflow to invoke an MBO operation that uses child keys of the list key that is bound to that listview. To prevent developers from performing an illegal operation, the keys are removed from the list. However, you can see those keys before making the workflow type operation a Listview details screen because it is not illegal in that circumstance; it is only illegal once you make it a Listview details screen. If you use those keys when it is not a Listview details screen and then make it a Listview details screen, the workflow operation fails without any indication of the problem.</p> <p>Workaround:</p> <p>Client-initiated workflow: verify that no online request operations (such as findall) precede the submit workflow type operation. If there are such operations, remove them.</p> <p>Server-initiated workflow: verify that no links (between the start point and the first screen saved) precede the submit workflow operation. If there are such links, remove them.</p>
<p>CR-684635</p>	<p>Choice controls with a large number of rows do not behave as expected on some platforms.</p> <p>Workaround: For best performance, keep the number of rows in choice controls smaller than 200.</p>
<p>CR-682741</p>	<p>"Validate controls as soon as the user tries to change focus away from them" option in Hybrid App Package generation wizard is not supported on Windows Mobile.</p> <p>Workaround: None.</p>
<p>CR-681918</p>	<p>When you click the Hybrid App icon on iOS devices, you see the message Hybrid App please go to the settings application and enter your configuration....</p> <p>This happens if you attempt to open a version 2.0 workflow on the iOS device and connect to version 2.1 of SAP Mobile Server.</p> <p>Workaround: In SAP Control Center, use the HWC template to create an application connection, and leave the application identifier empty.</p>

Issue #	Description
CR-678440	<p>On BlackBerry devices, you receive an error when running an HTTPS GET method from the Hybrid App.</p> <p>Workaround: Refer to the BlackBerry Knowledge Base article at http://btsc.webapps.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&external-Id=KB20833&sliceId=1&docTypeID=DT_SUPPORTISSUE_1_1&dialog-ID=1652002964&stateId=0%20%201652004660.</p>
CR-677684	<p>Locale properties file is not updated if screens, controls, menu items and so on are removed.</p> <p>During Hybrid App package generation, you see a warning that validation keys are missing from the <code><locale>.properties</code> file if the number of screens, controls, or menu items, have changed, for example, if you deleted a menu item. Resource strings associated with screens, controls, and menu items do not correctly update the sequence.</p> <p>Workaround: Either do not remove screens, controls, menu items and so on after localizing, or manually correct the localization <code>.properties</code> file after making the changes.</p>
CR-675904	<p>Object queries in the Online cache group are case-sensitive.</p> <p>If the enterprise information system (EIS) to which an object query is associated with has case-sensitive parameters, 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 <code>findByParameter</code> object query defined as:</p> <pre>SELECT x.* FROM Customer x WHERE x.state = :state</pre> <p>No data is returned to the client if the user enters <code>state=Ca</code>, since the database parameter is case-sensitive (requiring "CA"). This is not an issue for object queries in other types of cache groups.</p> <p>Workaround: None.</p>

Issue #	Description
<p>CR-674149</p>	<p>Exception received with large amounts of data.</p> <p>When the amount of data is too large to download to the Hybrid App client device, you may get an exception similar to:</p> <pre>"iAnywhere.MobileOffice.AMP.ResponseRetryException" on device, and following error in WorkflowClient.log: 20110616T110249.554 4 My:1 -- ExecuteRequest- > Out 20110616T110249.694 1 iAnywhere.MobileOffice.AMP.Respon- seRetryException: Exception of type 'iAnywhere.MobileOffice.AMP.ResponseRetryException' was thrown. 20110616T110249.694 1 at Sybase.UnwiredPlatform.Work- flowClient.Utils.CheckMessageSize (String serializedMessage, ContextData oContextData, Boo- lean fromResponder) 20110616T110249.694 1 at Sybase.UnwiredPlatform.Work- flowClient.Responder.ProcessMessageFromDevice (ContextData oContextData, String sData, Boolean isSyn- chronous) 20110616T110249.694 1 at Sybase.UnwiredPlatform.Work- flowClient.Responder.ProcessSyncRequest (ContextData oContextData, String sData) 20110616T110249.694 4 My:1 -- ProcessSyncRequest- > Out</pre> <p>Workaround: Increase the allowed maximum message size (SupMaximumMessageLength). From SAP Control Center, expand Hybrid Apps and select the Hybrid App. Select the Context Variables tab. Modify the property.</p>
<p>CR-673572</p>	<p>Hybrid Apps do not work with Android simulators version 2.3.3.</p> <p>See http://code.google.com/p/android/issues/detail?id=12987 for a description of this issue.</p> <p>Workaround: Use an earlier version of the Android simulator.</p>
<p>CR-671242</p>	<p>If a Hybrid App uses a Web Service that takes a structure as its input, submit operation is empty.</p> <p>While you can add items to a listview 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 substructures.</p> <p>Workaround: None.</p>
<p>CR-669251</p>	<p>On a BlackBerry 9630 running OS 5.0, data with the DATETIME type does not show in certain circumstances.</p> <p>Workaround: None.</p>

Issue #	Description
CR-667325	<p>On some BlackBerry 5.0 devices, if there is a dynamic choice on the screen, labels for drop-down controls and comments fields overlap, hiding the drop-down control.</p> <p>This happens only intermittently.</p> <p>Workaround: If you know where to click for the drop-down, you can access the drop-down control, and it accepts your choice.</p>
CR-667187	<p>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 incorrect operations, and return the wrong results. Physical devices work correctly.</p> <p>Workaround: None.</p>
CR-666672	<p>On BlackBerry 6.0 simulators (nontouch models), it is difficult to enter the password.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. When the password control has focus, press the scroll button and scroll to the left. 2. When the password control has focus, press the Menu button, choose Select, then move the cursor to the password control.

Known Issues for Native Object API

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

Issue #	Description
RTC-390	<p>Generated client visible parameters are read only.</p> <p>If the application developer models an operation with client-visible parameters using the ObjectAPI, attributes like <code>\${OperationName}\${ParameterName}</code> are generated. And whenever the user calls <code>MBO.\${Operation}(\${parameters})</code>; Those attributes are set by the corresponding parameter values. In prior releases, the generated attributes were read and write. In this release, the generated parameter properties are read-only.</p> <p>Workaround: Re-execute the operations if you want to change parameter values.</p>

Issue #	Description
<p>RTC-347</p>	<p>iOS client requests might fail with an HTTP 500 error when using Apache as a reverse proxy.</p> <p>The cause is that Apache implements the HTTP 1.1 specification in such a way that the HTTP header coming from the client, Transfer-Encoding: "Chunked" is not accepted due to the capitalized "c" in "Chunked".</p> <p>Workaround: Change Apache configuration to rewrite incoming HTTP headers. Use <code>mod_headers</code> and add this to the Apache configuration:</p> <pre>RequestHeader edit Transfer-Encoding Chunked chunked early</pre>
<p>RTC-304</p>	<p>Additional information for <i>Tracking KPI for iOS Devices</i> topic in <i>Developer Guide: iOS Object API Applications</i>.</p> <p>There is additional and corrected information for the <i>Tracking KPI for iOS Devices</i> topic in the <i>Developer Guide: iOS Object API Applications</i>.</p> <p>Workaround: See <i>Tracking KPI for iOS Devices</i> .</p>
<p>RTC-282</p>	<p>Memory warnings from autoreleased objects.</p> <p>You receive memory warnings in your application because of too many autoreleased objects. One example is when there are many objects at the application level through the <code>findAll</code> method.</p> <p>Workaround: To reduce memory growth, use the appropriate autorelease pool. For more information, see this document from Apple: https://developer.apple.com/library/mac/#documentation/Cocoa/Conceptual/MemoryMgmt/Articles/mmAutoreleasePools.html .</p>
<p>RTC-281</p>	<p>64-bit packaging tool cannot be launched on 64-bit Windows.</p> <p>By default, SAP Mobile SDK installer configures the system to use the 32-bit packaging tool. If you try to run the 64-bit packaging tool (<code>PackagingTool64.bat</code>) after completing a new or upgrade installation of SAP Mobile SDK on a 64-bit Windows system, launching the tool fails with this message:</p> <pre>Cannot load 64-bit SWT libraries on 32-bit JVM</pre> <p>Workaround: Set up a 64-bit JDK to work with the 64-bit packaging tool.</p> <ol style="list-style-type: none"> 1. Install a 64-bit JDK on the 64-bit Windows system. 2. Set system environment variables, <code>CLASSPATH</code>, <code>JAVA_HOME</code>, and <code>Path</code> to point to the 64-bit JDK. 3. Verify that the <code>SMP_HOME\ObjectAPI\Utils\bin\set-java-home.bat</code> points to the installed 64-bit JDK (where <code>SMP_HOME</code> is the installation directory for SAP Mobile SDK on the 64-bit system). 4. Launch <code>PackagingTool64.bat</code>.

Issue #	Description
RTC-280	<p>Failure to start a connection after a shutdown of Unwired Server.</p> <p>For Windows, Windows Mobile, Android and BlackBerry Object API clients, when the device application connects to the Unwired Server, the Unwired Server shuts down, and the device application calls <code>startConnection</code> again immediately after the shutdown occurs, an <code>ApplicationRuntimeException</code> may be thrown indicating <code>Client state error. Client is already started, without attempting to reconnect to the server.</code></p> <p>Workaround: You can catch the exception in the device application, sleep a few hundreds of milliseconds, and retry by calling <code>Application.startConnection(timeout)</code> again. After one or two seconds, try to reconnect.</p>
RTC-265	<p>Cannot change the database file path.</p> <p>You create a database for your application with the default database file path, delete the database, and then change the database file path in the connection profile to another value so that you can create a new database file for your application. After you invoke the <code>createDatabase</code> operation again, however, the database is created with the old default database file path, not with the new one.</p> <p>Workaround: None.</p>
RTC-264	<p>The perflog.txt file is not fully readable in a text editor.</p> <p>Workaround: To read the contents or import the content to an MS Excel spreadsheet::</p> <ol style="list-style-type: none"> 1. Right-click <code>perflog.txt</code>, then select Open with > MS Word. 2. Select Unicode 6.0 UTF-8 in Text encoding in the MS Word file conversion dialog. Click OK to see the content in MS Word. 3. Select all the content in the MS Word file and choose Tables > Convert Text to Table. In the Convert Text to Table dialog, set to separate text using a colon, and set the AutoFit Behavior to "AutoFit to contents". 4. Choose Save as with Format set to "Web Page". Your file is saved as "PerfLog.htm". 5. In Excel, choose File > Import > HTML file.
RTC-258	<p>Exception when calling update on a new MBO instance.</p> <p>When you call the <code>update</code> method on a new MBO instance, an <code>ObjectNotSaved</code> exception is thrown. For example:</p> <pre>MBO instance = new MBO(); instance.\${UpdateMethod}(); //UpdateMethod is a update method defined in the model.</pre> <p>Workaround: Do not call the <code>update</code> method for a new instance. Only call <code>update</code> when creating or saving an instance.</p>

Issue #	Description
<p>RTC-216</p>	<p>If an MBO has a synchronization parameter mapped to a personalization key, the device application client user cannot retrieve the personalization key value for the synchronization parameter if the personalization key datatype is a list.</p> <p>Workaround: Manually set the personalization key value directly in the application code.</p>
<p>RTC-206</p>	<p>Root certificate required for synchronization with an HTTPS server.</p> <p>The Android Object API cannot synchronize with an HTTPS server unless the device has access to the root certificate of the certificate used to sign the certificate presented by the server.</p> <p>Workaround: Use the root certificate on the device.</p>
<p>CR-709353</p>	<p>Cannot pass cookies through personalization keys using replication-based synchronization (RBS).</p> <p>Workaround: Use thid code:</p> <pre>SUPStringProperties *cookies = [smnwTests cookieName]; [[SUPApplication getInstance] connectionProperties] setHttpCookies:cookies];</pre>
<p>CR-709073</p>	<p>Operation replay records may not be processed correctly.</p> <p>In some cases, operation replay records that you upload to the SAP Mobile Server are not processed in the correct order on the server. For example:</p> <pre>[customer create]; // inserts a row into the MBO table [customer submitPending]; // inserts a row into the operation replay table [customer delete]; // deletes the row from the MBO table (because of server-side processing, does not remove the row from the operation replay table) [customer submitPending]; // does nothing</pre> <p>Workaround: Call cancelPending operation to cancel any pending record before submitting another operation.</p>
<p>CR-708707</p>	<p>Best practice for deleting the client database.</p> <p>By default, asynchronous operation replay is enabled. When an application is connected (by Application.StartConnection() or Application.RegisterApplication), it may receive background notifications, and trigger a synchronize or other database operation. If you try to delete the database, you may receive database exceptions.</p> <p>Workaround: Before deleting the database, stop the application connection (Application.StopConnection()).</p>

Issue #	Description
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 <i>SAP Mobile Platform Developer Guides</i> to enable compression.</p>
CR-690308	<p>The query.getRow() API may not return the correct row to BlackBerry clients.</p> <p>For example, in this connected result set for a BlackBerry client, <code>rs.getRow()</code> may not return the correct value:</p> <pre>Query query = new Query(); query.select("c.id as Id, c.fname as Fname, c.state as countState"); query.from("Customer", "c"); query.setConnectedResultSetEnabled(true); QueryResultSet rs = MyDatabase.executeQuery(query); rs.executeQuery(); rs.last(); rs.afterLast(); rs.previous();</pre> <p>Workaround: Do not use the <code>query.getRow()</code> API <code>QueryResultSet.previous</code>/<code>next</code> return Boolean to indicate if the current position is valid. Rely only on the return value.</p>
CR-675716	<p>SQLite cannot support create operations with more than 3MB of data, which is roughly 128 columns at 64KB per column on Windows Mobile devices.</p> <p>In Windows Mobile applications that use message-based synchronization, when a row reaches 3MB or more, and the client invokes the SQLite create operation during subscription, an internal exception is generated, data import fails, and the import operation fails to commit the transaction.</p> <p>Workaround: None.</p>

Known Issues for Hybrid Web Container

Learn about known issues and apply workarounds for Hybrid Web Container (HWC) development.

Issue #	Description
RTC-387	<p>Sencha Touch 2.1 does not load in the Hybrid Web Container</p> <p>Workaround: Use a Sencha Touch version other than 2.1, such as 2.0.1 or 2.1.1.</p>

Issue #	Description
RTC-334	<p>If you migrate or otherwise generate a Hybrid App with the Use Backwards Compatible API option set one way, for example, off, and then afterwards change that setting, for example, to on, certain key files, namely <code>API.js</code>, <code>Utils.js</code>, <code>WorkflowMessage.js</code>, and <code>Custom.js</code>, are not regenerated and, thus, use the wrong API setting compared to the other generated files.</p> <p>Workaround: SAP recommends that you decide prior to migration (or, in the case of newly written Hybrid Apps, prior to generation) which API setting you want to use. Failing that, after changing the API setting, manually delete the <code>API.js</code>, <code>Utils.js</code>, <code>WorkflowMessage.js</code>, and <code>Custom.js</code> files and regenerate the Hybrid App with the desired API setting.</p>
RTC-300	<p>On Windows Mobile, calling a save or submit action to a persisted cached password causes the Hybrid Web Container to crash if the Hybrid Web Container was not registered to Unwired Server.</p> <p>Workaround: Register the Windows Mobile device to Unwired Server before saving credential information to the device.</p>
RTC-287	<p>On BlackBerry 7 simulators, when a Hybrid App is deployed from the Hybrid App Designer, the simulator fails.</p> <p>See http://forum.jquery.com/topic/jquery-mobile-demo-page-causes-blackberry-7-1-simulator-browser-to-crash for information. This does not happen on an actual device.</p> <p>Workaround: Use a BlackBerry 7 device for deploying Hybrid Apps.</p>
RTC266	<p>JavaScript functions deprecated.</p> <ul style="list-style-type: none"> • <code>showAlertDialog()</code> – the title parameter is no longer used on iOS. It is already ignored on other platforms. This is true only for Sybase Unwired Platform versions 2.1.3 and 2.2 SP02 (2.2.0 and 2.2 SP01 work as before). • <code>showConfirmDialog()</code> – this function does nothing. <p>Workaround:</p> <ul style="list-style-type: none"> • <code>showAlertDialog()</code> – use the native JavaScript <code>alert()</code> function. • <code>showConfirmDialog()</code> – use the native JavaScript <code>confirm()</code> function. <p>Alternatively, you can use PhoneGap APIs to display an alert or confirmation dialog. Although the PhoneGap APIs allow you to set the title of the alert and confirmation dialogs, and buttons, the APIs are asynchronous, so you cannot use them as a direct substitute for the <code>showAlertDialog()</code> unless you refactored the code in each instance where it is used.</p>

Issue #	Description
RTC-240	<p>On Android, PhoneGap Media play function does not play sound when the source is a Web server. This is a known PhoneGap issue and is fixed in PhoneGap (Cordova) version 2.1.0 so that sound files that are stored on the device play correctly.</p> <p>Workaround: Include the sound files with the application. See the discussion about this problem at:</p> <p><i>https://groups.google.com/forum/?fromgroups=#!topic/phonegap/xCOwgKh0IQ0</i></p>
RTC-237	<p>For iOS HWC applications, the badge count shown when a notification is received may not match the number of messages available.</p> <p>The badge count represents the number of queued items on the server that are waiting to be delivered, which matches the queue count for the application connection as seen in SAP Mobile Platform. As the items in the queue count include items that are not necessarily new messages, this does not match the new message count of the Hybrid Web Container inbox.</p> <p>Workaround: None.</p>
RTC-236	<p>When a 2.1.3 or older client tries to connect to a 2.2 or newer server using an invalid URL suffix (such as '/'), the client receives an HTTP authentication challenge and the connection fails.</p> <p>Workaround: Use a valid URL suffix when attempting to connect a 2.1.3 or older client to a 2.2 or newer server.</p>

Issue #	Description
<p>RTC-222</p>	<p>After loading Hybrid Web Container JavaScript files (for example, dataajs), a memory leak occurs.</p> <p>Within a closure code, when adding a new window property that references an object, the object is not correctly identified as garbage collection (GC) after closing the Hybrid App.</p> <p>For example, the dataajs-1.0.3.js file contains a code pattern:</p> <pre data-bbox="366 427 1147 730"> (function (window, undefined) { if (!window.OData) { window.OData = {}; } var odata = window.OData; odata.defaultHttpClient = { request: function () { xhr = new XMLHttpRequest("Micro- soft.XMLHTTP"); } }; })(this); </pre> <p>When exiting the Hybrid App, window.OData still occupies the memory. After the Hybrid App is opened and closed several times, an "Out of Memory" error occurs.</p> <p>Workaround: Manually release the object. For example, add "window.OData = null;" in the hwc.close() function that is invoked when exiting the Hybrid App. Add these lines in hwc.close() to avoid the memory leak:</p> <pre data-bbox="366 930 1184 1286"> //dataajs if (window.dataajs) { window.ActiveXObject = window.oldActiveXObject; window.dataajs = null; window.OData = null; window.oldActiveXObject = null; } //hwc window.CallbackSet = null; window._Picture = null; //cordova window.console = null; window.PhoneGap = null; window.Cordova = null; window.plugins = null; window.addEventListener = null; window.removeEventListener = null; </pre> <p>On Windows Mobile, if you experience a memory leak under these conditions, restart the device.</p>
<p>RTC-220</p>	<p>In a page of the Hybrid App, the Save or Submit Hybrid App action fails to save the credential information to the local store by providing only the "credential cached user name" without a corresponding "credential cached password."</p> <p>Workaround: Use the hwc.saveLoginCredentials() JavaScript API to save the user name.</p>

Issue #	Description
RTC-205	<p>On BlackBerry Torch and Storm devices, when using the Camera API, any picture taken is always rotated 90 degrees to the right.</p> <p>Workaround: None. This is a known problem with RIM APIs on these devices. See https://www.blackberry.com/jira/browse/JAVAAPI-701 (requires a login) and http://supportforums.blackberry.com/t5/Java-Development/Storm-Torch-camera-getSnapshot-orientation-issue/td-p/1316867.</p>
RTC-197	<p>On Windows Mobile, when changing between landscape and portrait orientation, the spinner disappears.</p> <p>Workaround: None.</p>
RTC-171	<p>If a password is used for automatic device registration using the <code>hwc . saveSettings ()</code> API, the password is used only once and is not saved in the Hybrid Web Container.</p> <p>Upon successful automatic registration, subsequent connections to the server uses the <code>userid+deviceid+authcode</code> combination (the password is not required). This is by design.</p> <p>Workaround: To save the password in the application, do so in the application code with the secured storage <code>SUPStorage</code> API.</p>
RTC-169	<p>Using the Hybrid Web Container on older BlackBerry devices may result in warnings or errors from the operating system, such as <code>The memory available on your device is low</code>. Close some of the items below.</p> <p>Workaround: Run the BlackBerry Hybrid Web Container on newer OS 6.x or OS 7.x devices with more memory. There is no fix available from RIM for Java-based platforms. See https://www.blackberry.com/jira/browse/JAVAAPI-2275.</p>
RTC-156	<p>On Windows Mobile 6.0, if you use the task manager to end the Hybrid Web Container process, you cannot restart the Hybrid Web Container.</p> <p>Workaround: Do not end the Hybrid Web Container process on Windows Mobile 6.0. It works as expected on Windows Mobile 6.5.</p>
RTC-147	<p>On Windows Mobile, when using the Media Cache function, <code>hwc . MediaCache . getUrl ()</code>, a large media resource, such as an image, may not appear correctly if the user opens and closes the Hybrid App frequently.</p> <p>Workaround: None.</p>

Issue #	Description
RTC-143	<p>On iOS devices, a Hybrid Web Container application connection does not receive an Apple Push Notification Service device token until the Hybrid Web Container is restarted.</p> <p>Workaround: Restart the Hybrid Web Container:</p> <ol style="list-style-type: none"> 1. Press and hold the Home button and click the minus sign above the Hybrid Web Container. 2. On the applications screen, click the Hybrid Web Container icon. 3. Verify the device token has been received by the server by logging in to SAP Control Center and selecting Applications > Application Connections > Application Connection > Apple Push Notifications > APNS Device Token. A populated APNS Device Token field indicates that the device token has been received.
RTC-139	<p>iOS issue in opening apps and messages with the Javascript Metadata API . On iOS, when using the JavaScript API functions (<code>hwc . openApp</code> and <code>hwc . openMessage</code>) that allow the user to open a Hybrid App or message from within another Hybrid App, when opening the Hybrid App from within another application, the previously opened application closes. On platforms other than iOS, when the user closes the newly opened application, the previously opened application is still open.</p> <p>Workaround: None.</p>
RTC-135	<p>On BlackBerry 5.0, the HTML5 sessionStorage object is not supported.</p> <p>On both <code>window . open ()</code> and <code>window . location . href</code> the HTML5 <code>sessionStorage</code> values are not carried to the next page.</p> <p>Workaround: None.</p>
RTC-115	<p>Cannot update prepackaged Hybrid Apps.</p> <p>The version number of the new Hybrid App must be later than the current version number.</p> <p>Workaround: Edit the <code>manifest . xml</code> file to update the version number and repackage the Hybrid App files.</p>
RTC-111	<p>On Android devices, when attempting to upload log files from the Hybrid Web Container after re-registering the device user, an Upload Failed message is returned periodically.</p> <p>Workaround: Upload the log files again.</p>
RTC-93	<p>On Windows Mobile, the <code>removeMenuItem ()</code> JavaScript API in <code>API . js</code> does not work.</p> <p>Workaround: None.</p>

Issue #	Description
RTC-91	<p>In Hybrid Apps running on iOS devices, when a user enters a string in a numeric field, no error message is given, which allows the user to incorrectly enter string data in a numeric field.</p> <p>In Hybrid Apps running on iOS, numeric edit boxes do not validate user entries.</p> <p>Workaround: None.</p>
RTC-90	<p>On all Hybrid Web Container device platforms, when an expired certificate is used for device registration, the error message is <code>MMS Authentication Failed</code>, which does not indicate the root cause of the error.</p> <p>Workaround: Make sure your certificate is not expired.</p>
RTC-88	<p>After changing the default Hybrid App in SAP Control Center, invoking the Hybrid Web Container on Windows Mobile devices does not automatically open the new default Hybrid App.</p> <p>Workaround: After changing the default Hybrid App in SAP Control Center, restart the device.</p>
RTC-73	<p>On all platforms, in manual registration mode, after calling the <code>hwc.saveSettings</code> API in <code>hwc-api.js</code>, the client cannot connect to the server.</p> <p>Workaround: To connect to the server by manual registration, call the <code>hwc.startClient</code> API after the <code>hwc.saveSettings</code> invocation.</p>

Issue #	Description
<p>RTC-53</p>	<p>On iOS, some APIs, such as SUPStorage, perform slowly when using WiFi with an HTTP proxy.</p> <p>This happens only when all of the following conditions are true:</p> <ul style="list-style-type: none"> • The Hybrid Web Container experiences long (10 - 75 seconds) delays while processing the JavaScript of Hybrid Apps and navigating between screens. • The Hybrid Web Container is running on a device connecting to the network through WiFi. • The WiFi access point is using a network HTTP proxy (Settings > WiFi > Choose a Network > HTTP Proxy). <p>If all of these conditions are true, these workarounds are available depending upon whether the Hybrid App is using JavaScript generated by the Hybrid App Forms Designer or using the Packaging Tool in conjunction with the JavaScript container code that ships with SAP Mobile Platform 2.2.</p> <p>Workaround #1: If you are using the JavaScript files generated by the Hybrid App Forms Designer, you must edit <code>API.js</code>, <code>SUPStorage.js</code>, and <code>Utils.js</code>, which are located in the <code>html/js</code> directory of the generated application code. For each file:</p> <ol style="list-style-type: none"> 1. Search for POST. Each instance is within a function, and typically there is a unique code path per platform. 2. Identify the <code>isIOS()</code> code branch where an <code>xmlHttpRequest</code> is being opened, and change the last parameter of the open function call for the <code>xmlHttpRequest</code> to change it from <code>false</code> to <code>true</code>. For example, in <code>SUPStorage.js</code>, change line 171 from: <pre>xmlHttpReq.open("POST", "/sup.amp?querytype=workflow-storage&" + versionURLParam, false);</pre> to: <pre>xmlHttpReq.open("POST", "/sup.amp?querytype=workflow-storage&" + versionURLParam, true);</pre> <p>Note: If you are deploying the Hybrid App to multiple platforms, make sure these changes affect only the iOS code path, which might mean creating a new “elseif” clause.</p> <ol style="list-style-type: none"> 3. Regenerate the Hybrid App package. <p>Workaround #2: Modify <code>hwc_api.js</code> (usually installed in <code>SMP_HOME\UnwiredPlatform\MobileSDK<version>\HybridApp\Container</code>) in the Hybrid App to look like the following example, and redeploy the application to the Hybrid Web Container.</p> <pre>/** * Encapsulate the HTTP post method. This function is * called internally */</pre>

Issue #	Description
	<pre> hwc.postDataToContainer = function(queryType, data) { try { var response = ""; if (hwc.isWindowsMobile()) { xmlhttp = hwc.getXMLHttpRequest(); xmlhttp.open("POST", "/sup.amp?querytype=" + queryType + "&" + hwc.versionURLParam, false); xmlhttp.send(data); response = xmlhttp.responseText; } else if (hwc.isAndroid()) { response = _HWC.postData("http:// localhost/sup.amp?querytype=" + queryType + "&" + hwc.versionURLParam, data); } else if (hwc.isBlackBerry()) { var xmlhttp = hwc.getXMLHTTPRe- quest(); xmlhttp.open("POST", "http://localhost/sup.amp?querytype=" + queryType + "&" + hwc.versionURLParam, false); xmlhttp.send(data); response = xmlhttp.responseText; } else if (hwc.isIOS()) { var xmlhttp = hwc.getXMLHttpRequest(); xmlhttp.open("POST", "http://localhost/ sup.amp?querytype=" + queryType + "&" + hwc.versionURL- Param, true); try { xmlhttp.send(data); } catch (ex) { if (ex.message.search(/XMLHttpRequest Exception 101/) == -1) { throw ex; } } } return response; } catch (ex) { hwc.log("hwc.postDataToContainer error: " + ex.message, "ERROR", false); } } </pre>

Issue #	Description
	<pre> } }; </pre>
<p>RTC-52</p>	<p>A Hybrid App fails to deploy to the device.</p> <p>If the SAP Mobile Platform is installed in a cluster, and different paths are used on each application service node, the Hybrid App log may contain a message similar to <code>Updated failed for Hybrid App</code> item. SAP Mobile Platform currently assumes that application service nodes are installed in the same path on all the nodes in the cluster, that is, that all application server nodes are installed in the same path on all cluster nodes. It stores full paths in the database during Hybrid App package installation. When the client connects, it looks for those paths in the file system. If the node it is connecting to does not have one of those paths, you see the error.</p> <p>Workaround: Install SAP Mobile Platform using the same installation path for each node of the cluster.</p>
<p>RTC-51</p>	<p>iOS Hybrid Web Container fails when an Afaria client is not setup for seeding.</p> <p>If you do not provision the Afaria server with the iOS Hybrid Web Container seeding file, and if the Afaria iOS client is installed on the iOS device and not configured with the connection settings in the iOS Hybrid Web Container, the Hybrid Web Container fails upon start-up. This happens because the Hybrid Web Container launches the Afaria client application to get the seeding file (settings) that can be used to connect to the Afaria server. The Afaria client application fails before relaunching the iOS Hybrid Web Container.</p> <p>Workaround: If you do not provision the Afaria server with the iOS Hybrid Web Container seeding file, the user must manually enter the connection settings for the Hybrid Web Container before launching it.</p> <p>This issue does not occur if the Afaria client is not installed on the iOS device.</p>
<p>RTC-49</p>	<p>On Windows Mobile devices and emulators, Cordova cannot play audio files.</p> <p>Workaround: None.</p>
<p>RTC-37</p>	<p>On Android 3.x devices, when proxy is enabled on the WiFi connection, connecting to SAP Mobile Server directly using the HTTPS protocol makes the Hybrid Web Container client fails.</p> <p>This is an Android bug. See http://code.google.com/p/android/issues/detail?id=37050 for details.</p> <p>Workaround: Either turn off the proxy or connect through SAP Relay Server.</p>

Issue #	Description
CR-708173	<p>When the Hybrid Web Container tries to retrieve data from the MBO package, an Invalid application id <***> for package error appears.</p> <p>Workaround: In SAP Control Center, manually add an application ID for the MBO package's application list.</p> <ol style="list-style-type: none"> 1. Log in to SAP Control Center. 2. Go to hostname@localhost > Applications and click the Applications tab. 3. Click Properties. 4. In Domains and Packages, select the domain that contains the applicable MBO package. 5. Assign the application ID to the MBO's package's applications list.
CR-708122	<p>Native application on Windows Mobile device receives an error, Can't find an Entry Point 'DLL_setMclCallbacks' in a PInvoke DLL 'CMessagingClient.dll.</p> <p>This can occur if a 2.1.2 (or older) version of the Hybrid Web Container (HWC) is installed on the same device as a native application using the Sybase Unwired Platform 2.1.3 libraries. The HWC and native applications share a common CMessagingClient.dll.</p> <p>Workaround: In order for a 2.1.2 (or older) HWC and a 2.1.3 native app to coexist and both successfully run on the same Windows Mobile device, install only the 2.1.3 version of CMessagingClient.dll, and load it into memory on the device. Before starting either version of the application, verify that older versions of that DLL are removed from the device.</p>

Issue #	Description
<p>CR-705895</p>	<p>After adding JavaScript code in the customAfterMenuItemClick method to update the check box (using JQuery Mobile) state on the screen, the checkbox fails to update.</p> <p>Workaround: When you use JavaScript to update the check box (using JQueryMobile) value, you must also add the refresh code. For example:</p> <p>Whole sample in "customAfterMenuItemClick" method of Custom.js</p> <pre>function customAfterMenuItemClick(screen, menuItem) { if (screen === "Start" && menuItem === "setCheckbox") { var checkbox1 = document.getElementById('checkbox1'); checkbox1.checked = true; var checkbox2 = document.getElementById('checkbox2'); checkbox2.checked = false; if (isJQueryMobileLookAndFeel) { \$("input[type='checkbox']").checkboxradio("refresh"); } } }</pre>
<p>CR-705219</p>	<p>When the iOS Hybrid Web Container application tries to retrieve seeding information from an Afaria iOS App store hosted package you see this error message: Afaria client application is installed but not configured.</p> <p>Workaround: Configure Afaria client application and try again or go to the Settings application and enter your configuration information.</p> <ul style="list-style-type: none"> • Seed Enterprise-hosted packages on the Afaria server. • Manually configure the connection information.
<p>CR-703883</p>	<p>Switching from one edit box to another on a BlackBerry 7.0 simulator or device using the touch screen or mouse requires two clicks or touches.</p> <p>Workaround: None for BlackBerry 7.0. Upgrading to BlackBerry 7.1 eliminates the problem.</p>
<p>CR-702603</p>	<p>BlackBerry 7.0 users see a white screen until the Workflow application's activation screen opens. See https://www.blackberry.com/jira/browse/JAVA-API-119</p> <p>Workaround: None.</p>

Issue #	Description
CR-693907	<p>Hybrid Web Container occasionally fails on Android 2.2.</p> <p>This can happen when all of these conditions are present:</p> <ul style="list-style-type: none"> • There is only one read-only edit box control on a single screen, and • The application is using jQueryMobile GA version, and • You are using an Android 2.2 simulator or Samsung Galaxy device with Android 2.2. <p>Workaround:</p> <ul style="list-style-type: none"> • Upgrade the OS on the device to Android 2.3, or, • If using an Android 3.x simulator, see CR 673572, or, • Add one or more controls to the screen.
CR-693381	<p>Cannot preview a selected picture On Windows Mobile emulator.</p> <p>When using the <code>imageElement.src = imageUri</code> in the <code>getPicture</code> function, you cannot preview the selected image on the Windows Mobile emulator. This is because the HTML browser adds an unexpected prefix to the URI, so the Hybrid Web Container cannot find the file to which the URI refers.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Preview the image using an actual device instead of the emulator, or, • Assign image data instead of an image URI to the image element so the image data can be retrieved through the JavaScript API.
CR-691005	<p>Image upload may fail on BlackBerry 6 simulators older than version 6.0.0.499.</p> <p>Workaround: Use a BlackBerry 9800 simulator with version 6.0.0.499 or later.</p>

Issue #	Description
<p>CR-688399</p>	<p>On Windows Mobile devices, thumbnails do not show properly if an image has a large size..</p> <p>The root cause is that Internet Explorer cannot load a large image; try one of these solutions to address the image size:</p> <p>Workaround #1: Specify a small-sized image as the thumbnail instead of using the original large image, for example:</p> <pre data-bbox="366 425 1161 526"></pre> <p>Workaround #2: Pass the width and height as the parameters in the source of the image control, so the container compresses the original image on the fly, for example:</p> <pre data-bbox="366 614 1161 715"></pre> <p>The width and height parameters are supported only on Windows Mobile and may cause display issues on other platforms.</p>
<p>CR-686465</p>	<p>Camera feature is supported on some device simulators/emulators.</p> <ul data-bbox="366 864 1188 1017" style="list-style-type: none"> • iOS - not supported. • Android 2.2 - not supported. See http://code.google.com/p/android/issues/detail?id=9376. • BlackBerry - supported. • Windows Mobile - supported; however, can photograph only a grey/black screen. <p>Workaround: Use a physical device.</p>
<p>CR-680253</p>	<p>Images do not appear correctly on mobile devices.</p> <p>Hybrid Web Container/Workflow applications can display 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 datatype that has a length of approximately 3KB, 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 appear incorrectly on the device.</p> <p>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, or use the BigBinary datatype instead.</p>

Known Issues for Mobile Devices

Learn about known issues and apply workarounds for various mobile devices.

Issue #	Description
RTC-87	<p>When the Windows Mobile emulator is uncradled then cradled again, the first attempt to retrieve data from the server fails.This happens only on the emulator.</p> <p>Workaround: The subsequent request succeeds.</p>
RTC-85	<p>Windows Mobile devices fails with a "the connection template is not found" message when there are multiple application connection templates with the same App ID but different security configurations, trying to register.</p> <p>Workaround: You must append the specific security configuration to the user name in this format: <code>user@securityconfig</code>.</p> <p>The user name field in the Windows Mobile Hybrid Web Container settings screen is disabled when the registration type is Certificate. Enable it by building a customized container using the template source code.</p>
RTC-43	<p>On Windows 7 virtual machines, the Windows Mobile emulator cannot connect to Windows Mobile Device Center.</p> <p>Workaround: When using Windows 7, do not use a virtual machine to run the Windows Mobile emulator.</p>

Known Issues for MAKit

Learn about known issues and apply workarounds for MAKit development.

Issue #	Description
N/A	<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>

Issue #	Description
<p>RTC-137</p>	<p>Orientation issues when running MAKit 2.2 code example in the iOS6.0 iPad Device.</p> <p>When the iPad's orientation changes from portrait to landscape or vice versa, the MAKit code example's orientation does not change.</p> <p>Workaround: Follow these steps:</p> <ol style="list-style-type: none"> 1. In the <code>MAKitCodeExamplesAppDelegate</code>, replace this line: <pre>[self.window addSubview:navController.view];</pre> with this line: <pre>[self.wndow setRootViewController:navController];</pre> 2. In the <code>MAKitCodeExamples-info.plist</code> file, delete the sub items (item 0 and item 1) under Supported interface orientations.
<p>CR-703197</p>	<p>SUPContainer iOS (iPad) what-if integer columns turns blank after clearing the value.</p> <p>When the MAKit what-if feature is used in the SAP Mobile Platform Workflow container environment on iOS (iPad devices), the <code>what-if</code> integer column becomes blank and the slider does not reposition when the value is cleared using device keyboard input and the user taps out of the field. This field should have a value of 0 after clearing and the slider control should be synchronized to the 0 position.</p> <p>Workaround: Users can use the slider control to change the what-if column values.</p>

Known Issues for OData SDK

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

Issue #	Description
RTC-328	<p>Relay Server: Server response containing header with empty value is considered malformed.</p> <p>When there is a PUT request, such as the below example, passing through Relay Server to SAP Mobile Platform proxy connection, you get an error message 400 - Bad request with no response from backend server.</p> <p>Example</p> <p>Request Header with Input: PUT method and request URL - <code>http://<relayserver>/<farmId>/<proxyconnection></code>:</p> <pre>Content-Type: application/json</pre> <p>Body:</p> <pre>{ "name": "<smpusername>" }</pre> <p>Response Header:</p> <pre>Status Code: 400 Bad request with no response from back- end server</pre> <p>Workaround: None.</p>
Issue #	Description
RTC-155	<p>Push notification does not work with any security configuration other than "admin" for certificate-based mutual SSL authentication.</p> <p>If you use any other security configuration, you get an error message 403 - User not in required role.</p> <p>Workaround: Use single SSL with any security configuration or use "admin" as the security configuration for mutual SSL to enable Push notifications.</p>

Documentation Issues and Updates for SAP Mobile SDK

Read about updates, corrections, and clarifications to the documentation released with SAP Mobile Platform Mobile SDK.

Issue #	Description
SMPONP-11797	<p>Incorrect version numbers in tutorials</p> <p>The topics in these tutorials should show version number 2.3, not 2.2 SP02:</p> <ul style="list-style-type: none"> • <i>Tutorial: Hybrid App Package Development > Developing a Hybrid App Package</i> • <i>Tutorial: BlackBerry Object API Application Development > Developing a BlackBerry Application > Creating the BlackBerry Project</i> • <i>Tutorial: Windows Mobile Object API Application Development > Developing a Windows Mobile Device Application</i> • <i>Tutorial: Windows Mobile Object API Application Development > Developing a Windows Mobile Device Application > Creating the User Interface for the Windows Mobile Device Application</i> • <i>Tutorial: Windows Object API Application Development > Developing a Windows Application</i> • <i>Tutorial: iOS Object API Application Development > Developing an iOS Application</i>
SMPONP-11296	<p>Code correction</p> <p>The <i>Technical Details</i> for <i>Developer Guide: OData SDK > Developing iOS Applications > OData SDK Components and APIs > SDMSupportability > SDMLogger</i> shows the wrong code for retrieving all log messages. The correct code is:</p> <pre data-bbox="422 1104 1171 1152">[[SDMLogger instance] displayLogsWithLevel:DebugLoggingLevel forQueryOperation:GreaterEqual];</pre>
SMPONP-11276	<p>Native IDEs support custom development for hybrids apps</p> <p>The note in <i>Supported Hardware and Software > SAP Mobile SDK Requirements > Supported Platforms and Development Environments > HTML5/JS Hybrid Apps</i> should read:</p> <p>Note: Custom development using native IDEs is supported. The Hybrid Web Container application is available in the form of a template project with static libraries for easy extensibility and branding. See <i>Developer Guide: Hybrid Apps > Hybrid Web Container Customization</i>.</p>

Issue #	Description				
<p>SMPONP-8653</p>	<p>HTTP requests are recommended for all purposes</p> <p>The topic <i>SDMConnectivity Public APIs</i>, in <i>Developer Guide: OData SDK</i>, contains a sentence in the last paragraph before the protocols that states "However, for development and testing purposes you can use HTTP requests." Disregard that statement.</p> <p>HTTP requests can be used for all purposes, not only development and testing. You can develop productive OData applications using HTTP requests.</p>				
<p>NA</p>	<p>The topic <i>Composite Operation Requirements and Limitations</i> located in <i>SAP Mobile WorkSpace: Mobile Business Object Development</i> describes functionality that is not implemented.</p> <p>The topic includes this item: "SAP Mobile Server checks the graph version in the cache and compares it to the graph version in the operation replay message to be sure they agree prior to invoking the EIS. If the versions do not match, a conflict is detected and an error is generated in the SAP Mobile Server log file".</p> <p>Workaround: Ignore the description. This functionality is not implemented.</p>				
<p>NA</p>	<p>BES Requirements topic in Mobile Application Life Cycle omits requirement for BlackBerry Enterprise Server to have access to the internal network.</p> <p>BES (hosted or not)</p> <p>Workaround: When referring to the "BlackBerry Enterprise Server Requirements" table in <i>BES Requirements</i> topic in <i>Mobile Application Life Cycle</i>, include this row as the last row in that table:</p> <table border="1" data-bbox="420 951 1180 1083"> <thead> <tr> <th data-bbox="420 951 803 1003">Prerequisite</th> <th data-bbox="803 951 1180 1003">Where to Find Information</th> </tr> </thead> <tbody> <tr> <td data-bbox="420 1003 803 1083">Ensure BES, hosted or unhosted, has access to your internal network.</td> <td data-bbox="803 1003 1180 1083">Contact the system administrator for your internal network.</td> </tr> </tbody> </table>	Prerequisite	Where to Find Information	Ensure BES, hosted or unhosted, has access to your internal network.	Contact the system administrator for your internal network.
Prerequisite	Where to Find Information				
Ensure BES, hosted or unhosted, has access to your internal network.	Contact the system administrator for your internal network.				
<p>NA</p>	<p>Topic includes obsolete BlackBerry 5 example</p> <p><i>Enabling Hybrid Web Container Message Notification</i> in the <i>Developer Guide: Hybrid Apps</i> includes an example of a BlackBerry 9700 device running BlackBerry 5, which is not currently supported.</p> <p>Workaround: Ignore the example.</p>				

Issue #	Description
<p>RTC-269</p>	<p>The Developer Guide: iOS Object API Applications incorrectly documents the Metadata API class names.</p> <p>The <i>Developer Guide: iOS Object API Applications</i> documents incorrect class names for the Metadata API. In code examples, the guide describes the SUPDatabaseMetaData and SUPClassMetaData classes. The correct classes are SUPDatabaseMetaDataRBS and SUPClassMetaDataRBS.</p> <p>Workaround: See the generated API reference information provided with the Mobile SDK for more information on these classes.</p>
<p>CR-710930</p>	<p>Start-up of an application always gets HTTP callback errors.</p> <p>During initialization, the client may try several URLs in an attempt to discover the correct path to the SAP Mobile Platform server. During these attempts, 404 errors Page Not Found may occur and are reported to the OnHttpCommunicationError callback. This is expected behavior and you can safely ignore these initial 404 errors.</p> <p>Workaround: If the 404 errors continue to occur after successful registration of the application or if registration never completes, verify the UrlSuffix setting of the application's ConnectionProperties object.</p>
<p>CR-710608</p>	<p>onHttpCommunicationError returns an unexpected code.</p> <p>In an environment configured for SiteMinder authentication, the expectation is that onHttpCommunicationError is called back for error condition 302. This condition is not currently fulfilled by the Windows and Windows Mobile platforms; instead, they return 404 errors.</p> <p>Workaround: None.</p>
<p>CR-708259</p>	<p>The developer guides do not document all the methods in the ConnectionPropertyType class.</p> <p>Workaround: See the generated API reference information provided with the Mobile SDK for a complete list of methods in the ConnectionPropertyType class.</p>

Known Issues for SAP Mobile Platform Runtime 2.3

Learn about known issues and apply workarounds for SAP Mobile Platform Runtime components.

Key to issue types:

- **RTC** – SAP® Release to Customer tracking number.
- **CSN** – SAP Customer Services Network tracking number.
- **CR** – Sybase® Change Request number.
- **N/A** – No tracking number.

Issue #	Description
<p>RTC-113</p>	<p>Login fails when the value of the "tm_max_no" parameter in the SAP® EIS is less than the number of users concurrently logged in.</p> <p>The value of the tm_max_no parameter in the SAP EIS limits the maximum number of active logins. If the number of concurrent users logged in is larger than this value, SAP Mobile Server shows a R3_LOGIN_FAILED error.</p> <p>Workaround: Increase the value of the tm_max_no parameter in the SAP EIS to a suitable value.</p>
<p>CR-714677</p>	<p>Client application subscription request fails.</p> <p>If a client application uses the manual registration method, and its application connection is registered using the SAP Mobile Server Management API <code>SUPApplication.registerApplicationConnections()</code>, the client application subscription request fails. The error message is:</p> <pre>Application connection {0} is not for appId {1}.</pre> <p>Workaround: None. Contact SAP Support for further help.</p>
<p>CR-714679</p>	<p>SAP Control Center stops responding and shows Connecting with the SCC Managed Object Server message after login.</p> <p>Workaround: Instead of using the standard URL (<code>https:// < hostname > :8283/scc</code>), if you are accessing SAP Control Center from the same host, use <code>https://localhost:8283/scc</code> or <code>https:// < host name.domain > :8283/scc</code>.</p> <p>Alternatively, try accessing SAP Control Center from a remote machine.</p>
<p>CR-717585</p>	<p>When assigning a personalization key using binary datatype to an operation argument or load argument with BigBinary type, if the data in the personalization key exceeds 35K, the server throws exceptions during synchronization:</p> <pre>[LNSupController+Finalize.m:61] Send data ExceptionSUP-PersistenceException: SUPPersistenceException from synchronize: -- SUPSynchronizeException: loginFail,Sync failed: -1497 (ERROR) %1:4 %2:4000</pre> <p>Workaround: When a binary personalization is assigned to an operation argument or a load argument, its size cannot exceed 35K. Additionally, do not map a personalization key to big object types such as <code>BigString</code> or <code>BigBinary</code>. The length of all personalization key values combined is a maximum of 64,000 bytes. Binary values are base64 encoded, so their length must be multiplied by 1.5 to account for encoding overhead.</p>

Known Issues with Installing, Uninstalling, and Upgrading

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

Issue #	Description
<p>SMPONP-11499</p>	<p>Extracting install images with Windows Explorer can cause an upgrade failure.</p> <p>When installing SAP Mobile Platform version 2.3 you must extract the installer images prior to installation. Extracting the images with Windows Explorer marks all files as read-only, resulting in an upgrade failure.</p> <p>Workaround: To ensure a successful upgrade, use an extraction utility such WinZip or WinRAR to extract the files.</p>
<p>SMPONP-10094</p>	<p>Server node fails to upgrade to version 2.3 as the Messaging Server upgrade fails.</p> <p>This issue happens when you place the installation image on a mapped network drive. The installation requires the image to be placed on a local drive.</p> <p>Workaround: Move the upgrade scripts to the local drive. Re-run the scripts.</p>
<p>SMPONP-6402</p>	<p>PropertiesNotFoundException found in ASN2 sever log after upgrade</p> <p>When you perform the upgrade sequence 2.2 - 2.2 SP04 - 2.3, the Properties-NotFoundException error is thrown and can be found in the ASN2 server log.</p> <p>Workaround: None. The errors do not impact functionality.</p>
<p>SMPONP-3241</p>	<p>SCC stops working after upgrade from 2.2 SP04 or later to 2.3</p> <p>SCC does not manage the server after you upgrade from SUP 2.2 SP04 or later to SMP 2.3.</p> <p>Workaround: Save and run a SQL script at SCC node to fix the issue. The SQL script and procedure are documented in <i>Resolving Upgrade Issue for SCC</i> on page 44.</p>
<p>RTC-397</p>	<p>QueueNotReadyException appears in server1 log</p> <p>A QueueNotReadyException appears in <i>server1</i> log when installing SAP Mobile Platform with primary install <i>node1</i> and secondary <i>node2</i>, but starting <i>node2</i> before <i>node1</i>.</p> <p>Workaround: Ensure <i>node1.properties</i> appears in the <i>SMP_HOME/repository/Instance/com/sybase/djc/server/ApplicationServer</i> folder, then restart <i>node1</i>.</p>

Issue #	Description
<p>RTC-393</p>	<p>Sybase Unwired Platform services must be set to start automatically before upgrading to SAP Mobile Platform 2.3.</p> <p>The SAP Mobile Platform 2.3 installer waits unnecessarily when upgrading from Sybase Unwired Platform 2.2.X to SAP Mobile Platform 2.3 if services in the 2.2.X installation are set to manual.</p> <p>Workaround 1: Workaround 1: When upgrading your 2.2.X installation to 2.3, set the startup mode for Sybase Unwired Platform services to automatic before running the SAP Mobile Platform 2.3 installer</p> <p>Workaround 2: If the 2.3 installer was started without setting the Sybase Unwired Platform services startup mode to automatic, and the installer status displays Pinging server using the secure management port . . . for a long time, then the upgrade has completed normally. At this point, the installer can be stopped manually using Windows Task Manger.</p>
<p>RTC-363</p>	<p>Potential file locked on 32-bit Windows Server 2003 SP2 system may cause upgrade to fail.</p> <p>When upgrading, there is a potential problem with a Windows process holding a lock on one of the 12 Adaptive Server Anywhere (ASA) libraries (DLLs), even though all the ASA processes have shut down. This causes the upgrade to fail because the upgrade cannot overwrite the file. This is specific to a 32-bit Windows Server 2003 SP2.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Shut down all Sybase Unwired Platform processes. 2. If services were set to automatic, set the start-up for the Sybase Unwired Platform services to manual. 3. Restart the system. 4. Run the upgrade after the system has restarted. 5. If step 2 was performed prior to upgrade, set the start-up for the services back to automatic.
<p>RTC-360</p>	<p>Backing up the SAP Mobile Platform Runtime installation fails because the SAP Control Center path is too long.</p> <p>The path to the Embedded Web Container in the SCC-3_2 folder is too long for Windows to process.</p> <p>Workaround: Before backing up the SAP Mobile Platform Runtime installation, you must delete the contents of <code>SMP_HOME\services\Embedded-WebContainer\container\Jetty-7.6.2.v20120308\work</code>. Delete the contents of this folder from the command prompt, and not from Windows Explorer.</p> <hr/> <p>Note: For more information, see <i>SAP Note 1835740: Backup of SAP Mobile Platform Runtime</i>.</p>

Issue #	Description
<p>RTC-318</p>	<p>Installation or upgrade cannot continue host name of system resolves to local link address.</p> <p>In a new or upgrade installation, the installer displays this error message:</p> <p>The host name of the system resolves to a local link address. This suggests an incorrect binding order of network adapters. The install/upgrade cannot proceed. Once the binding order is corrected, restart the installer. Click OK to exit the installer.</p> <p>The upgrade version of the message displays the "local link address" in parentheses.</p> <p>Explanation: If no usable IP addresses are available on the system where you are installing SAP Mobile Platform, Windows assigns a "local link" IP address in the range 169.254.0.0/16. The installer detects that the system's IP address is only usable locally, and stops.</p> <p>Workaround: Execute the commands below from the command prompt, restart the server, and restart the installer.</p> <pre>netsh interface ipv6 set prefix ::1/128 50 5 netsh interface ipv6 add prefix ::1/128 50 5 netsh interface ipv6 set prefix ::1/96 40 4 netsh interface ipv6 add prefix ::1/96 40 4 netsh interface ipv6 set prefix ::ffff:0:0/96 30 3 netsh interface ipv6 add prefix ::ffff:0:0/96 30 3 netsh interface ipv6 set prefix ::/0 20 2 netsh interface ipv6 add prefix ::/0 20 2 netsh interface ipv6 add prefix ::ffff: 169.254.0.0/112 10 1 netsh interface ipv6 set prefix ::ffff: 169.254.0.0/112 10 1</pre>
<p>RTC-306</p>	<p>During the first start of a cluster, the secondary node cannot start because the primary node is bound to an unreachable address.</p> <p>Rarely, during the first start of the first node of a cluster, the cluster configuration cache binds itself erroneously to an IP address that cannot be reached by secondary nodes in the cluster. When this happens, the secondary nodes appear to stop responding during installation (if the primary or secondary nodes are running), and may not initially start.</p> <p>Workaround: Stop the unresponsive secondary server. Restart the primary server, and then restart the secondary server.</p>

Issue #	Description
RTC-299	<p>Uninstallation leaves undeleted registry entry if upgrade of Unwired Platform 2.2.x to SAP Mobile Platform 2.3 required cluster name to be truncated.</p> <p>The Unwired Platform 2.2.x installation created a registry value for the name of the cluster, <code>clusterdb_<clustername></code>. SAP Mobile Platform 2.3 limits cluster names to no more than 16 characters in length. If the upgrade installer encountered a cluster name that was longer than 16 characters, it cloned the <code>clusterdb_<clustername></code> registry entry with the name <code>clusterdb_</code>, and did not delete the original <code>clusterdb_<clustername></code> registry entry. SAP Mobile Platform 2.3 does not delete that entry.</p> <p>Workaround: Manually delete the <code>clusterdb_<clustername></code> registry entry if you want to; however, leaving it in place will not cause any problems with future reinstallation of SAP Mobile Platform.</p>
RTC-267	<p>Upgrade process stops responding when calling <code>start-unwired-services.bat</code>.</p> <p>The upgrade process stops responding after upgrading the first server node if all nodes were not shut down before the upgrade.</p> <p>Workaround: Online upgrade is not supported. Stop all the SAP Mobile Platform services, including the data tier, before running the upgrade installer.</p>
RTC-34	<p>Warning messages when installing secondary SAP Mobile Server node.</p> <p>When installing a secondary SAP Mobile Server node before the primary server successfully installs, you see a warning similar to this in the server log:</p> <pre>2012-08-21 01:26:15.753 WARN MMS ScheduledTask:SynchronizeNode...</pre> <p>Workaround: Ignore this warning, or install the secondary SAP Mobile Server node after the primary server installation completes.</p>
CR-692901	<p>SAP® JCo 3 in Unwired WorkSpace running on Windows XP requires Microsoft Visual C++ 2005 Service Pack 1 Redistributable.</p> <hr/> <p>Note: This is not a requirement for Windows 7, or 64-bit Windows Server 2008 system.</p> <hr/> <p>Workaround: Obtain the Microsoft Visual C++ 2005 Service Pack 1 Redistributable from:</p> <p>http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=14431.</p>

Issue #	Description
<p>CR-665409</p>	<p>The installation program cannot run in graphical mode.</p> <p>If the HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\AppCompatFlags registry key contains an entry that is the path of the installer binary (for example, C:\setup.exe), you see this error, and the installation fails:</p> <pre>The installer is unable to run in graphical mode. Try running the installer with the -console or -silent flag.</pre> <p>Workaround: Remove the installer binary path from the HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\AppCompatFlags registry key.</p>
<p>CR-590885</p>	<p>Uninstaller might not run on Windows Vista.</p> <p>This may be caused by the operating system changing the launch command for the SAP Mobile Platform uninstaller, preventing it from using its own JVM to start itself.</p> <p>Workaround: Launch the uninstaller:</p> <pre><jdk_installdir>\java -Dtemp.dir=%TEMP% -jar C:\Sybase\UnwiredPlatform\Uninstallers\UnwiredPlatform\uninstall.jar</pre> <p>When you uninstall or cancel out of uninstalling SAP Mobile Platform, the Program Compatibility Assistant shows:</p> <p>This program might not have uninstalled correctly.</p> <p>Select This program uninstalled correctly instead of Uninstall with recommended settings.</p>

Resolving Upgrade Issue for SCC

SCC stops working after you upgrade from SUP 2.2 SP04 or later to SMP 2.3. You need to run a SQL script at the SCC node to fix the issue documented in SMPONP-3241.

1. Save this SQL script to a file on your local file system (for example, C:\temp\fix_scc.sql):

```
begin

UPDATE SEC_CONFIG SET SCFG VALUE='true' WHERE
SCFG_KEY='RESKEY_SECOPT_AUTO_CREATE_LOGIN';
UPDATE SEC_CONFIG SET SCFG VALUE='true' WHERE
SCFG_KEY='RESKEY_SECOPT_AUTO_GRANT_USER_ROLE';
commit;
end;
```



```

begin
declare curs2 cursor for
select rtv.rtv_id from "DBA"."RES_RESOURCE_TYPE_VER_M" rtv,
"DBA"."RES_RESOURCE_TYPE_M" rt
where
  rtv.rtv_rt_id=rt.rt_id and rtv.RTV_SHORT_VER_STR!='Unknow'n'
  and (rt.rt_class='com.sybase.uep.admin.agent.plugin'
    or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.ClusterMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.ServerMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.DomainMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.PackageMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.PersonalizationMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.SubscriptionMO'
  or rt.rt_class='com.sybase.uep.sysadmin.management.mo.UserMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.SecurityMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.ConnectionMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.MessageMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.DeviceUserMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.MonitorMO'
  or rt.rt_class='com.sybase.uep.sysadmin.management.mo.MBOMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.OperationMO'
  or
rt.rt_class='com.sybase.uep.sysadmin.management.mo.ApplicationMO'
);
declare current_rtv_id int;
open curs2;
updateVersionLoop:
loop
  fetch next curs2 into current_rtv_id;
  IF SQLCODE <> 0 THEN LEAVE updateVersionLoop END IF;

  update "DBA"."RES_RESOURCE_TYPE_VER_M"
  set   "RTV_VER_A"=2,
        "RTV_VER_B"=3,
        "RTV_VER_C"=0,
        "RTV_SHORT_VER_STR"=replace(RTV_SHORT_VER_STR, (select
REGEXP_SUBSTR(RTV_SHORT_VER_STR, '^d.d.d'), '2.3.0'),
        "RTV_DESC"=replace(RTV_DESC, (select
REGEXP_SUBSTR(RTV_DESC, 'd.d.d'), '2.3.0')
  where "RTV_ID"=current_rtv_id;

end loop updateVersionLoop;

```

Known Issues for SAP Mobile Platform Runtime 2.3

```
close curs2;  
commit;  
end;
```

- From the command prompt, run: `C:\SAP\MobilePlatform\Servers\SQLAnywhere16\BIN32\dbisql.exe -c "uid=dba;pwd=SAP2010_SCC" -host localhost -port 3638 C:\temp\fix_SCC.sql.`
 - The `dbisql.exe` location varies depending on your SMP installation. For single node SMP installations, the SCC database password is "SAP2010_SCC". For cluster SMP installations, the password is your CDB password.
 - You should use the path and name of the SQL file that you saved if you used something other than `C:\temp\fix_SCC.sql`.
- Restart SCC.

Known Issues for Security

Learn about known issues and apply workarounds for SAP Mobile Platform security.

Issue #	Description
RTC-60	<p>SAP Mobile Server restart is needed after changing truststore or keystore.</p> <p>Workaround: If you change anything relating to keys or certificates in the truststore or keystore, you must always restart the server. Changes only take effect after a server restart.</p>
RTC-48	<p>A user with the "SUP Helpdesk" role can execute all DOE-C package operations using the command line utility, including modify operations such as deploying DOE-C packages or setting DOE-C endpoint properties.</p> <p>Help desk operators should not be able to perform modify operations.</p> <p>Workaround: Prevent direct or remote access to SAP Mobile Server for users with the "SUP Helpdesk" role.</p>
CR-708833	<p>External authentication token is not properly handled by iOS Hybrid Web Container (HWC).</p> <p>Workaround: For an external token to be passed to and used by iOS Hybrid Web Container for performing single sign-on (SSO), make the call to <code>setHttpHeaders</code> before starting the client engine by placing <code>[self setHttpHeaders]</code> in the first line in the <code>startEngine</code> function. See <i>Setting HTTP Headers</i> in <i>Developer Guide: Hybrid App Packages</i>.</p>

Known Issues for SAP Mobile Server

Learn about known issues and apply workarounds for SAP Mobile Server.

Issue #	Description
SMPONP-13039	<p>Oracle support for JDK ended December 31, 2013</p> <p>The support agreement between Oracle and SAP is no longer in effect as of December 31, 2013.</p> <p>Workaround: See <i>SAP Note 1949332</i> for workaround and additional instructions.</p>
RTC-436	<p>When starting SAP Mobile Server from the command line, this message displays:</p> <pre data-bbox="427 644 1178 670">Could Not Find [...] smp_server.lock</pre> <p>Workaround: You can safely ignore this error since it has no negative impact.</p>
RTC-433	<p>SAP Mobile Server fails to notify device after a DCN update.</p> <p>If there is an unactivated manually registered application connection, the auto registered application connection with the same user name may not work because an internal SAP Mobile Server table (mms_application_connection_info) is not updated correctly, resulting in the above symptom.</p> <p>Workaround: Re-register the application connection after deleting the manually registered one.</p>

Issue #	Description
<p>RTC-418</p>	<p>Starting the primary/secondary Application Service Node takes more than three hours</p> <p>(Applies only to Agentry) In a cluster environment, starting the primary/secondary Application Service Node takes a long time. The Windows Services status keeps starting, and server logs show RuntimeException errors. The primary server finally starts successfully.</p> <p>Workaround: This problem is fixed in 2.3 SP01. In earlier versions, you can solve the problem manually.</p> <ol style="list-style-type: none"> 1. Stop SAP Mobile Server nodes. 2. Open SQL Anywhere Sybase Central (for example, C:\SAP\MobilePlatform\Servers\SQLAnywhere12\BIN32\scjview.exe. 3. Select the SQL Anywhere 12 database, and open the Connect dialog. 4. Enter connection values, including: <ul style="list-style-type: none"> • Select “Connect with an ODBC Data Source.” • Select or input “clusterdb_32bit” as the data source. • Enter the username/password (default value are dba/sql). 5. List data for the “cache_config” table. <ul style="list-style-type: none"> • Edit the “data” column value (xml) for the name=”default” row. • Add the <indexes>...</indexes> section for the “AgentryActiveUsersMap” and “AgentryApplicationStatusMap” map definitions. <pre data-bbox="505 956 1170 1534"> <map name="AgentryActiveUsersMap"> <backup-count>1</backup-count> <async-backup-count>0</async-backup-count> <time-to-live-seconds>0</time-to-live-seconds> <max-idle-seconds>0</max-idle-seconds> <eviction-policy>NONE</eviction-policy> <max-size policy="cluster_wide_map_size">2147483647</max-size> <eviction-percentage>25</eviction-percentage> <merge-policy>hz.ADD_NEW_ENTRY</merge-policy> <cache-value>>true</cache-value> <read-backup-data>>false</read-backup-data> <indexes> <index ordered="true">applicationId</index> <index ordered="true">nodeName</index> </indexes> </map> <map name="AgentryApplicationStatusMap"> <backup-count>1</backup-count> <async-backup-count>0</async-backup-count> <time-to-live-seconds>0</time-to-live-seconds> <max-idle-seconds>0</max-idle-seconds> </pre>

Issue #	Description
	<pre data-bbox="505 222 1157 527"> <eviction-policy>NONE</eviction-policy> <max-size policy="cluster_wide_map_size">2147483647</max-size> <eviction-percentage>25</eviction-percentage> <merge-policy>hz.ADD_NEW_ENTRY</merge-policy> <cache-value>true</cache-value> <read-backup-data>false</read-backup-data> <indexes> <index ordered="true">applicationId</index> <index ordered="true">nodeName</index> </indexes> </map> </pre> <p data-bbox="427 534 776 560">6. Start SAP Mobile Server nodes.</p>
<p data-bbox="229 595 323 621">RTC-404</p>	<p data-bbox="427 595 1184 647">Constraints have been implemented to prevent NULL primary key attributes from being inserted into the SAP Mobile Server cache.</p> <p data-bbox="427 664 1184 803">Earlier versions of SAP Mobile Platform allowed primary key attributes with NULL values, however, the use of NULL primary key attributes within the SAP Mobile Platform Runtime is not supported. Beginning with SAP Mobile Platform version 2.3, constraints prevent NULL primary key attributes from being inserted into the cache.</p> <p data-bbox="427 821 1184 907">Workaround: If the EIS is currently generating NULL values for MBO primary key attributes, the EIS must provide a different mechanism to establish uniqueness.</p> <p data-bbox="427 925 1184 1064">Applications migrated from earlier versions of SAP Mobile Platform may need MBO primary key attribute analysis. In particular, analyse MBOs that have no primary keys defined (by default SAP Mobile Platform generates a primary key that contains all MBO attributes), or MBOs that have composite primary keys, to ensure that the EIS is not providing NULL values for these attributes.</p>
<p data-bbox="229 1090 323 1116">RTC-335</p>	<p data-bbox="427 1090 1166 1116">Failed deployment when a name of a child MBO begins with lower case.</p> <p data-bbox="427 1133 1184 1185">For a composite operation, if the name of a child MBO in the composite relationship begins with lower case, deployment would fail.</p> <p data-bbox="427 1203 1184 1255">Workaround: Change the first character of the child MBO's name to upper case using Unwired Workspace.</p>

Issue #	Description
<p>RTC-302</p>	<p>XML recordings are saved to an incorrect directory.</p> <p>After enabling XML recording in the registry, logs will show that XML recordings are successfully saved to C:\UnwiredServer\logs, which is the incorrect SAP Mobile Platform logging directory.</p> <p>Workaround: Manually add a String Value to the key HKEY_LOCAL_MACHINE\SOFTWARE\Sybase\Sybase Messaging Server\Server (HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sybase\Sybase Messaging Server\Server on 64 bit) with a path relative to the MessagingServer directory (that is, ..\UnwiredServer\logs).</p>
<p>RTC-268</p>	<p>Process of stopping SAP Mobile Server service hangs.</p> <p>When stopping the Windows service for SAP Mobile Server, very infrequently the process hangs. This problem is independent of the means used to stop the service.</p> <p>Workaround: See <i>Process of Stopping SAP Mobile Server Service Hangs</i>.</p>
<p>RTC-238</p>	<p>Update deployment allows definition of a new MBO attribute default, but the new default value does not take effect.</p> <p>While the MBO developer can modify the MBO attribute default value for a deployed package, and redeploy the package to SAP Mobile Server in Update mode without an error or warning, the new default value does not take effect.</p> <p>Workaround: Use Replace mode to update the MBO default setting.</p>
<p>RTC-42</p>	<p>Business transaction XML (BTX) uploads when end-to-end tracing is not enabled for an application connection.</p> <p>You can still upload BTX to the configured Solution Manager server, even if you have not enabled end-to-end tracing for an application connection.</p> <p>Workaround: None.</p>
<p>RTC-38</p>	<p>Server logs Chinese environments result in garbled characters under certain conditions.</p> <p>Due to an issue with SySAM licensing 64-bit operating systems running in a zh_CN locale result in characters appearing incorrectly.</p> <p>Workaround: None.</p>

Issue #	Description
N/A	<p>Error: 584 Message: Server public key verification failed when running the diagtool.exe tool.</p> <p>Workaround: Either:</p> <ul style="list-style-type: none"> • Run the diagtool.exe tool from another host, or, • Edit the registry on the machine where the diagtool.exe tool is being run: <ul style="list-style-type: none"> • Remove the HKCU\Software\Sybase\Messaging Client registry key. • Remove the HKCU\Software\Sybase\Messaging-ClientLib registry key. <hr/> <p>Note: Use caution when editing the registry. Ensure that the key entries removed do not contain any currently used SAP Mobile Platform applications (sub entries).</p>
CR-709892	<p>SAP Mobile Server records deployment errors in the domain log rather than in the SAP Mobile Server logs.</p> <p>Workaround: None. Look for deployment errors in the domain log.</p>
CR-708431	<p>Data on the EIS, cache, and device is not in sync.</p> <p>If a Create operation succeeds at the enterprise information system (EIS), but its corresponding Entity Read operation fails, the EIS is updated but the cache database (CDB) is not. Error information may be reported in the SAP Mobile Server log, but the error is not propagated to the device client. LogRecord shows 0 (zero), but findAll does not show the new record on the device.</p> <p>Workaround: None. The change appears in the CDB and the device when the CDB is refreshed (for example, when the cache interval expires).</p>
CR-703515	<p>LDAP role/authentication search base cannot support special characters.</p> <p>The following characters have special meaning when they appear in a name in LDAP: , (comma), = (equal sign), + (plus sign), < (less than), > (greater than), # (number sign), ; (semicolon), \ (backslash), and " (quotation mark).</p> <p>LDAP providers do not currently handle these special characters in any names or DN's, including user name, DefaultSearchBase, AuthenticationSearchBase, RoleSearchBase, AuthenticationFilter, and RoleFilter.</p> <p>Workaround: None.</p>
CR-701975	<p>When deploying a package from Unwired WorkSpace or SAP Control Center using Update mode, the package's "onDemand" coherence window is not updated on SAP Mobile Server.</p> <p>Workaround: After deployment, adjust the "onDemand" coherence window from SAP Control Center.</p>

Known Issues for SAP Mobile Platform Runtime 2.3

Issue #	Description
CR-699590	<p data-bbox="427 213 1178 239">Large messages are processed incorrectly on 32-bit runtime installations.</p> <p data-bbox="427 256 1184 366">A 32-bit SAP Mobile Server is not supported when you are developing messaging applications that process large messages. 32-bit servers run into memory issues and can potentially further result in incorrect data synchronizing with the SAP Mobile Server cache.</p> <p data-bbox="427 388 1153 439">Workaround: Install SAP Mobile Platform runtime components on 64-bit hosts.</p>

Issue #	Description
<p>CR-699343</p>	<p>For native Object API applications, the upgrade process silently deletes composite orphans from the server cache.</p> <p>SAP Mobile Platform no longer allows composite orphans, that is MBO child entities within a composite relationship that have no parent entity. Depending on the system configuration, the upgrade may physically delete the orphans, or may only logically delete them, then physically delete them during a subsequent cache purge process. Either way, applications that use MBOs with composite orphans may not behave as expected after migration.</p> <p>Workaround: Before upgrading, eliminate composite orphans from native Object API applications:</p> <ul style="list-style-type: none"> • Look for existing MBOs that generate composite orphans. Examine each MBO in Unwired WorkSpace, looking for any instance in which the application loads child entities before the related parent entity. • For any MBOs you find that generate composite orphans, change the data model in the MBO so that the application always loads parent entities before the related child entities. See the "Composite relationship behavior" row in the <i>Relationship Guidelines and Restrictions</i> topic, in the <i>Sybase Unwired WorkSpace - Mobile Business Object Development</i> guide. • Test any changes you make to ensure that the application still behaves as expected. • After you are satisfied that you have eliminated composite orphans from your MBOs, proceed with the upgrade. <p>Additional Information on Composite Orphans</p> <p>An example of a scenario in which parentless child entities can occur is a two MBO parent-child model integrated with JDBC for sales orders and line items. If the data model specifies that line items are inserted first, the application attempts to load child line items for a sales order that does not yet exist. Those line items disappear from the cache before the application can load the parent sales order.</p> <p>To be sure that composite orphans do not cause problems in your migrated applications:</p> <ul style="list-style-type: none"> • After migration, if you have mobile application projects that contain composite relationships and the child MBO load operation has no parameter dependencies on its parent, redeploy the package from Unwired WorkSpace using Update mode to generate the correct loadGroups for the deployed package. • Child load operations that do not depend upon parameters from the parent do not always generate orphans. <p>Consider the case where the user wants to load all sales orders and line items created in the New York office. New York may be a load parameter for both parent and child that is bound to a personalization key and results in no orphans even though the child does not get any load parameters from the parent.</p>

Issue #	Description
<p>CR-695671</p>	<p>The mlsrv_err.log reports error: java.lang.OutOfMemoryError.</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.</p> <p>Workaround: Modify the maximum Java heap size to handle very large amounts of data in an object query. See <i>Configuring SAP Mobile Server Performance Properties</i> in <i>System Administration</i>.</p>
<p>CRs 693116 and 692218</p>	<p>Devices on 3G/4G network cannot connect to SAP Mobile Server.</p> <p>A connectivity issue may occur between the device and SAP Mobile Server. The current client libraries use a protocol that support only HTTP chunked transfer-encoding. 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 communication is 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 returned to the server indicating that the device is online.</p> <hr/> <p>Note: For devices on Wi Fi networks, the connection between a device and SAP Mobile Server establishes without error.</p> <hr/> <p>Workaround: Use a nonstandard HTTP port (any port other than 80 or 8080) or an HTTPS port, that is, 443 for SAP Mobile Server client communication from devices to the Relay Server or external load balancer, whichever one is used, in the DMZ.</p>
<p>CR-692374</p>	<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 <i>SAP Mobile Platform Developer Guides</i> to enable compression.</p>
<p>CR-691517</p>	<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>
<p>CR-686043</p>	<p>In a disabled domain, 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>

Issue #	Description
CR-576726	<p>The full range of valid values is not supported if an attribute uses the default datatype (<code>int</code>) for a SQL Anywhere® database column of type unsigned int.</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>

Process for Stopping SAP Mobile Server Service Does Not Respond

When stopping the Windows service for SAP Mobile Server, very infrequently the process stops responding. This problem is independent of the means used to stop the service..

When this happens, the process tree for the service for the SAP Mobile Server service is no longer intact, so you cannot use the Task Manager End Process Tree option to stop the service.

Workaround:

1. Open Windows Task Manager on the system where you want to stop the SAP Mobile Server service.
2. Activate the **Process** tab and click the **Image Name** column heading to sort the names in alpha order.
3. For each of the following processes that are present in the list, right-click the process and select **End Process**.
 - AdminWebservices.exe
 - AMPService.exe
 - Dbsrv12.exe
 - Dbsrv11.exe
 - Java.exe
 - JmsBridge.exe
 - LBManager.exe
 - mlsrv12.exe
 - MlsrvWrapper.exe
 - OBMO.exe
 - OServiceManager.exe
 - Rsoe.exe
 - Sccservice.exe
 - wmiprvse.exe
4. Go to the Windows Services panel and verify that the SAP Mobile Server service is stopped.

Known Issues for Agentry Server

Learn about known issues and apply workarounds for Agentry Server.

Issue #	Description
N/A	<p>Agentry Server 6.1 should report versioning information to a central landscape management tool.</p> <p>Workaround: Agentry Server stores the version information in a system file. A user can determine the Agentry Server version by navigating in File Explorer to the Agentry Server executable and right-clicking the file properties to determine the versioning information.</p>
RTC-440	<p>In an SAP Control Center cluster, if a server node is restarted when an Agentry application is stopped (not disabled), then when SAP Mobile Platform restarts, the node and Agentry Server get into differing states.</p> <p>If you have an application stopped, not disabled, and a server node comes down, then when the node restarts, the Agentry server on that node starts and causes the nodes to be in different states. This causes all the “Start/Stop/Restart” buttons to become disabled. You must either restart the Agentry node or delete the application and start over.</p> <p>Workaround: None.</p>
RTC-435	<p>Status of Agentry Server is not updated correctly in SAP Control Center.</p> <p>When one of the nodes that has Agentry Server in a cluster is shutdown, the server status in SAP Control Center is not updated and continues to show a status of started.</p> <p>Workaround: None.</p>

Known Issues for SAP Control Center

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

Issue #	Description
RTC-435	<p>Status of Agentry Server is not updated correctly in SAP Control Center.</p> <p>When one of the nodes that has Agentry Server in a cluster is shutdown, the server status in SAP Control Center is not updated and continues to show a status of started.</p> <p>Workaround: None.</p>

Issue #	Description
<p>RTC-408</p>	<p>Server connection password displays as cleartext in deployment unit</p> <p>When deploying an MBO package using the Deployment Wizard, if you update the server connection password, it will be stored in cleartext in the deployment unit file.</p> <p>Workaround: Do one of the following:</p> <ul style="list-style-type: none"> • When deploying the MBO package, do not update the server connection password. After deploying, update the password for the connection using Domains > <domainName> > Connections. • Choose an existing server connection when deploying the MBO package.
<p>RTC-373</p>	<p>SAP Control Center shows "Unable to retrieve the child managed objects" error dialog when removing an MBO package.</p> <p>Workaround: This problem is most likely caused when the SAP Control Center host machine network address has changed while the user is performing an operation in SAP Control Center. Close your browser session and relaunch the SAP Control Center URL.</p>
<p>RTC-371</p>	<p>SUPApplication.getApplicationConnections fails with invalid device ID error.</p> <p>When the Admin API client attempts to call SUPApplication.getApplicationConnections, the call succeeds if it is limited to devices added after the 2.2.1 upgrade. However, the call fails with devices added when the server was 2.1.x. The customer sees an APPLICATION_CONNECTION retrieve failed Java error:</p> <p>Workaround: Contact SAP Support for a manual solution.</p>
<p>RTC-325</p>	<p>Management API backwards compatibility is not supported in SAP Mobile Platform 2.3.</p> <p>When upgrading from previous Sybase Unwired Platform versions to SAP Mobile Platform 2.3, if the Management API application is using previous version's client JARs, the application will not work.</p> <p>Workaround: Upgrade your Management API application to use the SAP Mobile Platform 2.3 version of the management API JARs.</p>
<p>RTC-309</p>	<p>If the user installs SAP Mobile Platform in the root directory of the file system (such as C:\), then the SLD data supplier fails to work.</p> <p>Workaround: Avoid installing SAP Mobile Platform in the root directory of the file system.</p>
<p>RTC-221</p>	<p>Redeploying a package to SAP Mobile Server after changing a Cache Group policy from "Scheduled" to "On Demand" may result in SAP Control Center displaying an invalid cache interval.</p> <p>Workaround: Update the cache interval in SAP Control Center.</p>

Issue #	Description
CR-708155	<p>"DOECNoAuth" security configuration assigned automatically when deploying for the first time in the domain, even if you select another value.</p> <p>Workaround: After deployment, change the security configuration in SAP Control Center.</p> <ol style="list-style-type: none"> 1. In SAP Control Center, navigate to Domains > DomainName > Packages > PackageName > Settings > Security Configuration. 2. Select the correct security configuration, and save the changes.
CR-707966	<p>When deleting a domain or undeploying a DOE-C package, the server log shows a Failed to undeploy package error.</p> <p>Workaround: Ignore the error.</p>
CR-707565	<p>Domain log purging can take a significant amount of time if too much data accumulates.</p> <p>Workaround: Purge the domain log at regular intervals.</p>
CR-705003	<p>SAP Control Center does not ask user to delete packages and connections before deleting the domain.</p> <p>Workaround: Before you delete a domain, verify package and connection deletion is not an issue.</p>
CR-704917	<p>If an administrator takes action from SAP Control Center while the primary server is being shut down, you may see an internal or unexpected error if the server has not completely shut down.</p> <p>Workaround: Before taking any action in SAP Control Center, ensure that the primary server shutdown is complete and another server has taken over as the new primary.</p>
CR-704913	<p>When an iOS device goes offline, it continues to show as being online for about 8 minutes in SAP Control Center.</p> <p>Workaround: None.</p>
CR-703367	<p>Domain log messages in Data Sync and Operation Replay subsystems are not logged to the default domain.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Create a domain log profile for the 'default' server connection (JDBC type) to enable logging of Data Sync and Operation Replay messages. • If you have a similar configuration, make changes as appropriate. Contact Technical Support for guidance.

Issue #	Description
CR-703321	<p>Exporting a domain log after upgrading generates a Domain log export failed error message.</p> <p>Workaround: Clear the cache for the browser you are using to access SAP Control Center.</p>
CR-696373	<p>When retrieving a domain log for large data, you receive an unknown error in SAP Control Center.</p> <p>Workaround: Check whether the SAP Mobile Server or SAP Control Center <code>agent.log</code> reports an out of memory error. If so, increase the JVM heap size appropriately for SAP Mobile Server from the SAP Control Center Configuration tab. If this does not resolve the issue, try decreasing the time range set in the domain log in SAP Control Center.</p>
CR-695792	<p>Suspending a large volume (100 or more) of DOE-C package subscriptions may cause SAP Mobile Server to stop responding.</p> <p>Workaround: Suspend subscriptions in batches of no more than 50.</p>
CR-691963	<p>MBO package deployment in Update mode after adding a new load argument without default value succeeds even though deployment should fail.</p> <p>Workaround: None. To avoid deploying client-incompatible changes, SAP recommends that you first use Verify mode deployment; if verify succeeds, proceed to Update mode deployment.</p>
CR-690482	<p>Using Firefox, the SAP Control Center main page shows Invalid Login and the <code>agent.log</code> shows Received fatal alert: bad_certificate error.</p> <p>Workaround: The Firefox browser appears to be using an incorrect server certificate. Clean up any such previously existing certificates:</p> <ol style="list-style-type: none"> 1. in SAP Control Center, select Tools > Options > Advanced > View Certificates. 2. Click the Servers tab, then identify existing certificates issued to the same host to which you are connecting. 3. Click Delete to remove all such certificates. Alternatively, use Internet Explorer.

Issue #	Description
CR-683775	<p>In some instances, when using the Windows Services tool or the Stop SAP Mobile Platform Services shortcut to stop the SAP Control Center3.2 service, SAP Control Center displays Stopping in the Windows Control Panel yet fails to stop.</p> <p>Workaround: To stop the SAP Control Center service:</p> <ol style="list-style-type: none"> 1. Launch Windows Task Manager. 2. Locate the <code>sccservice.exe</code> process, right-click and select End Process Tree. This option also kills the SAP Control Center database repository server process <code>dbsrv11.exe</code>.

Known Issues for SAP® Data Orchestration Engine Connector

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

Issue #	Description
RTC-262	<p>Error occurred during command execution: 'deploy'. message appears when deploying DOE-C package.</p> <p>Workaround: Examine the SAP Mobile Server log file. See <i>Server Log</i> in <i>System Administration</i>.</p> <p>If you see <code>NoSuchElementException</code> in the log file at about the time the error message appeared, ignore the error and redeploy.</p>
RTC-207	<p>For a DOE-C package, if a device with an expired X.509 certificate initiates un-subscribe, it indicates that the DOE subscription is not cleaned up.</p> <p>Workaround: The DOE administrator must manually clear all such disconnected DOE subscriptions.</p>
RTC-39	<p>Package Not found error occurs randomly when DOE-C package is deployed on a cluster.</p> <p>Workaround: Redeploy the package.</p>
RTC-28	<p>Long response time to show DOE-C subscription with packet-dropped state.</p> <p>When a DOE-C subscription encounters a packet-dropped state, it takes more than 10 minutes to show the updated subscription information on the Subscription tab in SAP Control Center.</p> <p>Workaround: None.</p>

Issue #	Description
CR-709691	<p>SAP Mobile Server fails with OutOfMemory error during subscription SUSPEND/RESUME operations.</p> <p>Workaround: In SAP Control Center, select Configuration > General > performance configuration and set the default value for Maximum number of in memory messages to 100.</p>
CR-708754	<p>When the load balancer is shut down due to an HTTP 404 error, DOE-C package subscriptions may be automatically removed.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Implement SAP note number 1722501 to prevent DOE from automatically removing subscribed users. 2. Create a scheduled job to execute the report, SDOE_RESTART_OUTBOUND_QUEUES to restart the queues in regular intervals in the DOE system.
CR-706532	<p>Suspend/Resume operations on DOE-C subscriptions may result in HTTP 502 - Bad gateway error in DOE when load balancer is between SAP Mobile Server and DOE.</p> <p>Workaround: Resume only a few subscriptions simultaneously. For example, you can suspend 100 users in a single operation, then repeat that procedure 10 times.</p>
CR-706111	<p>DOE-C error: HTTP 400 , Unable To Parse Request while resuming more than 100 users at a time.</p> <p>Workaround: Resume only a few subscriptions simultaneously. For example, you can suspend 100 users in a single operation, then repeat that procedure 10 times.</p>
CR-705888	<p>Domain deletion may cause HTTP 500 error in DOE-C device queue.</p> <p>When DOE sends data to a subscription for a device for which the domain has already been deleted from SAP Mobile Platform, then SAP Mobile Platform should send a recoverable HTTP 404 error, indicating that either the subscription or the domain is not found. Instead the DOE device queue shows an unrecoverable internal server error (HTTP 500) and the SAP Mobile Server log file has a <code>java.lang.IllegalStateException: domain already cleared</code> error.</p> <p>Workaround: Remove the subscription in DOE.</p>
CR-703909	<p>When DOE-C sets domain log context properties, it leaves the "domain name" field blank in the server log entry.</p> <p>Workaround: The domain name is set correctly in the DomainLog table.</p>
CR-700957	<p>If the DOE server is down, the device receives a long HTML exception.</p> <p>Workaround: None.</p>

Issue #	Description
<p>CR-626975</p>	<p>If you uninstall DOE-C, SAP Mobile Server does not start.</p> <p>Workaround: After uninstalling DOE-C from the SAP Mobile Server machine and restarting that machine, the SAP Mobile Server may start with errors or DOECAdminExceptions if there are non-DOE-C packages deployed to the SAP Mobile Server. These errors are reported in the SAP Mobile Server log file.</p> <p>To remove the DOECAdminExceptions:</p> <ol style="list-style-type: none"> 1. In SMP_HOME\UnwiredPlatform\Servers\UnwiredServer\Repository\Instance\com\sybase\djc\server\ApplicationServer\default.properties, remove the Resync-DOESubscriptions property. 2. Run <code>configure-mms %COMPUTERNAME%</code>. <hr/> <p>Note: If SAP Mobile Platform has been installed into a simple SAP Mobile Platform cluster, without failover, the <code>configure-mms.bat</code> command is:</p> <pre>configure-mms <ClusterName> custom <Data Tier Host-name> <CDB port#> <CDB DB user> <CDB User password> <CDB DB Server Name> <Cluster DB Server Name> <SUP Server Admin password> <CacheDB password> <ClusterDB password> <MonitorDB password> <DomainLogDB pass- word> <SUP Server Node running this command></pre> <p>For example:</p> <pre>configure-mms myCoCluster custom cdbhost 5200 dba sql cdbhost_primary clusterdb_myCoCluster s3pAdmin sql sql sql supnode2</pre> <hr/> <ol style="list-style-type: none"> 3. After configuration has completed, stop the SAP Mobile Server services, then restart the SAP Mobile Server services. <p>SAP Mobile Server finishes the configuration process during SAP Mobile Server start-up.</p>

Known Issues for Relay Server

Learn about known issues and apply workarounds for Relay Server.

Issue #	Description
RTC-340	<p>Requests fail with error 400 bad request with session error reported by RSOE</p> <p>This error typically happens after Relay Server has been restarted. Relay server maintains client socket and back-end server socket affinity using a section named <code>ias-rs-sessionid</code>, which is provided by the client application. With this mechanism, a stateful request can be transferred to the original back-end server, even from a different relay server in the relay server farm. After restarting the relay server, the socket and session affinity that originated from this relay server are both cleared, and the back-end server socket connection is dropped. The Outbound Enabler responds with a 400 error when it receives a request that is still using the previous <code>ias-rs-sessionid</code> value. Moreover, for a stateless request that does not provide the <code>ias-rs-sessionid</code>, relay server transfers the request to any back-end server in the targeted farm according to the load balancing algorithm.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. In the relay server configuration file, create a property named <code>renew_overlapped_cookie</code> in the <code>backend_farm</code> configuration section. 2. Set the <code>renew_overlapped_cookie</code> default value to yes. In the future, Outbound Enabler will create new connections instead of responding with a 400 error.
RTC-46	<p>When an HTTP client connects through Relay Server to SAP Mobile Platform to get a proxy connection, the URL rewrite in the response is missing the Relay Server prefix information.</p> <p>Workaround: None.</p>

Documentation Issues and Updates for SAP Mobile Platform Runtime

Read about updates, corrections, and clarifications to the documentation released with SAP Mobile Platform Runtime.

Issue #	Description
SMPONP-10577	<p>Disable properties when modifying default synchronization listener property values</p> <p>In <i>Security > Server Security > Encrypting Synchronization for Replication Payloads > Modifying Default Synchronization Listener Properties with Production Values</i>, step 5 refers to obsolete step 9. Disregard that reference.</p>
SMPONP-10014	<p>Consume REST services with HTTP or HTTPS connectivity</p> <p>In <i>REST SDK Components - General Description</i>, in the <i>Developer Guide: OData SDK</i>, it should state that Sybase Unwired Platform REST services can be consumed with pure HTTP/HTTPS connectivity, not only HTTPS.</p>
SMPONP-9304	<p>REST API allows access to external non-OData services</p> <p>In <i>Developer Guide: REST API Applications > Developing the Application > Accessing a Service through a Proxy URL</i>, we clarified that you can access an OData service or an external non-OData service.</p>
SMPONP-8687	<p>Clarifications to Creating and Enabling Domain Logging in SCC</p> <p>We have updated the topic in <i>SAP Control Center for SAP Mobile Platform</i>. See <i>Creating and Enabling Domain Logging</i> on page 68.</p>

Issue #	Description
<p>SMPONP-7214</p>	<p>Correction to <i>No Workflow Message is Sent in Troubleshooting</i></p> <p>The first four paragraphs in the <i>Troubleshooting</i> guide <i>No Workflow Message is Sent</i> for Hybrid App DCN failures should read:</p> <p>Following response is returned if the request is sent for a user that has no application connection registered yet.</p> <pre>no workflow message is sent because no device is found to send the notification</pre> <p>Explanation: Server could not find a matching application connection for the user identified in the Hybrid App DCN request. In this case, the response is similar to:</p> <pre>{ "id": "dcntest_test_001", "success": false, "statusMessage": "no workflow message is sent because no device is found to send the notification", "result": [{ "id": "dcntest_test_data_1", "success": true, "statusMessage": "" }] }</pre> <p>The other text in the topic is correct.</p>
<p>RTC-419</p>	<p>In the Provisioning Properties Reference topic, the values for autoreghint= are not updated.</p> <p>The autoreghint= property sets the preferred method for initial connection registration. The application defaults to the configured method as determined by the value you set.</p> <ul style="list-style-type: none"> • 0 – No preference. The application implementation decides what is the default method to use • 1 – Default to automatic registration using password authentication • 2 – Default to manual registration • 3 – Default to automatic registration using a provisioned certificate from Afaria. (Afaria Certificate) • 4 – Default to automatic registration using certificate from a local source preferred. (Local Certificate) <p>When an application does not support the requested registration method, an alternative method can be used as determined by the application.</p>

Issue #	Description
<p>RTC-395</p>	<p>Documentation is missing details related to enabling DCN request logging and payload in the domain log.</p> <p>Workaround: The following statements related to setting up domain log profile are currently missing from the documentation:</p> <ul style="list-style-type: none"> • To enable general DCN, you must select an MBO package, MBO, user, or security configuration. • To enable Hybrid App DCN, you must select an MBO package, user, or security configuration. • Enabling options in Payload category only enables payload logging for selected sub-system. Setting payload options alone, by itself, does not enable logging. • Selecting application ID, by itself, in a domain log profile does not enable DCN logging.
<p>N/A</p>	<p>Requirements for a computer name, used as default server or cluster name when installing SAP Mobile Server, are not listed.</p> <p>The <i>Installation Guide for Runtime, Selecting Installation Options</i> sections of the tasks that install a new instance of SAP Mobile Server, list the requirements for a server or cluster name that you enter. However, if you do not specifically select the option to Set SAP Mobile Server name (Set SAP Mobile Server name and cluster name on first SAP Mobile Server in a cluster), the documentation does not state:</p> <ul style="list-style-type: none"> • The installer uses the computer name by default for the server name (and cluster name on the first SAP Mobile Server in a cluster). • The computer name must meet the same requirements for server and cluster names as names that you enter. <p>The requirements for server and cluster names are documented in the <i>Installation Guide for Runtime</i>, in the <i>Selecting Installation Options</i> sections of the tasks that install a new instance of SAP Mobile Server. See the step that begins, "(Optional) If you selected Set SAP Mobile Server name ..."</p> <p>If the computer name does not meet those requirements, you have two options for installing SAP Mobile Server on that system:</p> <p>Workaround 1: Keep the computer name as is. In the <i>Selecting Installation Options</i> section of the installation task, select the option to Set SAP Mobile Server name ..., and then specify a name that meets the requirements listed in the step that follows immediately after making that selection.</p> <p>Workaround 2: Before running the installer, change the computer name so that it meets all the requirements for user-entered server and cluster names. Then, in the <i>Selecting Installation Options</i> section of the installation task, do not select the option to Set SAP Mobile Server name ...</p>

Issue #	Description
N/A	<p>CHAPTER 10 Scripting Silent Installation, Upgrade, or Uninstallation of the Installation Guide for Runtime (PDF format only) on the Getting Started CD provides instructions for performing these tasks for SAP MobileSDK, instead of SAP Mobile Platform Runtime.</p> <p>Refer to the corrected chapter of <i>Installation Guide for Runtime</i> on the Product Documentation Web site at http://sybooks.sybase.com/sybooks/sybooks.xhtml?id=1289&am;c=firsttab&am;a=0&am;p=categories</p>
N/A	<p>Exclusions for application customization resource bundles.</p> <p>Topics about application customization resource bundles in <i>Mobile Application Life Cycle</i> and <i>SAP Control Center for SAP Mobile Platform</i> are applicable only for clients with supporting APIs. Currently, those clients include only Online Data Proxy, Object API, and REST API clients.</p>
N/A	<p>SAP Control Center Windows Service Deleted</p> <p>The <code>\utility</code> folder no longer exists, so the command shown in <i>SAP Control Center Windows Service Deleted</i> is incorrect. The correct command is:</p> <pre>SMP_HOME\bin\amd64 (or x86)\sccservice.exe -install</pre> <p>This topic appears in both <i>SAP Control Center for SAP Mobile Platform</i> and <i>Troubleshooting</i>.</p>
N/A	<p>SAP Control Center Windows Service Fails to Start</p> <p>A second explanation should be added to <i>SAP Control Center Windows Service Fails to Start</i>.</p> <p>Explanation 2: The process <code>sccservice.exe</code> was not stopped during previous stops of SAP Control Center (even though the Windows Service "SAP Control Center x.x.x" does not show that it is running).</p> <p>Solution: Use Windows Task Manager to kill the process tree of <code>sccservice.exe</code>, then restart SAP Control Center.</p> <p>This topic appears in both <i>SAP Control Center for SAP Mobile Platform</i> and <i>Troubleshooting</i>.</p>

Issue #	Description
N/A	<p>Creating log filters.</p> <p>The domain log filters are divided into three groups: package-related, security-related, and application connections. If certain combinations are selected, the log filter may not generate as expected. There are important guidelines you should consider when you are creating domain log filters. See <i>Domain Log Filter Guidelines</i> on page 69, and the troubleshooting topic <i>Some Domain Log Files Do Not Generate Correctly</i> on page 69.</p> <p>This topic appears in <i>System Administration</i> and <i>SAP Control Center for SAP Mobile Platform</i>.</p>
N/A	<p>Incorrect syntax for Retrieve Application Connections API</p> <p>The syntax for the Retrieve Application Connections API in <i>Developer Guide: SAP Mobile Server Runtime</i> is incorrect. The correct syntax is:</p> <pre>PaginationResult<ApplicationConnectionVO> getApplicationConnections(AppConnectionFilterSortVO filter, Long offset, Integer length) throws SUPAdminException</pre>
N/A	<p>User Activation Results in Error 404</p> <p>When attempting to activate a user (sometimes referred to as on-boarding), Error 404 appears instead. Error 404 may indicate that the security configuration that is specified by the X-SUP-SC and/or X-SUP-DOMAIN settings in the header, does not exist, or is incorrect. The header values must be set to a valid security configuration. See <i>User Activation Results in Error 404</i>, on page 70</p> <p>This topic will be added to <i>Troubleshooting</i>, in the <i>Application and Application User Management Issues</i> section.</p>

Creating and Enabling Domain Logging

Create logging profile definitions and enable the log profile.

1. Display the **Settings** tab for Domain Logs.
 - In the navigation pane, click **Domains** > <domainName> > **Log**, then select **Settings** from the administration pane.
2. Click **New**.
3. In the Profile Definition dialog, enter a **Name** and **Description** for the log profile.
4. Add the necessary profile definitions.
5. Select **Enable after creation**.
6. Click **OK**.

Note: To ensure the domain logs are populated immediately after enabling the log profile, do the following:

- a. Display the **Settings** tab for the default domain.
In the navigation pane, expand the **Domains** folder and select the default domain.
 - b. Select **Log**.
 - c. In the right administration pane, select the **Settings** tab.
 - d. Click **Configuration**.
 - e. Uncheck **Enable flush threshold**.
-

Domain Log Filter Guidelines

Domain log filters are divided into three groups: package related, security related and application connections. There are important guidelines you should consider when you are creating domain log filters, since certain combinations may not work as expected.

- The "OR" logical operator is used for the filters in same group. The domain log is generated only if there is at least one filter group allowing the subsystem, and no filter group disallowing it.
- A filter is applied only if the subsystem includes the corresponding column, and the column has a value when logging. For example, the operation filter in the package-related group can be applied for Application and Operation Replay; Application and DS Interface; and all Connection subsystems. If the operation has no value in the logging context when logging (which is possible for Application and DS Interface, and all Connection subsystems), the operation filter does not take effect.
- If one filter is not applied, the permission is neither allowed nor disallowed, and other filters (groups) determine whether to generate domain logs. If no filter group is allowed, the domain log is not generated.

For example, say a filter is set for both operation and security:

- For subsystems that do not apply the operation filter—such as Data Sync, Cache Refresh and Device Notification—domain logs are generated only for security configuration filter matches.
- For the Operation Replay subsystem, domain logs are generated only for operations filter matches.
- For the DS Interface and Connection subsystems, domain logs are generated only for operation filter matches and null generated domain logs.

If only the operation filter is selected, then only operations matching the operation filter generate domain logs in the Operation Replay, DS Interface, and Connection subsystems. Subsystems that do not apply operation filters do not generate any domain logs.

Some Domain Log Files Do Not Generate Correctly

Sometimes domain log files do not generate correctly based on the filter selections made.

This might happen if filters are not selected correctly. Domain log filters are divided into three groups: package-related, security-related, and application connections. Some filter selections do not work in combination.

Obtaining Help and Additional Information

To resolve this, re-create your log filters using these guidelines:

- The "OR" logical operator is used for the filters in same group. The domain log is generated only if there is at least one filter group allowing the subsystem, and no filter group disallowing it.
- A filter is applied only if the subsystem includes the corresponding column, and the column has a value when logging. For example, the operation filter in the package-related group can be applied for Application and Operation Replay; Application and DS Interface; and all Connection subsystems. If the operation has no value in the logging context when logging (which is possible for Application and DS Interface, and all Connection subsystems), the operation filter does not take effect.
- If one filter is not applied, the permission is neither allowed nor disallowed, and other filters (groups) determine whether to generate domain logs. If no filter group is allowed, the domain log is not generated.

For example, say a filter is set for both operation and security:

- For subsystems that do not apply the operation filter—such as Data Sync, Cache Refresh and Device Notification—domain logs are generated only for security configuration filter matches.
- For the Operation Replay subsystem, domain logs are generated only for operations filter matches.
- For the DS Interface and Connection subsystems, domain logs are generated only for operation filter matches and null generated domain logs.

If only the operation filter is selected, then only operations matching the operation filter generate domain logs in the Operation Replay, DS Interface, and Connection subsystems. Subsystems that do not apply operation filters do not generate any domain logs.

User Activation Results in Error 404

When attempting to activate a user (sometimes referred to as on-boarding), Error 404 is returned instead.

Error 404 might indicate that the security configuration, specified by the X-SUP-SC or X-SUP-DOMAIN settings in the header, does not exist or is incorrect.

To resolve this, review the HTTP header and make sure X-SUP-SC and X-SUP-DOMAIN point to a valid security configuration.

Obtaining Help and Additional Information

Use the Product Documentation site and online help to learn more about this product release.

- Product Documentation at <http://sybooks.sybase.com/>—online documentation that you can access using a standard Web browser. You can browse documents online, or download

them as PDFs. The Web site also has links to other resources, such as white papers, community forums, maintenance releases, and support content.

- 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.

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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.

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