



**Upgrade: SAP Mobile Platform Server for
Windows**

SAP Mobile Platform 3.0 SP02

Windows

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Contents

| | |
|--|----------|
| Upgrading to Support Package 02 | 1 |
| Acquiring the Support Package Installer | 1 |
| Running the Support Package Installer | 2 |
| Verifying the Support Package Installation | 3 |
| Troubleshooting | 5 |
| Quick Fixes to Simple Problems | 5 |
| Installation Fails after Canceling Installation | 5 |
| Issues Requiring Product Support | 5 |
| Product Support Engagement Requirements | 6 |
| Creating an Incident on SAP Service Marketplace | 6 |
| Index | 7 |

Contents

Upgrading to Support Package 02

Upgrade SAP Mobile Platform 3.0 with SP02.

This document guides you through the process of upgrading an existing SAP® Mobile Platform 3.0 installation with Support Package 02. The SP02 upgrade installation preserves all configuration changes and applications in the 3.0 installation.

Prerequisites

Before proceeding with this upgrade, verify that your existing SAP Mobile Platform installation meets these requirements:

- The SAP Mobile Platform installation is version 3.0.
- The SAP Mobile Platform 3.0 installation is either:
 - The original version 3.0 installation.
 - The original version 3.0 installation upgraded to SP01, with any patch level (PL) applied.

Task

1. *Acquiring the Support Package Installer*

Acquire the SAP Mobile Platform Server SP02 .zip file and extract its contents to create the installer image.

2. *Running the Support Package Installer*

Start the SAP Mobile Platform Server SP02 installer, accept the current installation directory, then launch and complete the installation process.

3. *Verifying the Support Package Installation*

Check for errors in the installation log file, then verify that you can start the server and log in to Management Cockpit.

Acquiring the Support Package Installer

Acquire the SAP Mobile Platform Server SP02 .zip file and extract its contents to create the installer image.

Use one of these methods:

- Insert the physical installation media.
- Download from the software distribution center on SAP Service Marketplace:

Upgrading to Support Package 02

- 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**.
- e. Click the link for SP02.
- f. Download the package for the SAP Mobile Platform Server SP02 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 Support Package Installer

Start the SAP Mobile Platform Server SP02 installer, accept the current installation directory, then launch and complete the installation process.

Prerequisites

Make sure the SAP Mobile Platform installation you are upgrading meets the requirements in *Upgrading to Support Package 02* on page 1.

Note: The installation path you accept below was set when you installed version 3.0 and is referred to as *SMP_HOME* in the rest of these instructions.

Task

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. Accept the path to the current installation location.
You cannot change the installation directory when you install a support package.
4. On the summary information page, click **Upgrade**.
5. Click **Finish**.

Verifying the Support Package Installation

Check for errors in the installation log file, then verify that you can start the server and log in to Management Cockpit.

1. Check the latest installation log at `SMP_HOME\InstallLogs\SMPInstall<date-time>.log`.

`SMP_HOME` is the current installation location you accepted (the default is `C:\SAP\MobilePlatformXX`).

A search for "error" should not find anything.

2. Open the Services panel from Windows Control Panel. If SAP Mobile Platform Server service is not started, verify that you can start it manually.
3. From Windows, select **Start > (All) Programs > SAP > Management Cockpit**.

Next

Continue with *Postinstallation Landscape Setup* in *Administrator*.

Troubleshooting

Review information about common problems that arise in the SAP Mobile Platform Server upgrade process.

For information about contacting SAP Technical Support, see *Issues Requiring Product Support* on page 5.

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

Installation Fails after Canceling Installation

Problem

When you run the installer again after canceling the installation process, the installation fails with a message about files or folders, such as `sapjvm_7`, that already exist.

Workaround

1. Cancel the installation.
2. Manually delete all files and folders under `SMP_HOME`, the installation directory you selected.
3. Restart the installer.

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.

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.

Index

P

product support 6

S

Service Marketplace 6
support 6

T

technical support 6

troubleshooting 5

V

verifying SAP Mobile Platform installation
single-server 3

