



**Installation: SAP Mobile Platform SDK for  
Mac OS**

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# **SAP Mobile Platform 3.0**

Mac OS

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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:

- Add a component by copying the top-level component folder into the existing installation from the same source where you obtained the currently installed components. See *Installing SDK Component Files* on page 1.
- Remove a component by manually deleting the top-level component folder from the existing installation.

## 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. *Installing SDK Component Files*

You can either obtain physical media and copy the SAP Mobile Platform SDK component files, or you can download a Web archive and extract the files.

## Preparing for Installation

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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.

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*.

## Installing SDK Component Files

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You can either obtain physical media and copy the SAP Mobile Platform SDK component files, or you can download a Web archive and extract the files.

1. Use one of these methods:

## Installing SAP Mobile Platform SDK

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

### 2. Install the SAP Mobile Platform SDK component files.

From physical media, select and copy the top level folders for the components you wish to use to a directory that is convenient for your development environment.

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**Note:** The AgentryToolkit and SMSToolkit files are Windows-specific. Do not install them for use in Mac OS development.

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- From either physical media or a Web archive, select and copy the top-level folders for the components you want to use to a directory that is convenient for your development environment.
- From a Web archive, select and extract the top level folders for the components you wish to use to a directory that is convenient for your development environment.

### Next

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

# Uninstalling SAP Mobile Platform SDK

Uninstall SAP Mobile Platform SDK by manually removing installed files.

1. Back up any user-created files and log files you want to keep from the installation directories to another location.
2. Manually delete folders and files in the *SDK\_HOME* tree.

## Uninstalling SAP Mobile Platform SDK



# Troubleshooting

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

## Issues Requiring Product Support

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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.

## Product Support Engagement Requirements

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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.

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**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*.

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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 extract the contents of the SAP Mobile Platform SDK .zip file. The directory names identify the type of application that the different components support.

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

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**Note:** In the root of the SAP Mobile Platform SDK .zip file is an icon file, `smp-sdk-in-icon.ico`. This is not used by any of the SDK components.

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

Directory	Description
AgencyToolkit	Agency Editor, Agency Test Environment, and support files. <hr/> <b>Note:</b> These files are Windows-specific. Do not use them in Mac OS development.
ClientHub	Files for Client Hub applications, used for registering applications on iOS and Android devices.
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. <hr/> <b>Note:</b> These files are Windows-specific. Do not use them in Mac OS development.
ThirdParty	License terms of third-party components that are included in SAP Mobile Platform SDK.



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