**SAP**®

**Installation: SAP Mobile Platform SDK for Windows**

# SAP Mobile Platform 3.0

Windows

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# Installing SAP Mobile Platform SDK

SAP® Mobile Platform SDK works closely with SAP Mobile Platform Server, but its installation is independent.

To add or remove components in an existing SAP Mobile Platform SDK installation:

1. Run the installer again.
2. On the installation type panel, select **Custom**.
3. On the next panel, select additional components that you want to add; unselect currently installed components that you want to remove.

1. *Preparing for Installation*

   Ensure that the host on which you are installing SAP Mobile Platform SDK meets the system requirements and is ready for you to begin the installation.

2. *Acquiring the Installer*

   The SAP Mobile Platform SDK installer is available as physical media and as a Web download.

3. *Running the Installer*

   Start the SAP Mobile Platform SDK installer, accept the end user license agreement, specify the installation directory and components to install, and launch the installation process.

4. *Verifying the Installation*

   After you complete the installation, verify that the installation is successful.

## Preparing for Installation

Ensure that the host on which you are installing SAP Mobile Platform SDK meets the system requirements and is ready for you to begin the installation.

1. Verify that the target system meets the system requirements for SAP Mobile Platform SDK.

   See the SAP Product Availability Matrix (PAM) *http://service.sap.com/pam*. Click the **Mobile** link at the top of the page. Scroll to find the appropriate product and version in the product list.

   For information on specific requirements for developing different types for different devices, see the list of SAP Notes in *Supported Versions for SAP Mobile Platform SDK* in *New Features*.

2. If User Account Control (UAC) is present in the version of Windows where you are installing, disable it. Restart the system for this change to take effect.

   a. Access the Control Panel option that manages User Account Control on your version of Windows.

   b. Set the user account to never be notified about changes to your computer.

   Reenable UAC after completing this installation.

3. Verify that you have Administrator privileges on the installation target host.

4. Remove the JAVA_TOOL_OPTIONS environment variable.

   Check for JAVA_TOOL_OPTIONS in both User Variables and System Variables panes of the Environment Variables dialog.

   a) Right-click **My Computer** and select **Properties**.

   b) Select **Advanced System Settings**.

   c) Click the **Advanced** tab.

   d) Click **Environment Variables**.

   e) Select JAVA_TOOL_OPTIONS and click **Delete**.

   f) Click **OK** to exit all dialogs.

5. If there is an earlier version of SAP Mobile Platform SDK installed on the same computer where you are installing this version, back up any `workspace` directories that were used by SAP Mobile WorkSpace.

## Acquiring the Installer

The SAP Mobile Platform SDK installer is available as physical media and as a Web download.

Use one of these methods:

- Insert the physical installation media.
- Download from the software distribution center on SAP Service Marketplace:
  a. Go to *http://service.sap.com/swdc*.
  b. Under "A-Z Index" click **Installations and Upgrades**.
  c. Click **M**.
  d. Click **SAP MOBILE PLATFORM SDK**.
  e. Click the link for the current version.
  f. Download the package for the SAP Mobile Platform SDK installer.
  g. Extract the entire contents of the installer `.zip` file to a temporary directory on a local disk on the target host.

Use a short path, preferably a folder directly below the root directory, such as C: \temp. The path can include only ASCII alphanumeric characters, underscore ( _ ), hyphen ( - ), and period (.). Two consecutive period characters are not allowed.

# Running the Installer

Start the SAP Mobile Platform SDK installer, accept the end user license agreement, specify the installation directory and components to install, and launch the installation process.

1. Browse to the root directory of the SAP Mobile Platform installer, right-click the **setupAMD64.exe** file and select **Run as Administrator**.

   **Note:** The installer displays an Initializing wizard... message while it verifies the integrity of the installation image. It may take a few minutes for the first installer panel to appear.

2. On the installer welcome page, click **Next**.
3. On the end-user license agreement page, select your country, accept the terms of the license agreement and click **Next**.
4. Specify the absolute path to the installation location, which must reside on a local drive on the target host.

   The total length of the path must be 29 characters or less.

   The path can include only ASCII alphanumeric characters, underscore ( _ ), hyphen ( - ), and period (.). Two consecutive period characters are not allowed.

5. If an existing installation of SAP Mobile Platform is detected, click **Next** to install SAP Mobile Platform SDK under that directory.
6. Select the installation type, based on the SDK components you want to install:
   - **Standard** – installs all the components available.
   - **Custom** – lets you select the specific components to install.
7. If you selected Custom on the installation type panel, select the specific components to install.

   Ensure that you select the components required for the type of development you plan to do:

| SDK Component | Description |
|---|---|
| Native SDK | Provides an open and flexible framework for native OData application development for both online and offline applications. Components are implemented as independent static runtime libraries. |

| SDK Component | Description |
|---|---|
| Kapsel SDK | Provides SAP plug-ins that enhance the Apache Cordova application container, allowing it to seamlessly integrate with SAP Mobile Platform Server. |
| Agentry Toolkit | Supports metadata-driven applications that enable maintenance and service technicians to access to SAP® Business Suite software, online or offline, from a broad range of devices. |
| SMS Toolkit | Supports creation of SMS applications using predefined and custom application states. Use the application states as basic building blocks you link sequentially to model application task flows. |

**8.** On the summary information panel, verify the installation features and click **Install**.

**9.** Click **Finish**.

# Verifying the Installation

After you complete the installation, verify that the installation is successful.

**1.** Use a text editor to open the `SMPSDKInstall<date-time>.log` file from the `SMP_HOME\InstallLogs` directory.

By default, SAP Mobile Platform SDK components are installed in the `C:\SAP\MobileSDKXXX` directory. In this guide, `SDK_HOME` represents the SAP Mobile Platform SDK installation directory, down to the `MobileSDKXXX` folder.

**2.** Search for "error"—no search results indicates that the installation completed successfully.

*Next*
Use the *Upgrade: SAP Mobile Platform SDK for Windows* for the support package to upgrade your SAP Mobile Platform SDK installation.

# Uninstalling SAP Mobile Platform SDK

Uninstall SAP Mobile Platform SDK using the Control Panel option to remove programs, which launches the uninstaller.

### Prerequisites

- Back up any user-created files and log files you want to keep from the installation directories to another location.
- Prevent virus scans, backups, and system updates from interfering with the uninstallation by either excluding the SAP Mobile Platform SDK installation directory from these processes, or by temporarily disabling these processes.

### Task

1. From the Control Panel, select the appropriate option for adding or removing programs (the exact name of the option depends on your Windows version), then select **SAP Mobile Platform SDK 3.0**.
2. Click **Next** in the welcome window.
3. Select the components to be uninstalled and click **Next**.
4. On the summary information panel, click **Uninstall** to start uninstalling the selected SAP Mobile Platform SDK components.
5. Click **Finish** when you see:
   ```
   The InstallShield Wizard has successfully uninstalled SAP
   Mobile Platform SDK <version>.
   ```
6. Manually delete any folders and files remaining in the *SDK_HOME* tree.

# Troubleshooting

Determine the cause of common problems and apply the recommended solution.

## Quick Fixes to Simple Problems

Quick fixes are usually common, single-cause problems that you can solve with minimal overhead or additional support.

*Fix List*

## Windows Displays Incorrect Error After Completing or Canceling Installation

*Problem*
After you complete or cancel the installation process, you see this message from the Windows Program Compatibility Assistant: `This program might not have installed correctly.`

*Workaround*

1. In the Program Compatibility Assistant window where the message appears, click **This program installed correctly** to close the window without further actions.
2. If you see this message after canceling the installation, it is probably caused by user account control (UAC) being enabled. Disable UAC:
   a. Access the Control Panel option that manages User Account Control on your version of Windows.
   b. Set the user account to never be notified about changes to your computer.
   Reenable UAC after completing this installation.
3. If appropriate, restart the installer when you are ready.

## Issues Requiring Product Support

Your SAP support ID gives you access to enterprise-level incident support as part of your support plan on SAP Service Marketplace.

Product Support can help you resolve new undocumented incidents with software installation, start-up, and overall use, as well as providing diagnostic and troubleshooting assistance for known problems with a new or undocumented cause.

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## Product Support Engagement Requirements

If you use SAP Service Marketplace to engage with Product Support, you must meet certain requirements.

*Service Marketplace Case Creation Requirements*
Be prepared to provide:

- A valid installation number for SAP Mobile Platform
- A valid service contract with SAP
- A valid system ID (S-User ID)
- An enabled NetViewer connection.

*SAP Mobile Platform Incident Requirements*

- Configure your logs to an appropriate level for your issue. Product Support requires details from one or more of the system logs.
- Capture these basic incident details to help Product Support analyze the problem, and determine any next steps:
    - Environment summary: product version, back end, client type (device and OS), proxy connections. These details help isolate component that is causing the failure. If you have an architecture diagram, share it with SAP.
    - Problem description: what were the actions preceded the incident. Capture all details that allow Product Support to reproduce the issue.
- Locate the server version in the SMP_HOME\Server\version.properties file.

## Creating an Incident on SAP Service Marketplace

If you cannot resolve problems with the troubleshooting documentation for SAP Mobile Platform, go to SAP Service Marketplace for additional help.

Use SAP Service Marketplace to create an incident message for Product Support. Keywords from this message return related articles from the Knowledge Base. Before you submit a message, review these articles to see if they resolve your problem.

1. Go to *http://service.sap.com/message*.
2. Create a message using the wizard.

   **Note:** You must know the component ID for SAP Mobile Platform to return the correct scope of Knowledge Base Articles and to correctly route the message to Product Support. On-premise installations of SAP Mobile Platform use a different ID than cloud instances. See Knowledge Base Article *1915061- How to Choose a Component for SAP Mobile Platform 3.x in Service Marketplace* .

3. Once the message is processed, you receive an e-mail notification of the solution.

# Installation Directories

Find the component files necessary to develop different types of applications.

The following table shows the top-level subdirectories that are created when you install SAP Mobile Platform SDK. The directory names identify the type of application that the different components support.

By default, SAP Mobile Platform SDK components are installed in the `C:\SAP \MobileSDK`*XXX* directory. In this guide, *SDK_HOME* represents the SAP Mobile Platform SDK installation directory, down to the `MobileSDK`*XXX* folder.

These directories appear immediately below the directory into which you extract the contents of the SAP Mobile Platform SDK `.zip` file.

**Table 1. SAP Mobile Platform SDK Installation Subdirectories**

| Directory | Description |
|---|---|
| `_smpjvm` | JVM used by the uninstaller |
| `AgentryToolkit` | Agentry Editor, Agentry Test Environment, and support files. |
| `ClientHub` | Files for Client Hub applications, used for registering applications on iOS and Android devices. |
| `InstallLogs` | Log files that are created each time the SAP Mobile Platform SDK installer is used. Use these logs to troubleshoot installer issues. |
| `KapselSDK` | Kapsel framework files. |
| `NativeSDK` | Native application files. that support Mobile Application Framework (MAF) and OData Framework. |
| `SMSToolKit` | Short Message Service (SMS) files, that support SMS Builder. |
| ThirdParty | License terms of third-party components that are included in SAP Mobile Platform SDK. |
| `Uninstaller` | SAP Mobile Platform SDK uninstaller files. |

Installation Directories

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