



**Sybase Control Center for Sybase Unwired  
Platform**

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**Sybase Unwired Platform 2.2  
SP02**

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# Get Started

Set up Sybase® Control Center.

## About Sybase Control Center for Unwired Platform

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Sybase Control Center provides a single comprehensive Web administration console to configure and manage Sybase products and their components.

Sybase Control Center combines a modular architecture, a rich administrative console, agents, common services, and tools for managing and controlling Sybase products. Unwired Platform is one of many Sybase products that use Sybase Control Center as its management and administrative tool.

As part of an Unwired Platform installation, Sybase Control Center can be used in three ways:

- In a personal development environment, developers may act as administrators to set up a personal testing environment. Development administrators use Sybase Control Center to deploy and configure packages, register messaging devices, and so on. No other additional configuration or administration may be required.
- In a distributed or shared development environment, administrators use Sybase Control Center to set up an Unwired Server, manage packages, manage devices, configure Hybrid App packages, as well as review server and domain logs, and monitoring-related data.
- In a production environment, administrators use Sybase Control Center on a regular basis to perform the same tasks described for a shared development environment. They also configure the operation of Unwired Servers, and administer day-to-day activities of the production environment. Administrators must also routinely monitor the overall health and performance of the system, which may include clusters and domains.

## Documentation Roadmap for Unwired Platform

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Sybase® Unwired Platform documents are available for administrative and mobile development user roles. Some administrative documents are also used in the development and test environment; some documents are used by all users.

See *Documentation Roadmap* in *Fundamentals* for document descriptions by user role.

Check the Sybase Product Documentation Web site regularly for updates: <http://sybooks.sybase.com/sybooks/sybooks.xhtml?id=1289&c=firsttab&a=0&p=categories>, then navigate to the most current version.

## Unwired Platform Administration by Node

The left navigation pane in the Sybase Control Center console displays a tree of administrable features in the form of nodes, some of which can be expanded to reveal a more granular view of the cluster environment. These nodes let you manage and configure the main components of Unwired Platform.

Clicking nodes allows you to administer the following features through Sybase Control Center. However, be aware of the following dependencies:

- There are three administration roles. Users with the platform administration role have access to all nodes. Users with the domain administrator role see only the "Domains" nodes for their assigned domains. Users with the help desk role has read only access to system configuration values.
- You must have the correct Unwired Platform version and license for these nodes to be functional when they are visible.

Node	Purpose
Cluster	View general cluster and server node properties and access the server list for the cluster. Additionally perform configuration for Relay Server, System Landscape Directory (SLD) server, and SAP Licence Audit.
Domains	Add, delete, enable, and disable domains. Expand this node to manage the security, package, role mappings, cache group, synchronization group, subscription, and connection configurations for each domain. You can also expand the Applications subnode to see the applications and application connections managed from the domain.
Servers	Configure Java Virtual Machine properties for each server.
Applications	Add, view, delete, and edit applications, application users, application connections, and application connection template operations as part of application activation.
Security	Add, view, edit, and delete domain administrators. Add or delete a security configuration. Each security configuration contains one or more security providers for authentication, authorization, attribution and auditing. Once configured, security configurations can be assigned to domains and then mapped to one or more packages, depending on the requirements for each.
Hybrid App	Deploy and manage Hybrid App packages and configure the notification mailbox. Deployed Hybrid App packages are listed below this node. Use the individual Hybrid App nodes to manage Hybrid App package properties, matching rules, context variables, error logs, application connections, and, optionally, queue items.

Node	Purpose
Monitoring	Create and manage settings for monitoring security, replication synchronization, messaging synchronization, device notification, data change notification, queue, package, user, and cache activities.

## Cluster Administration

The goal of cluster administration is to ensure that clusters and servers work smoothly, and scale over time. By default, the Unwired Platform is installed as a one-node cluster. The one-node cluster is supported in development or test environments. Production deployments of Unwired Platform are likely to require multiple nodes. Cluster administration is mostly a nonroutine administration task.

See *Designing the Landscape* in *Landscape Design and Integration*.

**Table 1. Cluster administration tasks**

Task	Frequency	Accomplished by
Installing the cluster	One-time installation per cluster	Unwired Platform installer
Setting up Relay Servers	One-time initial installation and configuration; occasionally adding servers to the cluster	Manual installation; manual set-up using configuration files.
Suspending and resuming server nodes	On demand, as required	Sybase Control Center
Setting cluster properties, including cache database settings, monitoring database setup, and so on	Once, or as cluster changes require	Manual configuration using files and .BAT scripts.

Task	Frequency	Accomplished by
Configuring the cluster to: <ul style="list-style-type: none"> <li>• Set the configuration cache properties</li> <li>• Set the solution manager URL</li> <li>• Set the replication ports and properties</li> <li>• Set the messaging synchronization ports</li> <li>• Set the management ports for communication requests from Sybase Control Center</li> <li>• Configure the client dispatcher</li> <li>• Set how applications handle DCN requests sent through an HTTP GET operation</li> <li>• Create security profiles for secure communication</li> <li>• Set up secure synchronization</li> <li>• Tune server performance</li> </ul>	Post installation configuration with infrequent tuning as required	
Setting cluster log file settings for Unwired Server system components	Once, unless log data requirements change	
Administering the runtime databases	Routine to ensure that the database server is monitored and backed up, that there is sufficient space for Unwired Platform metadata and cached data tables, and that performance is within acceptable limits (performance tuning)	Established processes and command line utilities. Consult with your database administrator.
Reviewing licensing information, including total licensed devices and currently used licenses count	Occasional, or as device user registration and deregistration occurs	Sybase Control Center.

## Server Administration

The goal of server administration is to ensure that Unwired Server is running correctly and that it is configured correctly for the environment in which it is installed (development or production). Server administration is mostly a one-time or infrequent administration task.

There are two types of server nodes that can be installed:

- Application Server node – (mandatory) runs all services.
- Scale Out node – (optional) specifically designed to allow the stateless request/response HTTP and synchronous message services to be horizontally scaled.

**Table 2. Server administration tasks**

Task	Frequency	Accomplished by
Installing the server	One-time installation per server	Unwired Platform installer.
Tuning the server performance.	Post installation with infrequent tuning as required	Sybase Control Center.
Manage the outbound enabler configuration for Relay Server. <ul style="list-style-type: none"> <li>• Configure Relay Server properties</li> <li>• Manage certificates</li> <li>• View logs</li> <li>• Configure proxy servers for outbound enabler</li> </ul>	Post installation	Sybase Control Center

## Application and User Management Overview

The goal of application management is to register an application to Unwired Server as an entity, create an application template that specifies application connection details for a user, and activate application connections either manually or automatically.

Developers must invoke registration (manual or automatic) for native applications. For development details, see the *Developer Guide* for your application API and device platform type. For application, connection, registration details, see *Administer > Applications* in *Sybase Control Center for Sybase Unwired Platform*.

**Table 3. Application and user management tasks**

<b>Task</b>	<b>Frequency</b>	<b>Accomplish by using</b>
Create new applications to register application entities with Unwired Server. A default application template is created automatically. Modify and delete applications as part of application life cycle.	As required	Sybase Control Center for Unwired Platform with Applications node, and Applications tab.
Create or modify application connection templates to specify details for native, Hybrid App, and proxy application connections.	As required	Sybase Control Center for Unwired Platform, with Application node, and Application Connection Templates tab.
Create one or more push configurations for applications.	As required	Sybase Control Center for Unwired Platform, with Application node, and Properties button.
For applications that need to be registered manually, register an application connection to associate an application connection with a user. This is not necessary for applications that are registered automatically.	As required	Sybase Control Center for Unwired Platform, with Application node, and Application Connections tab.
View activated users, once they have logged in with the activation code. Users must either supply the activation code manually, or the device client supplies the activation code automatically as coded.	As required	Sybase Control Center for Unwired Platform with the Application node, and Application Users tab.
Create a new activation code for a user whose code has expired.	As required	Sybase Control Center for Unwired Platform, with Application node, and Application Connections tab.
Review registered application connections and users, delete application connections to free licenses, delete application connections to remove users from the system.	As required	Sybase Control Center for Unwired Platform with the Applications node.
Change logical roles or modify role mappings for a security configuration to prevent users from accessing the application.	As required	Sybase Control Center for Unwired Platform with the Security node
Manage subscriptions	As required	Sybase Control Center for Unwired Platform with the Packages node.

Information and guidelines:

- Application templates hold default connection properties that can be assigned to an application during the connection registration process. However, these templates are



configured differently depending on what type of connection registration you enable for applications. See the recommendations documented in *Creating Application Connection Templates* in the *Mobile Application Life Cycle* guide.

When a client application connects to Unwired Server its application ID is used to look up a matching template. If that template allows automatic registration (the Automatic Registration Enabled property is set to true), then the security configuration in the template is used to authenticate the user and establish an identity against which the connection is registered. If the template also specifies a logical role, then user is authorized using the mapped physical role(s) of the logical role in the security configuration. When there are templates with different logical roles for the same application id and security configuration, the priority of the template determines the order of evaluation of the associated logical roles.

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**Note:** If no templates are detected, the registration request fails. If multiple templates are detected, the client application registers using the template with the highest priority. If there is more than one template with the highest priority, the application registers using one of the templates with the highest priority, selected at random. For details on how user names and security configuration names are processed when an email address is used, see *Considerations for Using E-mail Addresses as User Names* in the *Security* guide.

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### See also

- *Applications* on page 238

## Domain Management

The goal of domain management is to create and manage domains for one specific tenant. Use multiple domains for multiple tenants sharing the same Unwired Server cluster.

Multiple domains in a cluster allow tenants' administrators (that is, domain administrators) to each manage their own application components. Domain administration for the platform administrator is typically an infrequent administration task that occurs each time a new domain needs to be added to support a change in the tenancy strategy used or need to make changes to an existing domain.

Domains give you the means to logically partitioning environments, thereby providing increased flexibility and granularity of control over domain-specific applications. Administration of multiple customer domains takes place within the same cluster.

- An platform administrator adds and configures domains, creates security configurations for customer applications, and assigns those security configurations to the domain so they can be mapped to packages in the domain.
- One or more domain administrators then perform domain-level actions within their assigned domains.

In a development environment, domains allow developers from different teams to share a single cluster without disrupting application deployment. Administrators can facilitate this by:

## Get Started

1. Creating a domain for each developer or developer group.
2. Granting domain administration privileges to those users so they can perform deployment tasks within their assigned domains.

**Table 4. Domain management tasks**

Task	Frequency	Administrator
Create domains	Once for each customer	Unwired Platform administrator
Create and assign security configurations, and map roles at package or domain levels	Infrequent, as required	Unwired Platform administrator
Assign and unassign domain administrators	Infrequent, as required	Unwired Platform administrator
Configure and review domain logs	Routine	Unwired Platform administrator and domain administrator
Deploy MBO and DOE-C packages	Routine	Unwired Platform administrator and domain administrator
Manage server connections and templates	Infrequent, as required	Unwired Platform administrator and domain administrator
Manage subscriptions and scheduled tasks	As required	Unwired Platform administrator and domain administrator
Review client log and MBO/operation error history	As required	Unwired Platform administrator and domain administrator

## **MBO Package Management Overview**

The goal of mobile business object (MBO) package management is to make MBOs available to device users. MBO package management typically requires a one-time deployment and configuration, except for ongoing subscription management for messaging and Data Orchestration Engine connector (DOE-C) packages.

Packages contain MBOs that are deployed to Unwired Server to facilitate access to back-end data and transactions from mobile devices. Package types include UNIFIED packages, and SAP® DOE-C packages.

A package, along with its current settings for cache groups, role mappings, synchronization groups, connections, and security configuration, can be exported to an archive and imported

back into Sybase Control Center for backup or to facilitate a transition from a test environment to a production environment.

**Table 5. MBO package management tasks**

Task	Package type	Frequency	Accomplish by using
Deploy packages to a development or production Unwired Server	UNIFIED	Once, unless a new version becomes available	Sybase Control Center for Unwired Platform with the domain-level Packages node
Control user access by assigning security configurations for each package, and mapping roles if fine-grained authorization is enforced through logical roles	UNIFIED	Once, unless security requirements of the package change	Sybase Control Center for Unwired Platform with the domain-level Packages node
Set up the package cache interval and cache refresh schedule (for getting data updated on the Unwired Server from the data source)	UNIFIED	Once, unless data refreshes need to be tuned	Sybase Control Center for Unwired Platform with the domain-level Packages node
Manage subscriptions (UNIFIED, and DOE-C), synchronization groups (UNIFIED), and device notifications (UNIFIED) to customize how updated data in the cache is delivered to the device user	Varies	Periodic, as required	Sybase Control Center for Unwired Platform with the domain-level Packages node
Export or import an MBO package	UNIFIED	On-demand, as required	Sybase Control Center for Unwired Platform with the domain-level Packages node
Review current/historical/performance metrics	All	Routine	Sybase Control Center for Unwired Platform with the Monitor node (available only to administrators)
View asynchronous operation replays for the selected package	Replication, UNIFIED	Periodic, as required	Sybase Control Center for Unwired Platform with the domain-level Packages node. However, asynchronous operation replays must first be enabled at the cluster level. See <i>Viewing Asynchronous Operation Replays</i> .

## Hybrid App Package Management Overview

The goal of Hybrid App package management is to make Hybrid Apps available from the Unwired Server to device users. Hybrid App package management typically requires a one-time deployment and configuration, except for ongoing package maintenance.

The Hybrid App application is a simple business process application that delivers functionality, such as sending requests and approvals through an e-mail application, to mobile device clients on supported device platforms, including Windows Mobile, iOS.

**Table 6. Hybrid App package management**

Task	Frequency	Accomplish by using
Deploy Hybrid App packages	Once, unless a new version becomes available	Sybase Control Center for Unwired Platform with the Hybrid App node
Assign or unassign a Hybrid App to an application connection template	When a new Hybrid App package is deployed	Sybase Control Center for Unwired Platform with the Hybrid App node
Hybrid App configuration that includes e-mail matching rules and context variables	Once	Sybase Control Center for Unwired Platform with the Hybrid App node
Device registration and user assignments to Hybrid App packages	Routine when new users or new devices are added	Sybase Control Center for Unwired Platform with the <b>Hybrid Apps</b> >< <b>Hybrid AppName</b> > node
Monitor users and errors	Routine	Sybase Control Center for Unwired Platform with the Monitor node

## Security Administration Overview

Perform security administration tasks to establish rules for the protection of enterprise and administrative data and transactions.

Unwired Server coordinates data between enterprise information server (EIS) data sources and device clients, meaning that transferred information is often proprietary, confidential, or private. Therefore, the data and communication streams that carry information from Unwired Server to other components in the Unwired Platform must be protected.

Unwired Platform has several security layers that protect data and transactions. Administrators manage system and application authentication and authorization security configurations at the cluster level, and perform role mapping at the domain and package levels. By default, the 'admin' security configuration is used to authenticate and authorize all

administrative users, including domain administrators. All domain administrator logins must be valid in the security repository configured for the 'admin' security configuration.

Platform administrators register domain administrators at the cluster level, and then assign them to a domain from the domain-level Security Configurations tab. Security configurations are assigned when domains are created, or subsequently, from the Domains node. Packages must also be mapped to a security configuration at deployment; role mapping can be configured at a later time.

Roles are used for MBOs and operations during development to indicate authorization requirements. These roles are enforced by Unwired Server. At deployment or after deployment, these logical roles can be mapped to physical roles to restrict which users have access to MBOs and operations. Roles assigned at the MBO level are separate from operation-level roles. However, package-level role mapping overrides domain-level role mapping. If the same package is deployed to multiple domains and associated with the same security configuration, then the domain-level role mapping is shared.

## **System Monitoring Overview**

(Not applicable to Online Data Proxy) The goal of monitoring is to provide a record of activities and performance statistics for various elements of the application. Monitoring is an ongoing administration task.

Use monitoring information to identify errors in the system and resolve them appropriately. This data can also be shared by platform and domain administrators by exporting and saving the data to a .CSV or .XML file.

The platform administrator uses Sybase Control Center to monitor various aspects of Unwired Platform. Monitoring information includes current activity, historical activity, and general performance during a specified time period. You can monitor these components:

- Security log
- Replication synchronization
- Messaging synchronization
- System messaging queue status
- Data change notifications
- Device notifications (replication)
- Package statistics (replication and messaging)
- User-related activity
- Cache activity

To enable monitoring, platform administrators must set up a monitoring database, configure a monitoring data source or create a new one, and set up monitoring database flush and purge options. By default the installer created a monitoring database, however you can use another one if you choose.

To control monitoring, platform administrators create monitoring profiles and configurations, which define the targets (domains and packages) to monitor for a configured length of time. A

default monitoring profile is created for you by the installer. Monitoring data can be deleted by the platform administrator as needed.

**Table 7. System monitoring tasks**

Task	Frequency	Accomplished by
Create and enable monitoring profiles	One-time initial configuration with infrequent tuning as required	Sybase Control Center for Unwired Platform with the Monitoring node
Enable domain logging	One-time setup with infrequent configuration changes, usually as issues arise	Sybase Control Center for Unwired Platform with the <b>Domains</b> > <DomainName> > <b>Log</b> node.
Review current/historical/performance metrics	Routine	Sybase Control Center for Unwired Platform with the Monitoring node
Identify performance issues	Active	Sybase Control Center for Unwired Platform with the Monitoring node
Monitor application and user activity to check for irregularities	Active	Sybase Control Center for Unwired Platform with the Monitoring node
Troubleshoot irregularities	Infrequent	Reviewing various platform logs
Purge or export data	On demand	Sybase Control Center for Unwired Platform with the Monitoring node

## Starting and Stopping Sybase Control Center in Unwired Platform

Sybase Unified Agent is used to start and stop Sybase Control Center.

There are two ways to start and stop the Sybase Control Center in an Unwired Platform environment.

- By default, SybaseControlCenter.X.X is installed to run as a Windows service, and is set by the installer to start automatically.
- You can also use a command-line script as required.
- Start or stop from the Windows Control Panel; change automatic start and restart:
  - a) Open the Windows Control Panel.

- b) Select **Administrative Tools > Services**.
- c) Locate SybaseControlCenter.X.X. If the service is running, the status column displays "Started."
- d) To start or stop the service, right-click the service and choose **Start** or **Stop**.
- e) Double-click the service.
- f) To set the service to automatically start when the system starts, change the **Startup type** to Automatic.
- g) To restart the service in case of failover, choose the **Recovery** tab and change the First, Second, and Subsequent failures to Restart Service.  
Click **Apply** to save the modifications before closing the dialog.
- Manually starting Sybase Control Center by command-line script:
  - a) Enter the start command:
 

```
<UnwiredPlatform_InstallDir>\SCC-X_X\bin\scc.bat
```
- Manually stopping Sybase Control Center by command-line script:
  - a) Enter the stop command:
 

```
<UnwiredPlatform_InstallDir>\SCC-X_X\bin\scc.bat -stop
```

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**Note:** You can use **scc.bat -stop** only to stop an SCC that was manually started with "scc.bat"; it cannot stop the SCC windows service.

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## Cleaning Up the Flash Player Cache

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Sybase recommends you clean up the Flash Player cache, after upgrading to the latest version of Sybase Control Center. This is needed if you have used a previous version of Sybase Unwired Platform on the same machine. This cleanup is only required once.

1. Navigate to C:\Documents and Settings\username\Application Data\Macromedia\Flash Player\#SharedObjects.
2. Delete all files under this folder.

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**Note:** Alternatively, go to the following link from a browser: [http://www.macromedia.com/support/documentation/en/flashplayer/help/settings\\_manager07.html](http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html). Use the Website Storage settings panel to change storage capacity, or delete Websites to clean up the cache.

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## Copying and Pasting Properties

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Values displayed in property tables in Sybase Control Center can be copied and pasted.

Tables that support copying and pasting include monitoring properties, device properties, user properties, registration templates, domain log properties, and sever log properties.

## Get Started

1. To copy a value, right click the cell, then select **Copy** from the context menu.
2. To paste what you have copied, go to the property table you require, click the cell in question, then select **Paste** from the context menu. You cannot paste in a table cell that is read only, by you can copy a value from a table cell and paste it elsewhere (for example, copy text input for a search).

## Getting Started with Production Clusters

---

Get started using Sybase Control Center in production clusters of Unwired Platform. Follow steps to configure and prepare Sybase Control Center for Unwired Platform use.

1. *Getting Started After Installing*

Perform postinstallation testing and configuration.

2. *Configuring Memory Usage*

(Optional) Determine whether you need to configure how much memory Sybase Control Center uses, and if so which configuration method to use.

3. *Configuring the Automatic Logout Timer*

(Optional) Set Sybase Control Center to end login sessions when users are inactive for too long.

4. *Manually Opening the Unwired Platform Console*

If the Unwired Platform administration console does not appear automatically, you may need to manually open it in Sybase Control Center (SCC). Once open, you can then use the Unwired Platform administration console to manage the Unwired Server enabled mobile environment.

5. *Adding or Updating Unwired Server Registration Properties*

By default a Sybase Control Center detects and registers clusters and Unwired Server nodes as managed resources of Sybase Control Center automatically: the resource entry named 'localhost' is created for the local server upon installation. However, you may need to manually register other new clusters or nodes or modify existing entries under specific conditions.

## Getting Started After Installing

---

Perform postinstallation testing and configuration.

### Prerequisites

Start Sybase Control Center.

### Task

1. Install Adobe Flash Player 10.1 or later in the Web browser you will use to connect to Sybase Control Center.



Flash Player is a free plug-in. You can download the latest version from <http://get.adobe.com/flashplayer/>.

If Flash Player is already installed but you are not sure which version you have, go to the Adobe test site at <http://adobe.com/shockwave/welcome>. Click the link that says **Test your Adobe Flash Player installation**. The version information box on the next page that appears displays your Flash Player version.

2. To connect to Sybase Control Center, direct your browser to:

`https://<scc_server_hostname>:8283/scc`

---

**Note:** If you changed the default HTTPS port during installation, use the new port number instead of 8283.

---

3. If you see an error about the security certificate, add Sybase Control Center to your browser's trusted sites zone (Internet Explorer) or add a security exception (Firefox).
4. Log in. Use the login account (supAdmin) and password that you set up during installation. This account can be used for both SCC login, and SUP login.
5. Learn about Sybase Control Center. To open the help system, click ? in the upper-right corner of the screen, or select **Help > Online Documentation**.

### See also

- *Configuring Memory Usage* on page 16

### **Setting Up Browser Certificates for Sybase Control Center Connections**

To avoid security exceptions when launching Sybase Control Center, set up security certificates correctly.

This task is required when:

- The browser session starts from a host computer that is remote from the Sybase Control Center installation.
- The browser session starts on the same computer as Sybase Control Center and reports a Certificate Error. The installer automatically sets up a local security certificate, but the certificate installed for https in the web container keystore is a self-signed root certificate, which is not recognized by the client browser.
- The host computer does not have Visual Studio Certificate Manager SDK installed.

Alternatively, follow browser-specific instructions to accept the certificate into the Windows certificate store.

1. Change the default shortcut to use the full host name of the computer on which Sybase Control Center has been installed.

The host name is required because the default self-signed generated certificate the installer issues cannot be assigned to "localhost."

For example, change the shortcut URL to something similar to:

## Get Started

```
"%ProgramFiles%\Internet Explorer\iexplore.exe" https://  
SCCHost.mydomain.com:8283/scc
```

### 2. Add the certificate to the Windows certificates store.

#### a) Extract the self-signed certificate:

```
<UnwiredPlatform_InstallDir>\JDKX.X.X_XX\bin\keytool.exe -  
exportcert -alias jetty  
-keystore <UnwiredPlatform_InstallDir>\SCC-X_X\services  
\EmbeddedWebContainer\container\Jetty-X.X.XX\keystore -file  
cert.crt
```

#### b) Click **Start > Run**, type `mmc`, and then click **OK** to import the `cert.crt` file into the host computer's Windows store with the Windows Certificate Manager. The default password for both the keystore and the alias is "changeit".

## **Logging Into Sybase Control Center with an Installer-Defined Password**

The person acting as platform administrator logs in to Sybase Control Center for the first time after installation.

During installation, the person installing Unwired Platform defines a password for the `supAdmin` user. This password is used to configure the Preconfigured login module that performs the administrator authentication.

---

**Note:** This installer-defined password is not intended to be a permanent administrator credential. You must replace this module with a production-grade authentication module, typically LDAP.

---

1. Launch Sybase Control Center.
2. Enter `supAdmin` for the user name and type the `<supAdminPwd>` for the password.  
Note that the user name is case sensitive.
3. Click **Login**.

## **Logging out of Sybase Control Center**

Log out of a cluster when you finish your administration session.

In order to protect system security, Sybase recommends that you log out of Sybase Control Center when you are not using the console.

Choose one of these methods:

- Click the **Logout** link at the top right corner of the console.
- From the Sybase Control Center menu, select **Application > Logout**.

## **Configuring Memory Usage**

(Optional) Determine whether you need to configure how much memory Sybase Control Center uses, and if so which configuration method to use.

It is not usually necessary to configure memory usage for Sybase Control Center. This table lists memory options you can set and circumstances under which you should consider changing them.

Modify this value	When	Guidelines
<p>Maximum memory</p> <ul style="list-style-type: none"> <li><code>jvmopt=-Xmx</code> – if you are running SCC as a Windows service</li> <li><code>SCC_MEM_MAX</code> – if you are starting SCC from the command line</li> </ul>	<ul style="list-style-type: none"> <li>You need to prevent Sybase Control Center from using more than a given amount of memory</li> <li>SCC fails to start and may display an error: Could not create the Java Virtual machine.</li> <li>An OutOfMemory error says SCC is out of heap space</li> <li>A warning message about system memory appears during the start process</li> <li>The machine where SCC is installed has less than 4GB of memory. (Starting SCC on a machine with less than 4GB of memory triggers the startup warning message about system memory.)</li> </ul>	<p>On machines with less than 4GB of memory, set maximum memory to 256MB or more.</p> <p>Default value: none. (On machines with 4GB or more of memory, maximum memory is set dynamically and is effectively limited only by the amount of system memory available.)</p>
<p>Permanent memory</p> <ul style="list-style-type: none"> <li><code>jvmopt=-XX:MaxPermSize</code> – if you are running SCC as a Windows service</li> <li><code>SCC_MEM_PERM</code> – if you are starting SCC from the command line</li> </ul>	<p>An OutOfMemory error says SCC is out of permanent generation space</p>	<p>Increase by 32MB increments. If you reach a value equal to twice the default and still see the OutOfMemory error, contact Sybase technical support.</p> <p>Default value: 128MB</p>

You can change memory options in two ways:

- For Sybase Control Center started from the command line – execute commands to set one or more environment variables before executing the **scc** command to start Sybase Control Center. When you use this method, your changes to the memory options last only as long as the current login session. This method is useful for testing new option values.
- For the Sybase Control Center service – modify a file used by the SCC service. When you use this method, your changes to the memory options persist—Sybase Control Center uses them every time it starts as a service.

### See also

- Getting Started After Installing* on page 14

- *Configuring the Automatic Logout Timer* on page 18

### **Changing a Memory Option on the Command Line**

Before you start Sybase Control Center from the command line, you can issue a command to change the value of a memory option temporarily.

Changes made using this method last only as long as the current login session. This method is useful for testing new option values.

1. If Sybase Control Center is running, shut it down.
2. Set the environment variable. Specify a size in megabytes but do not indicate the units in the command.

```
> set SCC_MEM_MAX=512
```

3. Use the **scc** command to start Sybase Control Center.

### **Changing a Memory Option for an SCC Windows Service**

Add a **jvmopt** command to the `scc.properties` file to change a memory option (-Xmx or -XX:MaxPermSize) for a Sybase Control Center Windows service.

When you use this method to set memory options, your changes are permanent—Sybase Control Center uses them every time it starts as a service.

1. If Sybase Control Center is running, shut it down.
2. Open the SCC properties file:  
`<SCC-install-directory>\SCC-3_2\bin\scc.properties`
3. Add (or modify, if it already exists) a **jvmopt** line specifying the memory size in Java format. Use m for megabytes or g for gigabytes.

For example:

```
jvmopt=-Xmx512m
```

4. Save the file and start the Sybase Control Center Windows service.

## **Configuring the Automatic Logout Timer**

(Optional) Set Sybase Control Center to end login sessions when users are inactive for too long.

### **Prerequisites**

Launch Sybase Control Center and log in using an account with administrative privileges. (The login account or its group must have `sccAdminRole`.)

### **Task**

1. From the application's menu bar, select **Application > Administration**.
2. Select **General Settings**.

3. Click the **Auto-Logout** tab.
4. Enter the number of minutes after which an idle user will be automatically logged out.  
Enter 0 or leave the box empty to disable automatic logout.
5. Click **OK** (to apply the change and close the properties dialog) or **Apply** (to apply the change and leave the dialog open).

### See also

- *Configuring Memory Usage* on page 16

## **Manually Opening the Unwired Platform Console**

If the Unwired Platform administration console does not appear automatically, you may need to manually open it in Sybase Control Center (SCC). Once open, you can then use the Unwired Platform administration console to manage the Unwired Server enabled mobile environment.

### **Prerequisites**

Before managing a cluster, ensure that the login has SCC administration privileges.

### **Task**

1. In the SCC menu, select **View > Open > Resource Explorer**.
2. From the list of resources, select the cluster you want to manage.
3. From the Resource Explorer menu bar, click **Resources > Add Resources to Perspective**.  
The Unwired Server is added to the Perspective Resources window.
4. In the Perspective Resources window, mouse over the cluster you want to manage, click the down arrow, and select **Authenticate**.
5. To authenticate against the cluster, select one of these:
  - **Use my current SCC login** – SCC uses the administrator's initial SCC login credentials to establish a connection to the Unwired Platform cluster. Use this option if you have already mapped the SCC administrator role to the SUP administrator role.
  - **Specify different credentials** – enter a new user name and password specifically for logging in to this cluster. Use this option if SCC and Unwired Platform use different authentication repositories. Using different credentials in this step is unnecessary if SCC and Unwired Platform use the same security provider.
6. Click **OK**.
7. Mouse over the cluster you want to open, click the down arrow, and select **Manage**.

If you are successfully authenticated, the Unwired Platform console appears. If authentication fails, see *Sybase Control Center Issues* in the *Troubleshooting* guide.

## **Adding or Updating Unwired Server Registration Properties**

By default a Sybase Control Center detects and registers clusters and Unwired Server nodes as managed resources of Sybase Control Center automatically: the resource entry named 'localhost' is created for the local server upon installation. However, you may need to manually register other new clusters or nodes or modify existing entries under specific conditions.

For information on these conditions, see *When Manual Managed Resource Property Changes Are Needed*.

**1. Choose your action:**

- To register a new resource, on the Sybase Control Center menu, select **Resource > Register**.
- To update the resource properties, on the Sybase Control Center menu, select **View > Select > Perspective Resources** view. Then in the Name column, click **EntryName > Properties**.

**2. Configure any of these properties, depending on you initial action:**

- the resource name and type
- a description
- host name and port of the server

The host name and port must match those configured for the Unwired Server management port.

**3. If you changed hostname, reauthenticate the server:**

- a) Click **EntryName > Clear Authentication** to remove currently validated credentials to the previous host values.
- b) Click **EntryName > Authenticate** to reauthenticate with the current host values.

**4. Once authenticated, you can now manage it from Sybase Control Center: click **EntryName > Manage** to launch the Unwired Platform management console.**

### **See also**

- *Configuring Management Port Properties* on page 42
- *Sybase Control Center Communication with Unwired Server Fails* on page 374

## **When Manual Managed Resource Property Changes Are Needed**

Understand the conditions under which managed resource properties need to be manually edited or added

These are the conditions under which you must manually create a new registration entry:

- If a cluster or node is not located within your network.
- If it is not automatically detected and registered in the Sybase Control Center Resource Explorer

These are the conditions under which you must manually update an existing registration entry:

- If you modify the Unwired Server configuration to change the management port, you need to update these resource properties to match those values.

---

**Note:** When modifying the hostname of the resource, you need to reauthenticate the resource.

---

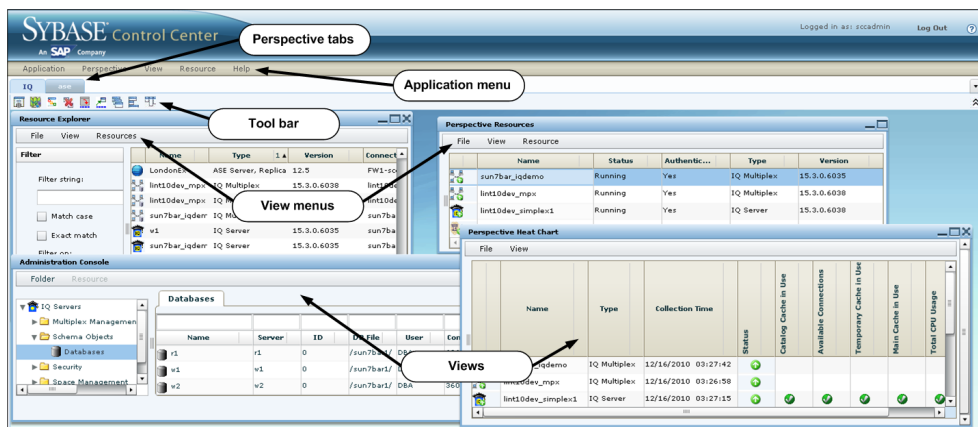
## Understanding the Sybase Control Center Interface

Manipulate Sybase Control Center interface elements to set up the console according to your requirements and preference.

### User Interface Overview

This illustration labels important elements of the Sybase Control Center user interface so you can identify them when they appear in other help topics.

**Figure 1: Sybase Control Center User Interface**












### See also

- *Perspectives* on page 23
- *Views* on page 25
- *Repository* on page 27
- *Sybase Control Center Console* on page 32
- *Sybase Control Center Security* on page 36

### **Toolbar Icons**

Describes the icons in the Sybase Control Center toolbar for launching and managing views.

**Table 8. Toolbar icons**

<b>Icon</b>	<b>Name</b>	<b>Description</b>
	<b>Show/Hide Perspective Resources View</b>	Displays or minimizes the Perspective Resources view, which lists registered resources in this perspective.
	<b>Launch Resource Explorer</b>	Opens the resource explorer, which lists reachable resources (both registered and unregistered).
	<b>Launch Heat Chart</b>	Opens the perspective heat chart, which gives a status overview of the registered resources in this perspective.
	<b>Close All Open Views</b>	Closes all open and minimized views.
	<b>Minimize All Views</b>	Minimizes all open views.
	<b>Restore All Minimized Views</b>	Returns all minimized views to their original size.
	<b>Cascade All Open Views</b>	Arranges open views to overlap each other.
	<b>Tile All Open Views Vertically</b>	Arranges open views in a vertical manner.
	<b>Tile All Open Views Horizontally</b>	Arranges open views in a horizontal manner.

### **Sybase Control Center Functionality Not Applicable to Unwired Platform**

Sybase Control Center is a standard management framework used by multiple products, including Sybase Unwired Platform. Certain standard functions that appear in the user interface cannot be used to administer Unwired Platform.

The following Sybase Control Center features can be disregarded in the context of Sybase Unwired Platform:

- Alerts
- Schedules
- Heat charts



- Historical performance monitoring
- Logging

These features either do not apply to Sybase Unwired Platform or are redundant due to custom functionality implemented in place of standard functions. The inapplicable Sybase Control Center functionality cannot be removed, as it may be required by other Sybase product servers also using Sybase Control Center.

### **Accessibility Features**

This document is available in an HTML version that is specialized for accessibility. You can navigate the HTML with an adaptive technology such as a screen reader, or view it with a screen enlarger.

The Sybase CEP Option R4 documentation complies with U.S. government Section 508 Accessibility requirements. 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.

For information about accessibility support in the Sybase IQ plug-in for Sybase Central™, see “Using accessibility features” in Chapter 1, “Introducing Sybase IQ” in Introduction to Sybase IQ. The online help for Sybase IQ, which you can navigate using a screen reader, also describes accessibility features, including Sybase Central keyboard shortcuts.

---

**Note:** You might need to configure your accessibility tool for optimal use. Some screen readers pronounce text based on its case; for example, they pronounce ALL UPPERCASE TEXT as initials, and MixedCase Text as words. You might find it helpful to configure your tool to announce syntax conventions. Consult the documentation for your tool.

---

For information about how Sybase supports accessibility, see Sybase Accessibility at <http://www.sybase.com/accessibility>. The Sybase Accessibility site includes links to information on Section 508 and W3C standards.

### **Sybase Control Center Accessibility Information**

Sybase Control Center uses the Adobe Flex application.

For the most current information about Adobe Flex keyboard shortcuts, see [http://livedocs.adobe.com/flex/3/html/help.html?content=accessible\\_5.html](http://livedocs.adobe.com/flex/3/html/help.html?content=accessible_5.html).

---

**Note:** To use Sybase Control Center with JAWS for Windows screen reading software effectively, download and install the appropriate Adobe scripts. See [www.adobe.com](http://www.adobe.com).

---

## **Perspectives**

A perspective is a named container for a set of one or more managed resources. You can customize perspectives to provide the information you need about your environment.

As the main workspaces in the Sybase Control Center window, perspectives let you organize managed resources. You might assign resources to perspectives based on where the resources are located (continents, states, or time zones, for example), what they are used for, which

group owns them, or which administrator manages them. Perspectives appear as tabs in the main window.

Every perspective includes a Perspective Resources view, which lists the resources in that perspective and provides high-level status and descriptive information. Use the View menu to switch from detail view to icon view and back.

You can open additional views as needed to manage the perspective's resources. The views in a perspective display information only about resources in that perspective.

One resource can appear in many perspectives.

### See also

- *User Interface Overview* on page 21
- *Views* on page 25
- *Repository* on page 27
- *Sybase Control Center Console* on page 32
- *Sybase Control Center Security* on page 36

### **Creating a Perspective**

Create a perspective in which you can add and manage resources.

1. From the application menu bar, select **Perspective > Create**.
2. Enter a name for your perspective. The name can contain up to 255 characters.
3. Click **OK**.

### See also

- *Removing a Perspective* on page 24
- *Renaming a Perspective* on page 25

### **Removing a Perspective**

Delete a perspective window.

1. Select the perspective tab you want to delete.
2. In the main menu bar, select **Perspective > Delete**.  
The selected perspective disappears. If there are other perspectives, Sybase Control Center displays one.

### See also

- *Creating a Perspective* on page 24
- *Renaming a Perspective* on page 25

### **Renaming a Perspective**

Change the name of your perspective.

1. Select the perspective tab you want to rename.
2. From the main menu bar, select **Perspective > Rename..**
3. Enter the new name for your perspective.
4. Click **OK**.

#### **See also**

- *Creating a Perspective* on page 24
- *Removing a Perspective* on page 24

## **Views**

Use views to manage one or more resources within a perspective.

In Sybase Control Center, views are the windows you use to monitor and manage a perspective's resources. You can re-arrange, tile, cascade, minimize, maximize, and generally control the display of the views in your perspective.

Each perspective includes these views:

- Perspective Resources
- Administration Console

---

**Note:** SCC views are not related to database views; they serve a completely different purpose.

---

#### **See also**

- *User Interface Overview* on page 21
- *Perspectives* on page 23
- *Repository* on page 27
- *Sybase Control Center Console* on page 32
- *Sybase Control Center Security* on page 36

### **Managing a View**

Open, close, minimize, maximize, or restore a view in the current perspective.

You can:

Task	Action
Open a view	Do one of the following: <ul style="list-style-type: none"> <li>In the Perspective Resources view, select a resource, click the drop-down arrow to the right of the resource name, and select the view to open.</li> <li>In the application menu bar, select <b>View &gt; Open</b> and choose a view.</li> </ul>
Close a view	Select the view to close. In the application menu bar, select <b>View &gt; Close</b> . You can also click the <b>X</b> in the view's upper right corner.
Maximize a view	Click the box in the view's upper right corner. The view enlarges to fill the entire perspective window. Click the box again to return the view to its former size.
Minimize a view	Click the _ in the view's upper right corner. The view shrinks to a small tab at the bottom of the perspective window.
Minimize all views	In the application menu bar, select <b>View &gt; Minimize All Views</b> .
Restore a view	Click the box on the minimized tab to maximize the view. Click the box again to return the view to its former (smaller) size so you can see other views at the same time.
Bring a view to the front	In the application menu bar, select <b>View &gt; Select</b> and choose the view you want from the submenu.





### See also



- Arranging View Layout in a Perspective* on page 26

### Arranging View Layout in a Perspective

Use the view layout options to manage your perspective space.

Click one of these icons in the Sybase Control Center toolbar:

Icon	Action
	Close All Open Views
	Minimize All Open Views
	Restore All Minimized Views
	Cascade All Open Views

Icon	Action
	Tile All Open Views Vertically
	Tile All Open Views Horizontally

In a cascade, views overlap; in tiling arrangements, they do not.

Alternatively, you can arrange view layouts from the Sybase Control Center menu bar. From the menu bar, select **Perspective > Arrange** and select your view layout.

### See also

- *Managing a View* on page 25

## Repository

The Sybase Control Center embedded repository stores information related to managed resources, as well as user preference data, operational data, and statistics.

You can back up the repository database on demand, schedule automatic backups, restore the repository from backups, and configure repository purging options. Full and incremental backups are available. A full backup copies the entire repository. An incremental backup copies the transaction log, capturing any changes since the last full or incremental backup.

By default, Sybase Control Center saves backups as follows:

- Each full backup is stored in its own subdirectory in <SCC-install-directory>/backup.
- Each incremental backup is stored in a file in <SCC-install-directory>/backup/incremental.

Sybase recommends that you periodically move backup files to a secondary storage location to prevent the installation directory from becoming too large.

### See also

- *User Interface Overview* on page 21
- *Perspectives* on page 23
- *Views* on page 25
- *Sybase Control Center Console* on page 32
- *Sybase Control Center Security* on page 36

### **Scheduling Backups of the Repository**

Configure full and incremental backups of the repository to occur automatically.

#### **Prerequisites**

Determine your backup strategy, including when to perform full backups and incremental backups. For example, you might schedule incremental backups every day and a full backup every Saturday.

You must have administrative privileges (sccAdminRole) to perform this task.

#### **Task**

A full backup copies the entire repository. An incremental backup copies the transaction log, capturing any changes since the last full or incremental backup.

1. From the main menu, select **Application > Administration**.
2. In the left pane, select **Repository**.
3. Click the **Full Backup** tab.
4. (Optional) To change the directory in which backups will be stored, click **Browse** and navigate to the desired directory.
5. Select **Schedule a Regular Backup**.
6. Specify the day you want scheduled backups to begin. Enter a **Start date** or click the calendar and select a date.
7. (Optional) Use the **Time** and **AM/PM** controls to specify the time at which backups occur.
8. Specify how often backups occur by setting the **Repeat interval** and selecting hours, days, or weeks.
9. (Optional) To purge the repository after each backup, select **Run a repository purge after the backup completes**.
10. If you include purging in the backup schedule, go to the **Size Management** tab and unselect **Automatically purge the repository periodically** to disable automatic purging.
11. Click **Apply** to save the schedule.
12. Click the **Incremental Backup** tab and repeat the steps above to schedule incremental backups to occur between full backups.

#### **Next**

Set purging options on the Size Management tab.

#### **See also**

- *Modifying the Backup Schedule* on page 29
- *Forcing an Immediate Backup* on page 29
- *Restoring the Repository from Backups* on page 30

- *Configuring Repository Purging* on page 31

## **Modifying the Backup Schedule**

Suspend or resume repository backups or change the backup schedule.

### **Prerequisites**

You must have administrative privileges (sccAdminRole) to perform this task.

### **Task**

1. From the main menu, select **Application > Administration**.
2. In the left pane, select **Repository**.
3. Choose the type of backup to modify:
  - Click the **Full Backup** tab, or
  - Click the **Incremental Backup** tab.
4. (Optional) To suspend or resume the backup schedule, select or unselect **Schedule a Regular Backup**.  
When you unselect (uncheck) this option, the scheduling area is grayed out and scheduled backups no longer occur. However, the schedule is preserved and you can reinstate it at any time.
5. To change the backup schedule, edit the **Start date**, **Time**, **Repeat interval**, or units. You can also select or unselect **Run a repository purge after the backup completes**.
6. Click **Apply** to save the schedule.

### **See also**

- *Scheduling Backups of the Repository* on page 28
- *Forcing an Immediate Backup* on page 29
- *Restoring the Repository from Backups* on page 30
- *Configuring Repository Purging* on page 31

## **Forcing an Immediate Backup**

Perform an unscheduled full or incremental backup of the repository.

### **Prerequisites**

You must have administrative privileges (sccAdminRole) to perform this task.

### **Task**

1. From the main menu, select **Application > Administration**.
2. In the left pane, select **Repository**.

3. Choose the type of backup to run:
  - Click the **Full Backup** tab, or
  - Click the **Incremental Backup** tab.
4. Click **Back up Now**.

Sybase Control Center saves the backup to the directory shown in the Location field.

### See also

- *Scheduling Backups of the Repository* on page 28
- *Modifying the Backup Schedule* on page 29
- *Restoring the Repository from Backups* on page 30
- *Configuring Repository Purging* on page 31

### **Restoring the Repository from Backups**

Load backup files into the repository database to revert undesirable changes or to recover from a catastrophic failure.

If you configured Sybase Control Center to store backups somewhere other than the default location, change the source directory in the copy commands in this procedure.

1. Shut down Sybase Control Center.
2. Copy the most recent full backup from <SCC-install-directory>/backup/<generated\_directory\_name> to <SCC-install-directory>/services/Repository. For example:

```
copy C:\sybase\SCC-3_2\backup\repository.  
270110161105\scc_repository.db  
C:\sybase\SCC-3_2\services\Repository
```

3. If you have no incremental backups to load,
  - a) Also copy the log file from <SCC-install-directory>/backup/<generated\_directory\_name> to <SCC-install-directory>/services/Repository. For example:

```
copy C:\sybase\SCC-3_2\backup\repository.  
270110161105\scc_repository.log  
C:\sybase\SCC-3_2\services\Repository
```

- b) Skip to step 5 on page 31.
4. Start the repository database using the **-ad** option, which directs it to load transaction logs (incremental backups) from the incremental directory. (The database loads full backups automatically.) For example:

```
cd <SCC-install-directory>\services\Repository  
  
..\..\bin\sa\bin_<platform>\dbsrv11.exe scc_repository -ad  
<SCC-install-directory>\backup\incremental
```



The repository database loads the full backup and any subsequent incremental backups present in the `incremental` directory. Incremental backups are loaded in date order. After loading and saving, the database shuts down.

**5. Start Sybase Control Center.**

If you loaded incremental backups, SCC starts normally (that is, no further recovery occurs). If you copied a full backup to the `Repository` directory, the database recovers the repository from the full backup.

**Example: Loading incremental backups into the repository database**

These commands start SQL Anywhere® on a 32-bit Windows machine:

```
% cd C:\sybase\SCC-3_2\services\Repository
% ..\..\bin\sa\bin_windows32\dbsrv11.exe scc_repository -ad
C:\sybase\SCC-3_2\backup\incremental
```

**See also**

- *Scheduling Backups of the Repository* on page 28
- *Modifying the Backup Schedule* on page 29
- *Forcing an Immediate Backup* on page 29
- *Configuring Repository Purging* on page 31

**Configuring Repository Purging**

Change repository purging options.

**Prerequisites**

You must have administrative privileges (`sccAdminRole`) to perform this task.

**Task**

As you decide how to purge your repository, consider that:

- Purging keeps the repository from absorbing too much disk space.
- By default, purging is enabled. It occurs once a day and purges data older than one day.
- Statistics and alert history can help you detect trends in server performance and user behavior. The Sybase Control Center statistics chart can graph performance data over a period of a year or more if the data is available. If you have enough disk space, consider saving data for a longer period of time or disabling the purging of statistics or alert history.
- Changing the purge frequency and other options might affect Sybase Control Center performance.

---

**Note:** If you configure purging as part of a scheduled backup of the repository, disable automatic purging on the Size Management tab.

---

1. From the main menu bar, select **Application > Administration**.
2. Select **Repository**.
3. Click the **Size Management** tab.
4. To turn automatic purging on or off, click **Automatically purge the repository periodically**.  
Turn this option off if purging is configured as part of your scheduled full or incremental backups.
5. Click purge options to turn them on or off:
  - **Purge statistics**
  - **Purge alert history**
6. In **Purge data older than**, enter the number of days after which to purge repository data.
7. Click **Apply**, then **OK**.

### See also

- *Scheduling Backups of the Repository* on page 28
- *Modifying the Backup Schedule* on page 29
- *Forcing an Immediate Backup* on page 29
- *Restoring the Repository from Backups* on page 30

## Sybase Control Center Console

The console is a command-line interface for displaying details about the status of the Sybase Control Center server and its subsystems.

When you use the **scc** command to start Sybase Control Center, it displays start-up messages and then displays the console prompt.

**Note:** The console prompt does not appear if you start Sybase Control Center as a service, if you direct the output of **scc** to a file, or if you start Sybase Control Center in the background.

### See also

- *User Interface Overview* on page 21
- *Perspectives* on page 23
- *Views* on page 25
- *Repository* on page 27
- *Sybase Control Center Security* on page 36

### Console Commands

Use the Sybase Control Center console to get status information on Sybase Control Center and its ports, plug-ins, and services.

### help Command

Display syntax information for one or more Sybase Control Center console commands.

#### Syntax

```
help [command_name]
```

#### Parameters

- **command\_name** – optional. status, info, or shutdown. If you omit *command\_name*, **help** returns information on all the console commands.

#### Examples

- **Example 1** – returns information on the **status** command:

```
help status
```

#### Permissions

**help** permission defaults to all users. No permission is required to use it.

#### **See also**

- *info Command* on page 33
- *shutdown command* on page 34
- *status Command* on page 35

### info Command

Display information about specified parts of the Sybase Control Center server.

If you enter **info** with no parameters, it returns information for every parameter.

#### Syntax

```
info [-a | --sys]
[-D | --sysprop [system-property]]
[-e | --env [environment-variable]]
[-h | --help]
[-m | --mem]
[-p | --ports]
[-s | --services]
```

#### Parameters

- **-a | --sys** – optional. List all the services known to Sybase Control Center, indicate whether each service is enabled, and list other services on which each service depends.

- **-D | --sysprop** [*system-property*] – optional. Display information about the specified Java system property. Omit the system-property argument to return a list of all Java system properties and their values.
- **-e | --env** [*environment-variable*] – optional. List all the environment variables in the Sybase Control Center Java VM process environment. Omit the environment-variable argument to return a list of environment variables and their values.
- **-h | --help** – optional. Display information about the **info** command.
- **-m | --mem** – optional. Display information about the server's memory resources.
- **-p | --ports** – optional. List all the ports on which the Sybase Control Center agent and its services listen, indicate whether each port is in use, and show the service running on each port.
- **-s | --services** – optional. List all Sybase Control Center services, indicate whether each service is enabled, and list other services on which each service depends.

### Examples

- **Example 1** – displays information about ports on this Sybase Control Center server:

```
info -p
```

### Permissions

**info** permission defaults to all users. No permission is required to use it.

### **See also**

- *help Command* on page 33
- *shutdown command* on page 34
- *status Command* on page 35

### shutdown command

Stop the Sybase Control Center server if it is running.

### Syntax

```
shutdown
```

### Examples

- **Example 1** – shuts down Sybase Control Center:

```
shutdown
```

### Permissions

**shutdown** permission defaults to all users. No permission is required to use it.

**See also**

- *help Command* on page 33
- *info Command* on page 33
- *status Command* on page 35

**status Command**

Display the status of the SCC agent, plug-in, or service components of Sybase Control Center.

**Syntax**

```
status [-a | --agent]
[-h | --help]
[-p | --plugin [plugin-name]]
[-s | --service [service-name]]
```

**Parameters**

- **-a | --agent** – display the status of the Sybase Control Center agent component.
- **-h | --help** – display information about the **info** command.
- **-p | --plugin [plugin-name]** – display the status of the specified Sybase Control Center plug-in (for example, ASEMap, the Adaptive Server® management module). Omit the plugin-name argument to return a list of plug-ins.
- **-s | --service [service-name]** – display the status of the specified Sybase Control Center service (for example, the Alert service or the Messaging service). Omit the service-name argument to return a list of services.

**Examples**

- **Example 1** – displays status information on the Repository service:

```
status --service Repository
```

**Permissions**

**status** permission defaults to all users. No permission is required to use it.

**See also**

- *help Command* on page 33
- *info Command* on page 33
- *shutdown command* on page 34

## **Sybase Control Center Security**

User access to Sybase Control Center is controlled by configuring a security provider. Security providers are configured with the Unwired Platform management console.

By default, Sybase Control Center delegates user access control to providers configured for Unwired Server. Consequently, the login and group management features for Sybase Control Center (that is, those available when you click **Application > Administration > Security** from the Sybase Control Center menu) do not apply to the Unwired Platform use case. See *Securing Platform Administration* in the *Security* guide.

### **See also**

- *User Interface Overview* on page 21
- *Perspectives* on page 23
- *Views* on page 25
- *Repository* on page 27
- *Sybase Control Center Console* on page 32

## **Platform Administration Roles and Tasks**

By default, there are three logical administration roles for Unwired Platform, each with a specific set of tasks to perform.

To enable role-based access to the Sybase Control Center interface, configure mapping of the logical roles to roles that exist in the security repository used for administrative authentication and authorization. For details, see the *Security* guide.

## **SUP Platform Administrator**

Platform administrators interact with Unwired Platform to perform high-level, cluster-wide management.

A platform administrator can perform all administrative operations in the Unwired Platform administration console, including domain administration for all domains.

---

**Note:** The terms "Unwired Platform (platform) administrator" is used in all documentation to refer to the user with "SUP Administrator" role.

---

## Platform Administration Tasks

Review the tasks an Unwired Platform administrator can perform.

Component	Available Tasks
Cluster	<ul style="list-style-type: none"> <li>• Configure server properties for replication, messaging, management and HTTP ports, SSL, and performance.</li> <li>• View and manage server log settings.</li> <li>• Configure Relay Server and server farms.</li> <li>• Configure security configuration role mappings.</li> <li>• Review licensing status and generate SAP audit data.</li> <li>• Review and manage system landscape directory configuration, and upload schedule.</li> </ul>
Domains	<ul style="list-style-type: none"> <li>• Deploy, configure, and manage MBO packages.</li> <li>• Deploy and manage server connections and templates.</li> <li>• Configure security configuration role mappings.</li> <li>• Review and manage domain logs, domain log profiles, and log filters. Export domain log data.</li> <li>• Configure cluster-wide configuration objects in the "default" domain. These object include the system database server connections and domain log.</li> <li>• View and manage domains.</li> <li>• Assign or unassign domain administrators to or from the domain.</li> </ul>
Server	<ul style="list-style-type: none"> <li>• Perform server starts and stops.</li> <li>• Configure outbound enablers on each node.</li> </ul>
Security	<ul style="list-style-type: none"> <li>• Create security configurations.</li> <li>• Specify authentication, authorization, and audit providers.</li> <li>• Configure authentication cache timeout and lockout properties.</li> <li>• Map logical roles to physical roles for security providers.</li> <li>• Assign named security configurations to domains or remove pre existing configurations where necessary.</li> <li>• Register new domain administrators.</li> </ul>
Packages	<ul style="list-style-type: none"> <li>• Import, export, deploy, and delete MBO packages.</li> <li>• Manage or view the properties of each package. For example, perform role mapping, configure security configuration and role mapping, manage subscriptions, and review and manage client log and MBO/operation error history.</li> <li>• Enable or disable packages.</li> </ul>

Component	Available Tasks
Hybrid Apps	<ul style="list-style-type: none"> <li>• Deploy and configure Hybrid Apps.</li> <li>• Assign and unassign Hybrid Apps to users.</li> <li>• Review queue status and errors.</li> <li>• Import and export Hybrid Apps.</li> </ul>
Applications	Import and export applications.
Monitoring	<ul style="list-style-type: none"> <li>• Configure monitoring settings and review monitoring data.</li> <li>• Review captured monitoring data and KPIs .</li> </ul>

## **SUP Domain Administrator**

Domain administrators interact with Unwired Platform to manage packages, server connections, security configurations, and role mappings in specific domains. A domain is a logical partition used to isolate and manage runtime artifacts for a particular tenant.

The domain administrator can administer only the domain to which he or she is assigned. The domain administrator is granted access on a per-domain basis by the platform administrator.

The logical role for the domain administrator is "SUP Domain Administrator." The term "domain administrator" is used in all documentation to refer to the user with the "SUP Domain Administrator" role.

## **Domain Administration Tasks**

Review the tasks a domain administrator can perform.

Component	Available Tasks
Domain	<ul style="list-style-type: none"> <li>• Manage the domain.</li> <li>• Enable or disable managed domain.</li> <li>• Deploy, configure, and manage MBO packages.</li> <li>• Deploy and manage server connections and templates.</li> <li>• Configure security configuration role mapping.</li> <li>• Review and manage domain logs, domain log profiles, and log filters. Export domain log data.</li> <li>• Configure cluster-wide configuration objects in the "default" domain. These objects include the system database server connections and domain log.</li> </ul>
Log	<ul style="list-style-type: none"> <li>• Review and manage domain logs, domain log profiles, and log filters.</li> <li>• Export domain log data.</li> </ul>



Component	Available Tasks
Packages	<ul style="list-style-type: none"> <li>• Import, export, deploy, and delete MBO packages.</li> <li>• Manage or view the properties of each package, for example perform role mapping, configure security configuration and role mapping, manage subscriptions, review and manage client log and MBO/operation error history.</li> <li>• Enable or disable packages.</li> </ul>
Connections	<ul style="list-style-type: none"> <li>• Create and configure server connections.</li> <li>• Manage connection templates.</li> </ul>
Security	<ul style="list-style-type: none"> <li>• Map logical roles to physical roles for domain security providers.</li> </ul>
Applications	<ul style="list-style-type: none"> <li>• Review applications that are defined for the domain.</li> <li>• Review application connections that access the domain.</li> </ul>

## **SUP Helpdesk**

Help desk operators interact with Unwired Platform to review system information to determine the root cause of reported problems. Help desk operators only need to view information, not change it.

Help desk operators have read-only access to all administration information in the Unwired Platform administration console. They cannot perform any modification operations on administration console tabs, and cannot save changes made in dialogs or wizards.

The logical role for the help desk operator is "SUP Helpdesk." The term "help desk operator" is used in all documentation to refer to the user with the "SUP Helpdesk" role.

## **Help Desk Operator Tasks**

Review the tasks a help desk operator can perform.

Component	Available Tasks
Cluster	<ul style="list-style-type: none"> <li>• Review properties for replication, messaging, management and HTTP ports, SSL, and performance.</li> <li>• Review server logs.</li> <li>• Review Relay Server and server farms.</li> <li>• Review licensing status and generate SAP audit data.</li> <li>• Review system landscape directory configuration and schedule.</li> </ul>

Component	Available Tasks
Domain	<ul style="list-style-type: none"><li>• Review existing domains.</li><li>• Review MBO packages and their configuration.</li><li>• Review server connections and templates properties.</li><li>• Review security configurations and role mapping.</li><li>• Review domain logs, domain log profiles, and log filters. Export domain log data .</li></ul>
Server	<ul style="list-style-type: none"><li>• Review outbound enablers on each node.</li></ul>
Applications	<ul style="list-style-type: none"><li>• Review applications, application push configurations, application users and connections, and application connection templates.</li></ul>
Security	<ul style="list-style-type: none"><li>• Review security configurations, their authentication, authorization, attribution, and audit provider properties, and their logical role mappings.</li><li>• Review authentication cache timeout and lockout properties.</li><li>• Review security configurations assigned to.</li><li>• Review currently registered domain.</li></ul>
Hybrid Apps	<ul style="list-style-type: none"><li>• Review currently deployed Hybrid Apps, their configuration settings, assigned application connections, application connection templates, queue status, and errors.</li></ul>
Monitoring	<ul style="list-style-type: none"><li>• Review monitoring settings and monitoring data.</li><li>• Review captured monitoring data and KPIs.</li></ul>

# Administer

Use Sybase Control Center for Unwired Platform to administer and configure components of a cluster registered as a managed resource. When you configure cluster components you are setting up the elements required to mobilize your data. Once configured you perform ongoing administration tasks to maintain the environment.

## Clusters

---

As an organization grows, Unwired Platform administrators need to create a scalable IT infrastructure using clusters. Clustering creates redundant Unwired Platform components on your network to provide a highly scalable and available system architecture.

Organizations can seamlessly achieve high availability and scalability by adding more or redundant instances of core components. Redundant instances of critical components provide transparent failover.

In a production environment, the Unwired Platform deployment typically uses at least one relay server. The connections to relay servers can be configured within a cluster instance from Sybase Control Center.

## Cluster-Affecting Configuration Changes

---

Before you configure Unwired Servers in a cluster, ensure you understand how changes are synchronized to cluster members.

When you make a cluster-affecting change on the primary Unwired Server, those changes are synchronized to all secondary servers in the cluster. This ensures that servers are configured the same way and behave consistently within the cluster.

Cluster-affecting changes include:

- cluster configuration
- monitoring setup
- security configuration

## Cluster Properties

---

Cluster properties let administrators manage server configuration settings for all nodes in the cluster to ensure smooth data exchange between the server and client.

---

**Note:** .

---

Cluster property changes that do not require a server restart will be automatically synchronized to all nodes in the cluster. A message is displayed for any changes that require a server restart. Servers that require a restart are also flagged in the Server List.

### See also

- *Server List* on page 82
- *Unwired Server* on page 81
- *Server Log* on page 95

### **Configuring Management Port Properties**

Management ports in Unwired Server process incoming administration connection requests from Sybase Control Center. Management ports use IIOPS by default, though IIOP can be configured as well.

---

**Note:** If you are using Sybase Control Center in a development/test environment, you must also configure the Sybase Unwired WorkSpace on all development computers accessing the development Unwired Server to also save the required certificates to the java keystore. SybaseMutual authentication for the IIOPS management port is not supported.

---

1. In the left navigation pane, select **Configuration**.
2. In the right administration pane, click the **General** tab.
3. From the menu bar, select **Components**.
4. Select **Management**, then click **Properties**.
5. To configure the IIOP management port, enter the port number (default is 2000).
6. To configure the IIOPS secure management port:
  - Enter the port number (default is 2001).
  - Select the security profile used for the secure port.

### See also

- *Replication* on page 42
- *Messaging* on page 46
- *Configuring a Client Dispatcher* on page 47
- *Upgrade: Configuring Data Change Notification Components* on page 47
- *Configuring Cluster Performance Properties* on page 48
- *Configuring SSL Properties* on page 49
- *Configuring Web Container Properties* on page 54
- *Configuring the Configuration Cache* on page 56
- *Configuring SAP Solution Manager URL* on page 57
- *Configuring Server Log Settings* on page 57
- *Adding or Updating Unwired Server Registration Properties* on page 20
- *Sybase Control Center Communication with Unwired Server Fails* on page 374

### **Replication**

Replication synchronization involves synchronization between Unwired Server and a replication-based mobile device application. Synchronization keeps multiple variations of the

data set used by a device application in coherence with one another by reconciling differences in each. Reconciling differences before writing updates back to the enterprise information server (EIS) maintains data integrity.

For replication synchronization, configure the corresponding port to receive incoming synchronization requests from devices, as well as set up configuration to enable push notification messages to the device when data changes in CDB. In a typical environment, client applications running on devices will connect to the synchronization port via Relay Server and Relay Server Outbound Enabler (RSOE). In those cases, the HTTP port will be used.

### See also

- *Configuring Management Port Properties* on page 42
- *Messaging* on page 46
- *Configuring a Client Dispatcher* on page 47
- *Upgrade: Configuring Data Change Notification Components* on page 47
- *Configuring Cluster Performance Properties* on page 48
- *Configuring SSL Properties* on page 49
- *Configuring Web Container Properties* on page 54
- *Configuring the Configuration Cache* on page 56
- *Configuring SAP Solution Manager URL* on page 57
- *Configuring Server Log Settings* on page 57

### Configuring a Replication Listener

(Not applicable to Online Data Proxy) Configure the port to receive synchronization requests from client devices.

### Prerequisites

A secure synchronization stream uses SSL or TLS encryption. Both TLS and SSL require production-ready certificates to replace the default ones installed with Unwired Server. Ensure that you possess digital certificates verified and signed by third-party trusted authorities. See *Encrypting Synchronization for Replication Payloads* in *Security*.

### Task

1. In the left navigation pane, select **Configuration**.
2. In the right administration pane, click the **General** tab.
3. From the menu bar, select **Components**.
4. Select **Replication** and click **Properties**.
5. Select the protocol and port you require:

- If you do not require SSL encryption, choose **Port**. Sybase Unwired Platform recommends this option if you do not require a secure communication stream for synchronization. By default, the port for HTTP is 2480.
  - To encrypt the HTTP stream with SSL, choose **Secure port**. By default, the port for HTTPS is 2481. The "Secure Sync Port" properties can be used to review and set the server identity and public certificate for the secure synchronization port. See below.
6. (Optional) Configure additional properties for E2EE with TLS, HTTPS with SSL, and synchronization server startup options:

---

**Note:** Leave E2E Encryption values blank to disable end-to-end encryption.

---

- E2E Encryption Certificate – specify the file containing the private key that acts as the identity file for Unwired Server.
- E2E Encryption Certificate Password – set the password to unlock the encryption certificate.
- E2E Encryption Public Key – specify the file containing the public key for Unwired Server.
- E2E Encryption Type – specify the asymmetric cipher used for key exchange for end-to-end encryption. You can only use RSA encryption.
- Secure Sync Port Certificate – identifies the location of the security certificate used to encrypt and decrypt data transferred using SSL.
- Secure Sync Port Certificate Password – is used to decrypt the private certificate listed in certificate file. You specify this password when you create the server certificate for SSL.
- Secure Sync Port Public Certificate – specify the file containing the SSL public key that acts as the identity file for synchronization port.
- Trusted Relay Server Certificate – if Relay Server trusted certificate is configured for HTTPS connections encrypted with SSL, identifies the public security certificate location.
- User Options – sets the command line options for starting the synchronization server. These options are appended the next time the synchronization server starts. These are the available user options:

Option	Description
@ [variable   filePath]	Applies listener options from the specified environment variable or text file.
-a <value>	Specifies a single library option for a listening library.
-d <filePath>	Specifies a listening library.
-e <deviceName>	Specifies the device name.
-f <string>	Specifies extra information about the device.

Option	Description
-gi <seconds>	Specifies the IP tracker polling interval.
-i <seconds>	Specifies the polling interval for SMTP connections.
-l <"keyword=value;...">	Defines and creates a message handler.
-m	Turns on message logging.
-ni	Disables IP tracking.
-ns	Disables SMS listening.
-nu	Disables UDP listening.
-o <filePath>	<p>Logs output to a file.</p> <hr/> <p><b>Note:</b> Ensure that you enter the absolute file path for this property.</p> <hr/>
-os <bytes>	Specifies the maximum size of the log file.
-p	Allows the device to shut down automatically when idle.
-pc [+   -]	Enables or disables persistent connections.
-r <filePath>	Identifies a remote database involved in the responding action of a message filter.
-sv <scriptVersion>	Specifies a script version used for authentication.
-zsf	(Recommended in development environments) Causes the Unwired Server replication service to check for script changes at the beginning of each synchronization. Unless this option is used, the service assumes that no script changes have been made, no checks for script changes are performed, once the service starts. For production environments, this option is not recommended due to its negative impact on synchronization performance.
-t [+   -] <name>	Registers or unregisters the remote ID for a remote database.
-u <userName>	Specifies a synchronization server user name.
-v [0   1   2   3]	Specifies the verbosity level for the messaging log.
-y <newPassword>	Specifies a new synchronization server password.

Do not use the User Options property in Sybase Control Center to pass in these options:  
-c, -lsc, -q, -w, -x, -zs.

For more information on synchronization server command line options, see *MobiLink Listener options for Windows devices* (<http://infocenter.sybase.com/help/topic/com.sybase.help.sqlanywhere.12.0.1/mlsisync/ms-listener-s-3217696.html>) in the *SQL Anywhere® 12.0.1* online help.

### 7. Click **OK**.

## **Messaging**

Messaging is a synchronization method used to maintain data integrity on device client applications. It uses a JMS service to upload and download data changes to and from the Unwired Server cache database. Messaging-based synchronization ports implement a strongly encrypted HTTP-based protocol using a proprietary method.

Configure messaging in the Messaging tab of the Server Configuration node for the particular server you are administering.

## **See also**

- *Configuring Management Port Properties* on page 42
- *Replication* on page 42
- *Configuring a Client Dispatcher* on page 47
- *Upgrade: Configuring Data Change Notification Components* on page 47
- *Configuring Cluster Performance Properties* on page 48
- *Configuring SSL Properties* on page 49
- *Configuring Web Container Properties* on page 54
- *Configuring the Configuration Cache* on page 56
- *Configuring SAP Solution Manager URL* on page 57
- *Configuring Server Log Settings* on page 57

## **Configuring Messaging Properties**

Configure a port to receive service requests from devices.

1. In the left navigation pane, select **Configuration**.
2. In the right administration pane, click the **General** tab.
3. From the menu bar, select **Components**.
4. Select **Messaging**, then click **Properties**.
5. Enter the synchronization port number. The default is 5001.
6. (Optional) Configure the BES response portioning value.

There are limits on the amount of data that can be downloaded through an HTTP connection using the BlackBerry MDS. The BES response portioning limit determines the amount of HTTP traffic the BES MDS server accepts from Unwired Server. For



BlackBerry MDS, this limit is set in BlackBerry Manager using the Maximum KB/Connection setting.

7. Click **OK**.

### **Configuring a Client Dispatcher**

Configure the dispatcher for Sybase Unwired Platform client traffic.

1. In the left navigation pane, select **Configuration**.
2. In the right administration pane, click the **General** tab.
3. From the menu bar, select **Components**.
4. Select **Client Dispatcher** and click **Properties**.
5. Configure the thread count for the replication and messaging client dispatchers.

---

**Note:** The replication client dispatcher is not currently used.

---

6. Configure the maximum number of messaging client dispatcher connections allowed per host configuration.
7. Click **OK**.

### **See also**

- *Configuring Management Port Properties* on page 42
- *Replication* on page 42
- *Messaging* on page 46
- *Upgrade: Configuring Data Change Notification Components* on page 47
- *Configuring Cluster Performance Properties* on page 48
- *Configuring SSL Properties* on page 49
- *Configuring Web Container Properties* on page 54
- *Configuring the Configuration Cache* on page 56
- *Configuring SAP Solution Manager URL* on page 57
- *Configuring Server Log Settings* on page 57

### **Upgrade: Configuring Data Change Notification Components**

Configure the behavior of Data Change Notification (DCN) components in the cluster. You can configure DCN to accept HTTP GET and POST requests to support applications developed with versions previous to Unwired Platform 2.2. By default, the current version of Unwired Server only accepts HTTP POST requests for DCN.

1. In the left navigation pane, select **Configuration**.
2. In the right administration pane, click the **General** tab.
3. From the menu bar, select **Components**.

4. If you want Unwired Server to be backward compatible with DCN code written previous to version 2.2., select **Data Change Notification** and click **Properties**.
5. Select the **Enable HTTP GET method** text box.

By setting this property, developers do not need to update the code of existing applications.

### See also

- *Configuring Management Port Properties* on page 42
- *Replication* on page 42
- *Messaging* on page 46
- *Configuring a Client Dispatcher* on page 47
- *Configuring Cluster Performance Properties* on page 48
- *Configuring SSL Properties* on page 49
- *Configuring Web Container Properties* on page 54
- *Configuring the Configuration Cache* on page 56
- *Configuring SAP Solution Manager URL* on page 57
- *Configuring Server Log Settings* on page 57

### Configuring Cluster Performance Properties

To optimize Unwired Server performance across the cluster, configure the thread count and pool size, web service connection counts and timeout, inbound and outbound messaging queue counts, and proxy connection pool and synchronization cache size.

1. In the left navigation pane, select **Configuration**.
2. In the right administration pane, click the **General** tab.
3. From the menu bar, select **Performance**.
4. Configure these properties, as required:
  - Inbound messaging queue count – number of message queues used for incoming messages from the messaging-based synchronization application to the server. Sybase recommends you choose a value that represents at least 10% of active devices.
  - Maximum count of total webservice connections – maximum number of web service connections allowed overall.
  - Maximum count of webservice connections per host – maximum number of web service connections allowed per host configuration.
  - Maximum number of in memory messages – maximum allowable number of in memory messages.
  - Maximum proxy connection pool size – maximum size for the replication protocol server memory cache.
  - Outbound messaging queue count – number of message queues used for outbound messages from the server to the messaging-based synchronization application. Sybase

recommends a value that represents at least 50% of active devices. However, if you are running 32-bit operating system, do not exceed a value of 100% of active devices.

- Subscribe bulk load thread pool size – maximum number of threads allocated to initial bulk load subscription operations. The default value is 5. Setting the thread pool size too high can impact performance.
- Synchronization cache size – maximum size for the replication protocol server memory cache.
- Thread count – MobiLink thread count. This value should be lower than the thread count for the SQL Anywhere database.
- Webservice connection timeout – length of time, in seconds, until a web service connection is established. A value of 0 (zero) means no timeout.

5. Click **Save**.

### See also

- *Configuring Management Port Properties* on page 42
- *Replication* on page 42
- *Messaging* on page 46
- *Configuring a Client Dispatcher* on page 47
- *Upgrade: Configuring Data Change Notification Components* on page 47
- *Configuring SSL Properties* on page 49
- *Configuring Web Container Properties* on page 54
- *Configuring the Configuration Cache* on page 56
- *Configuring SAP Solution Manager URL* on page 57
- *Configuring Server Log Settings* on page 57

## **Configuring SSL Properties**

Configure SSL certificates and security profiles to facilitate Secure Sockets Layer (SSL) encryption for communication ports in Unwired Server.

### **Prerequisites**

Ensure you have set up the server environment before you configure a security profile as part of the server configuration. For more information, see *Encrypting Synchronization with SSL for Replication* in the *Security* guide.

### **Task**

#### **1. *Defining Certificates for SSL Encryption***

Specify keystore and truststore certificates to be used for SSL encryption of Unwired Server communication ports. All security profiles use the same keystore and truststore.

#### **2. *Creating an SSL Security Profile in Sybase Control Center***

Security profiles define the security characteristics of a client/server session. Assign a security profile to a listener, which is configured as a port that accepts client connection

requests of various protocols. Unwired Server uses multiple listeners. Clients that support the same characteristics can communicate to Unwired Server via the same port defined in the listener.

### 3. *Enabling OCSP*

(Optional) Enable OCSP (Online Certificate Status Protocol) to determine the status of a certificate used to authenticate a subject: current, expired, or unknown. OCSP configuration is enabled as part of cluster level SSL configuration. OCSP checking must be enabled if you are using the CertificateAuthenticationLoginModule and have set Enable revocation checking to true.

### See also

- *Configuring Management Port Properties* on page 42
- *Replication* on page 42
- *Messaging* on page 46
- *Configuring a Client Dispatcher* on page 47
- *Upgrade: Configuring Data Change Notification Components* on page 47
- *Configuring Cluster Performance Properties* on page 48
- *Configuring Web Container Properties* on page 54
- *Configuring the Configuration Cache* on page 56
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### Defining Certificates for SSL Encryption

Specify keystore and truststore certificates to be used for SSL encryption of Unwired Server communication ports. All security profiles use the same keystore and truststore.

1. In the left navigation pane, select **Configuration**
2. In the right administration pane, select the **General** tab.
3. From the menu bar, select **SSL Configuration**.
4. To configure SSL encryption for all security profiles, complete these fields:
  - **Keystore Location** – the relative path name indicating the location where the keys and certificates are stored. Certificates used for administration and data change notification ports are stored in the keystore. The path should be relative to `<Unwired Platform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer`.
  - **Keystore Password** – the password that secures the key store.
  - **Truststore Location** – the relative path name for the public key certificate storage file. The Certificate Authority (CA) certificates used to sign certificates store their public keys in the truststore. The path should be relative to `<Unwired`

```
Platform_InstallDir>\UnwiredPlatform\Servers
\UnwiredServer.
```

- **Truststore Password** – the password that secures the truststore.

---

**Note:** If at any point you have changed the password for the keystore and truststore with keytool, then you must remember to update the password here as well. The password must be used with all aliases as well. To update the alias, use a command similar to this one:

```
keytool -keypasswd -alias sample1 -keypass changeit -new
changeit2 -keystore keystore.jks
```

```
keytool -keypasswd -alias sample2 -keypass changeit -new
changeit2 -keystore keystore.jks
```

---

5. Click **Save**.

### Next

Create an SSL security profile that uses the selected certificates.

#### Creating an SSL Security Profile in Sybase Control Center

Security profiles define the security characteristics of a client/server session. Assign a security profile to a listener, which is configured as a port that accepts client connection requests of various protocols. Unwired Server uses multiple listeners. Clients that support the same characteristics can communicate to Unwired Server via the same port defined in the listener.

---

**Note:** A security profile can be used by one or more servers in a cluster, but cannot be used by multiple clusters.

---

1. In the left navigation pane, select **Configuration**
2. In the right administration pane, select the **General** tab.
3. From the menu bar, select **SSL Configuration**.
4. In the **Configure security profile** table:
  - a) Enter a name for the security profile.
  - b) Enter a certificate alias. This is the alias of a key entry in the keystore. Make sure the key password of this key entry is the same as the keystore password.
  - c) Select an authentication level:

If the security profile authenticates only the server, then only the server must provide a certificate to be accepted or rejected by the client. If the security profile authenticates both the client and the server, then the client is also required to authenticate using a certificate; both the client and server will provide a digital certificate to be accepted or rejected by the other.

Profile	Authenticates	Cipher suite(s)
intl	server	<ul style="list-style-type: none"> <li>SA_EX-PORT_WITH_RC4_40_MD5</li> <li>RSA_EX-PORT_WITH_DES40_CBC_SHA</li> </ul>
intl_mutual	client/server	<ul style="list-style-type: none"> <li>RSA_EX-PORT_WITH_RC4_40_MD5</li> <li>RSA_EX-PORT_WITH_DES40_CBC_SHA</li> </ul>
simple	server	RSA_WITH_NULL_MD5 RSA_WITH_NULL_SHA
simple_mutual	client/server	RSA_WITH_NULL_MD5 RSA_WITH_NULL_SHA
strong	server	<ul style="list-style-type: none"> <li>RSA_WITH_3DES_EDE_CBC_SHA</li> <li>RSA_WITH_RC4_128_MD5</li> <li>RSA_WITH_RC4_128_SHA</li> </ul>
strong_mutual	client/server For example, this is the required option for mutual authentication of Unwired Platform and Gateway.	<ul style="list-style-type: none"> <li>RSA_WITH_3DES_EDE_CBC_SHA</li> <li>RSA_WITH_RC4_128_MD5</li> <li>RSA_WITH_RC4_128_SHA</li> </ul>
domestic	server	<ul style="list-style-type: none"> <li>RSA_WITH_3DES_EDE_CBC_SHA</li> <li>RSA_WITH_RC4_128_MD5</li> <li>RSA_WITH_RC4_128_SHA</li> <li>RSA_WITH_DES_CBC_SHA</li> <li>RSA_EX-PORT_WITH_RC4_40_MD5</li> <li>RSA_EX-PORT_WITH_DES40_CBC_SHA</li> <li>TLS_RSA_WITH_NULL_MD5</li> <li>TLS_RSA_WITH_NULL_SHA</li> </ul>

Profile	Authenticates	Cipher suite(s)
domestic_mutual	client/server	<ul style="list-style-type: none"> <li>• RSA_WITH_3DES_EDE_CBC_SHA</li> <li>• RSA_WITH_RC4_128_MD5</li> <li>• RSA_WITH_RC4_128_SHA</li> <li>• RSA_WITH_DES_CBC_SHA</li> <li>• RSA_EX-PORT_WITH_RC4_40_MD5</li> <li>• RSA_EX-PORT_WITH_DES40_CBC_SHA</li> <li>• RSA_WITH_NULL_MD5</li> <li>• RSA_WITH_NULL_SHA</li> </ul>

5. Click **Save**.
6. From the **Components** menu, assign the security profile to the desired management or communication ports.

### Enabling OCSP

(Optional) Enable OCSP (Online Certificate Status Protocol) to determine the status of a certificate used to authenticate a subject: current, expired, or unknown. OCSP configuration is enabled as part of cluster level SSL configuration. OCSP checking must be enabled if you are using the CertificateAuthenticationLoginModule and have set Enable revocation checking to true.

Enable OCSP for a cluster when configuring SSL.

1. In the left navigation pane, select **Configuration**.
2. In the right administration pane, select the **General** tab.
3. From the menu bar, select **SSL Configuration**.
4. To enable OCSP when doing certificate revocation checking, check **Enable OCSP**.
5. Configure the responder properties (location and certificate information):

Responder Property	Details
URL	<p>A URL to responder, including its port.</p> <p>For example, <code>https://ocsp.example.net:80</code>.</p>

Responder Property	Details
<b>Certificate subject name</b>	<p>The subject name of the responder's certificate. By default, the certificate of the OCSP responder is that of the issuer of the certificate being validated.</p> <p>Its value is a string distinguished name (defined in RFC 2253), which identifies a certificate in the set of certificates supplied during cert path validation.</p> <p>If the subject name alone is not sufficient to uniquely identify the certificate, the subject value and serial number properties must be used instead.</p> <p>When the certificate subject name is set, the certificate issuer name and certificate serial number are ignored.</p> <p>For example, CN=MyEnterprise, O=XYZCorp.</p>
<b>Certificate issuer name</b>	<p>The issuer name of the responder certificate.</p> <p>For example, CN=OCSP Responder, O=XYZCorp.</p>
<b>Certificate serial number</b>	The serial number of the responder certificate.

### **Configuring Web Container Properties**

Configure and tune HTTP ports and some general properties.

1. In the left navigation pane, select **Configuration**.
2. In the right administration pane, click the **Web Container** tab.
3. Configure the following web server properties, as required:
  - Max form content size – amount of data that can post back from a browser or other client to the server. The default is 10000000 (10MB), with a maximum of 100000000 (100MB).
  - Perform server side compression – enables HTTP compression in a production environment when client demand becomes high and affects server performance for ODP applications.

---

**Note:** If you enable server compression, notify developers that client behavior must accommodate compression: namely, the client needs to use the Encoding parameter for HTTP headers and set the value to GZIP. Information is available on the Internet if



more information is required. See *ODPRequest class* in *Developer Guide: OData SDK*.

---

4. To create a new HTTP/HTTPS port, click **New**.
5. Configure the port properties, as required:
  - Port – port number where the server listens for requests.
  - Enabled – whether the port is enabled.
  - Protocol – communication protocol. When **Protocol** is set to https, the **Security Profile** drop down is displayed to allow selection of a security profile.
  - Maximum threads – maximum number of active threads that the server allows for this listener. This value must be less than or equal to the allowed number of connections.
  - Maximum idle time – the length of time, in seconds, that a socket is idle before it disconnects.
  - So linger time(s) – the length of time, in seconds, that a socket lingers before it disconnects to enable a graceful shutdown.
  - Acceptors number – number of acceptor threads to be run.
  - Acceptor priority – priority of the acceptor threads relative to the other threads. The priority is adjusted by the value you enter here (the default 0) to either favor the acceptance of new threads and newly active connections, or to favor the handling of already dispatched connections.
  - Response buffer size (k) – size of the content buffer for sending responses. These buffers are used only for active connections that are sending responses with bodies that do not fit within the header buffer.
  - Request buffer size (k) – size of the content buffer for receiving requests. These buffers are used only for active connections that have requests with bodies that do not fit within the header buffer.
  - Header buffer size (k) – size of the buffer to be used for request and response headers. An idle connection has a maximum of one buffer of this size allocated.
  - Listen backlog – maximum backlog for incoming connections.
  - Statistics on – enables statistics collection on connections.
  - Low resources connections – number of connections, which if exceeded, places this connector in a low resources state. This is not an exact measure, as the connection count is averaged over the select sets. When in a low resources state, different idle timeouts can apply on connections as specified in the low resources maximum idle time property.
  - Low resources maximum idle time(s) – period, in milliseconds, that a connection is allowed to be idle when there are more connections than the number set for the low resources connections property. This allows the server to rapidly close idle connections to gracefully handle high load situations.
  - Include server info in session – includes the server's IP address and port in the HTTP session ID. This is required when using the Web redirectors for load balancing to ensure sticky sessions.

6. Click **OK**.
7. Click **Save**.

### See also

- *Configuring Management Port Properties* on page 42
- *Replication* on page 42
- *Messaging* on page 46
- *Configuring a Client Dispatcher* on page 47
- *Upgrade: Configuring Data Change Notification Components* on page 47
- *Configuring Cluster Performance Properties* on page 48
- *Configuring SSL Properties* on page 49
- *Configuring the Configuration Cache* on page 56
- *Configuring SAP Solution Manager URL* on page 57
- *Configuring Server Log Settings* on page 57

### **Configuring the Configuration Cache**

Use the configuration cache to configure the distributed memory used by all cluster nodes.

1. In the left navigation pane, select **Configuration**.
2. In the right administration pane, click the **Configuration Cache** tab.
3. Configure these properties, as required:
  - Auto increase port number – set to `true` to increment the cache port number.
  - Core pool size – core number of threads for the executor service.
  - Encrypt configuration cache network – set to `true` to encrypt data at the transport layer.
  - Keep alive time(s) – length of time, in seconds, that threads can remain idle before being terminated.
  - Maximum pool size – maximum allowed number of threads for the executor service.
  - Port – port number for the configuration cache.
4. Click **Save**.

### See also

- *Configuring Management Port Properties* on page 42
- *Replication* on page 42
- *Messaging* on page 46
- *Configuring a Client Dispatcher* on page 47
- *Upgrade: Configuring Data Change Notification Components* on page 47
- *Configuring Cluster Performance Properties* on page 48
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- *Configuring SAP Solution Manager URL* on page 57
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### **Configuring SAP Solution Manager URL**

The Administrator can define and maintain a URL definition associated with an SAP Solution Manager instance for each application in the landscape. This endpoint is used to upload the business transaction XML generated by the client device platforms in an end-to-end trace session.

1. In the left navigation pane, select **Configuration**.
2. In the right administration pane, click the **General** tab.
3. From the menu bar, select **Components**.
4. Select **Solution Manager** and click **Properties**.
5. In the Solution Manager Component Property dialog, enter the URL associated with the appropriate SAP Solution manager.

### **See also**

- *Configuring Management Port Properties* on page 42
- *Replication* on page 42
- *Messaging* on page 46
- *Configuring a Client Dispatcher* on page 47
- *Upgrade: Configuring Data Change Notification Components* on page 47
- *Configuring Cluster Performance Properties* on page 48
- *Configuring SSL Properties* on page 49
- *Configuring Web Container Properties* on page 54
- *Configuring the Configuration Cache* on page 56
- *Configuring Server Log Settings* on page 57

### **Configuring Server Log Settings**

Server logs collect data that enables you to monitor system health. Configure the server log settings to specify the amount of detail that is written to the log.

### **See also**

- *Configuring Management Port Properties* on page 42
- *Replication* on page 42
- *Messaging* on page 46
- *Configuring a Client Dispatcher* on page 47
- *Upgrade: Configuring Data Change Notification Components* on page 47
- *Configuring Cluster Performance Properties* on page 48
- *Configuring SSL Properties* on page 49

- *Configuring Web Container Properties* on page 54
- *Configuring the Configuration Cache* on page 56
- *Configuring SAP Solution Manager URL* on page 57

### Configuring Unwired Server Log Settings

Unwired Server logs collect data on Unwired Server health and performance by component. Configure Unwired Server log properties to specify the amount of detail that is written to the log, as well as the duration of the server log life cycle.

Additionally, you should always use Sybase Control Center to configure server logs. If you manually edit the configuration file, especially on secondary servers in a cluster, the servers may not restart correctly once shut down.

1. In the Sybase Control Center left navigation pane, click **Configuration**.
2. In the right administration pane, click the **Log Setting** tab and select **Unwired Server..**
3. The option "Start a new server log on server restart" is set by default. When selected, this option means a new version of the log file is created after server restart, and the old one is archived.
4. Set the MMS server log size and backup behavior that jointly determine the server log life cycle.
  - a) Set the **Maximum file size**, in kilobytes, megabytes, or gigabytes, to specify the maximum size that a file can reach before a new one is created. The default is 10MB. Alternatively, select **No limit** to log all events in the same file, with no maximum size.
  - b) Set the **Maximum backup index** to determine how many log files are backed up before the oldest file is deleted. The index number you choose must be a positive integer between 1 and 65535. The default is 10 files. Alternatively, select **No limit** to retain all log files.
5. Set the HTTP log settings.
  - a) Select **Enable HTTP request log** to generate an HTTP request log in the logs subdirectory. The generated log file name is `server-name-http.log`.

---

**Note:** HTTP logging is off by default. Enabling HTTP logging can cause a performance impact and possible logging of sensitive data.

---

- b) Set the **Maximum file size** of the log file.
  - c) If you want to back up the log file when it reaches the limit, select **Perform rotation**. The backup file is saved as `server-name-http.log.backup-number`.
  - d) If you want to continue to use the current log file when the server restarts, select **Reuse**. If you do not select this option, when the server restarts the current log file is copied to the `.\old` subdirectory and a new log file is created.
  - e) If you want to archive the log file select **Archive**, then specify the **Archive file name**. If you want to compress the archive log file select **Compress**.
6. For each component, choose a log level:

Component	Default Log Level
<b>MMS</b>	Info
<b>PROXY</b>	Info
<b>Cluster</b>	Info
<b>MSG</b>	Info
<b>Security</b>	Info
<b>PUSH</b>	Info
<b>Mobilink</b>	Info
<b>DataServices</b>	Info
<b>Other</b>	Warn
<b>DOEC</b>	Info

Log level	Messages logged
<b>All</b>	Complete system information
<b>Trace</b>	Finer-grained informational events than debug
<b>Debug</b>	Very fine-grained system information, warnings, and all errors
<b>Info</b>	General system information, warnings, and all errors
<b>Warn</b>	Warnings and all errors
<b>Error</b>	Errors only
<b>Console</b>	Messages that appear in the administration console only (when Unwired Server is running in non-service mode)
<b>Off</b>	Do not record any messages

7. Click **Save**.

Log messages are recorded as specified by the settings you choose. The log file is located in: `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\logs\<hostname>-server.log`.

### Log life cycle default example

If you keep the default maximum file size and default index, an Unwired Server writes to the log file until 10MB of data has been recorded. As soon as the file exceeds this value, a new version of the log file is created (for example, the first one is `<hostname>-server.log.1`). The contents of the original log are backed up into this new file. When the `<hostname>-server.log` file again reaches its limit:

1. The contents of `<hostname>-server.log.1` are copied to `<hostname>-server.log.2`.
2. The contents of `<hostname>-server.log` are copied to `<hostname>-server.log.1`.
3. A new copy of `<hostname>-server.log` is created.

This rollover pattern continues until the backup index value is reached, with the oldest log being deleted. If the backup index is 10, then `<hostname>-server.log.10` is the file removed, and all other logs roll up to create room for the new file.

### Configuring Messaging Server Log Settings

Messaging Server logs create trace configurations for messaging modules, and retrieve trace data for all or specific messages. Configure trace configuration properties for modules to specify the amount of detail that is written to the log. You can configure trace settings for the primary server cluster in Sybase Control Center for each module. The settings are available to cluster servers through the shared data folder.

---

**Note:** The default settings may only need to change in case of technical support situations where, for diagnostic reasons, a request is made to configure the specific module(s) settings, and provide the request log. In all other cases, the administrator or developer should not need to change the settings.

---

Additionally, you should always use Sybase Control Center to configure server logs. If you manually edit the configuration file, especially on secondary servers in a cluster, the servers may not restart correctly once shut down.

1. In the Sybase Control Center left navigation pane, click **Configuration**.
2. In the right administration pane, click the **Log Setting** tab and select **Messaging Server**.
3. Select Default, or one or more of the messaging service modules. Click **Show All** to show all modules.

Module	Description
Default	Represents the default configuration. The default values are used if optional fields are left blank in a module trace configuration. Required.
Device Management	Miscellaneous functions related to device registration, event notification, and device administration. Enable tracing for problems in these areas.

Module	Description
JMSBridge	This module handles communications from the Unwired Server to the messaging server. Enable tracing to view the detailed messaging exchange.
MO	This module handles the delivery of messages between the client and server, including synchronous function calls from client to server. Enable tracing for MO errors and message delivery issues.
SUPBridge	This module handles communications from the messaging server to the Unwired Server. Enable tracing to view the detailed messaging exchange.
TM	This module handles the wire protocol, including encryption, compression, and authentication, between the messaging server and clients. All communication between the client and the messaging server passes through TM. Enable tracing for authentication issues, TM errors, and general connectivity issues.
WorkflowClient	The WorkflowClient module.

**4. Click **Properties**.**

- a) Enter trace configuration properties. If you selected multiple modules, a string of asterisks is used to indicate settings differ for the selected modules. You can select the option to view or change the property value for any module.

Property	Description
Module	Display only. Default, module name, or list of module names selected.
Description	(Optional) Custom description of the server module.
Level	Trace level for the module - DISABLED, ERROR, WARN, INFO, DEBUG, DEFAULT. If the default trace level is specified for the module, the module uses the trace level defined for Default. Required.
Max trace file size	(Optional) Maximum trace file size in MB. If the trace file size grows larger than the specified value, the trace file data is backed up automatically.

Property	Description
User name	(Optional) Only data for the specified user name is traced.
Application Connection ID	(Optional) Only data for the specified Application ID is traced.

b) Click **OK**.

Log files for each module are stored in folders of the same name located in:  
`<UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers  
 \UnwiredServer\logs.`

## **Configuring Asynchronous Operation Replay Queue Count**

Configure properties of a cluster to control whether asynchronous operation replays are enabled for all cluster packages.

1. In Sybase Control Center navigation pane, click the name of the cluster.
2. In the administration view, click **General**.
3. Configure the queue limit for asynchronous operation replays in **Asynchronous operation replay queue count**. The minimum acceptable queue count is 1 and the default is 5.

### **See also**

- *Viewing Asynchronous Operation Replays* on page 296

## **Viewing Cluster Information**

View cluster information to determine the name and size of the cluster.

1. In Sybase Control Center navigation pane, click the name of the cluster.
2. Review information for general properties:
  - The name of the cluster. By default the cluster name is `mysupcluster`.
  - The number of servers that are members of the cluster.
  - The name of servers that have outbound enablers configured.
  - The cluster sync data shared path, if enabled.
  - The asynchronous operation replay queue count. See *Configuring Asynchronous Operation Replay Queue Count*.

### **See also**

- *Viewing Asynchronous Operation Replays* on page 296



## **Checking System Licensing Information**

Review licensing information to monitor available and used device licenses, license expiry dates, and other license details. This information allows administrators to manage license use and determine whether old or unused device licenses should be transferred to new devices.

1. In the left navigation pane, select the top-level tree node.
2. In the right administration pane, select the **General** tab, and click **Licensing**.
3. Review the following licensing information:
  - Server license type – the type of license currently used by Unwired Platform. For more information on license types, see *Sybase Unwired Platform Licenses* in *System Administration*.
  - Production edition – the edition of the software you have installed.
  - Server license expiry date – the date and time at which the server license expires. When a server license expires, Unwired Server generates a license expired error and Unwired Server is stopped.
  - Overdraft mode – allows you to generate additional licenses in excess of the quantity of licenses you actually purchased. This enables you to exceed your purchased quantity of licenses in a peak usage period without impacting your operation. This mode is either enabled or disabled, as specified by the terms of the agreement presented when you obtain such a license.
  - Total device license count – the total number of device licenses available with your license. This count limits how many devices can connect to your servers. See *Sybase Unwired Platform Licenses* topics in *System Administration* for licensing information.
  - Used device license count – the total number of unique devices associated with the users currently registered with the server. If all of your available device licenses are in use, you can either upgrade your license or manually delete unused devices to make room for new users:
    - For workflow and Online Data Proxy client devices, delete the Application Connections that are no longer in use.
    - For native replication-based applications, delete Package Users on the respective Package.
    - For native messaging-based applications, delete the Application Connections associated with the clients not in use.
 See *System Administration* for licensing information.
  - Device license expiry date – the date and time at which the device license expires. When a device license expires, Unwired Server generates a license expired error and connection requests from registered devices are unsuccessful.
  - Used mobile user license count – the number of mobile user licenses currently in use. A mobile user is a distinct user identity—username and associated security configuration

—that is registered in the server. As such, the used mobile user license count represents the total distinct user identities registered on the server. One mobile user may access:

- Multiple applications and different versions of the same application.
- The same or different versions of an application from multiple devices.
- Used application user license count – the number of all registered application users of all applications. This value represents the cumulative total of the distinct user identities registered for each application. The same user identity using:
  - Multiple versions of the same application counts as one application user.
  - Two different applications count as two application users.

**4. Click Close.**

---

**Note:** Unwired Platform licensing is configured during installation. However, if necessary, license details can be changed at a later time. See *Manually Updating and Upgrading License Files* in *System Administration*.

---

## **Checking Cluster Status**

Verify that a cluster is running.

In the left navigation pane, check the status (in brackets) beside the cluster name.

## **Sharing Cluster Information With SAP Servers**

If your Unwired Platform deployment is part of a larger SAP® landscape, review the SLD servers with which cluster information can be shared.

To share cluster information requires one of these SAP servers. Depending on the server type, you must either register the server, or export information to it.

### **SLD Server Registration**

System Landscape Directory (SLD) is a central repository of system landscape information used to manage the software lifecycle.

SLD describes the systems and software components that are currently installed. SLD data suppliers register the systems on the SLD server, and keep the information up-to-date. Sybase Unwired Platform is a third-party system that must be registered with SLD.

To prepare the SLD server environment for Unwired Platform, ensure the following pre-requisites:

- The installed version of SLD is for SAP NetWeaver 7.0 (2004s) SPS07 or higher.
- The SLD server is running.
- The SLD is configured to receive data. For more information, see the *Post-Installation Guide* and the *User Manual* for your SAP NetWeaver version on SDN: <http://www.sdn.sap.com/irj/sdn/nw-sld>.

- You contact the SLD administrator and determine the connection values to the SLD server, including its host name, protocol (HTTP or HTTPS), HTTP(S) port and the SLD user account.
- The SLD to which you register Sybase Unwired Platform must be the latest Common Information Model version (currently 1.6.30).

### Registering or Reregistering SLD Server Destinations

Registering an SLD destination identifies the connection properties needed to deliver the payload. You can register multiple destinations as required by your SAP environment. If your SLD server properties change, you must update properties as required and reregister the server with new values.

For information about SLD, see *Configuring, Working with and Administering System Landscape Directory* on <http://www.sdn.sap.com/irj/sdn/nw-sld>.

1. In the navigation pane of Sybase Control Center, select the cluster name.
2. In the administration pane, click the **System Landscape Directory** tab.
3. Click **Servers**.
4. Choose one of the following:
  - If you are creating a new destination, click **New**.
  - If you are updating an existing destination, select the destination name in the table, and click **Properties**.
5. Configure the connection properties:

<b>User Name</b>	User name for the SLD server.
<b>Password and Repeat Password</b>	The user account password used to authenticate the user name entered. Password and Repeat Password must match for the password to be accepted.
<b>Host</b>	The host name or the IP address of the SLD server.
<b>Port</b>	The HTTP(S) port on which the SLD server is running. Enter a valid port number in the range of 0-65535.
<b>Use secure</b>	Select if you are using HTTPS protocol.

6. To validate the configuration, click **Ping**.
7. To accept validated configuration properties, click **OK**.  
This registers the SLD destination.

### *Deleting a Registered SLD Server Destination*

Delete an SLD server to unregister it from Unwired Platform. Deleting an SLD server removes it from Sybase Control Center and you can no longer use it as a payload destination.

1. In the navigation pane of Sybase Control Center, click the cluster name.
2. In the administration pane, click the **System Landscape Directory** tab.
3. Click **Servers**.
4. Select one or more servers then click **Delete**.
5. In the confirmation dialog, click **Yes**.

### *Uploading Payloads with Sybase Control Center*

Use Sybase Control Center to register the SLD server, and then either upload generated payloads on-demand or with a configured (and enabled) schedule.

#### *1. Manually Uploading or Exporting Payloads On-Demand*

Run an SLD payload generation task manually to generate and upload a payload on demand. Alternatively, export the payload to an XML file to archive SLD payload contents or to troubleshoot the cluster.

#### *2. Configuring and Enabling Scheduled Payload Generation and Uploads*

Configure a schedule to automatically generate a new payload that uploads to an SLD server once cluster information is aggregated from all cluster members. For information on how cluster information is aggregated and held, see SLD and Unwired Platform Architecture in System Administration.

### *Manually Uploading or Exporting Payloads On-Demand*

Run an SLD payload generation task manually to generate and upload a payload on demand. Alternatively, export the payload to an XML file to archive SLD payload contents or to troubleshoot the cluster.

1. In the navigation pane of Sybase Control Center, select the name of the cluster for which you want to immediately upload an SLD payload.
2. In the administration pane, click the **System Landscape Directory** tab.
3. From the menu bar of the **System Landscape Directory** page, click **Schedule**.
4. Click **Run Now**.  
The payload generation process begins.
5. Upon completion, review the contents of the payload and choose an action:
  - To export and save the contents to a file as XML, click **Save to File** and choose your file output name and location.
  - To upload the contents, select the target SLD servers and click **Finish**.

### *Configuring and Enabling Scheduled Payload Generation and Uploads*

Configure a schedule to automatically generate a new payload that uploads to an SLD server once cluster information is aggregated from all cluster members. For information on how cluster information is aggregated and held, see *SLD and Unwired Platform Architecture* in *System Administration*.

1. In the navigation pane of Sybase Control Center, select the name of the cluster for which you want to schedule an SLD payload upload.
2. From the menu bar of the **System Landscape Directory** page, click **Schedule**.
3. To edit an existing schedule for a selected SLD server, click **Edit**.
  - a) Configure the schedule:
    - **Schedule repeat** – select how often the schedule should run. Options are **monthly**, **weekly**, **daily**, **hourly**, and **custom**.
      - If you select **monthly** or **weekly**, specify:
        - **Start date** – select the date and time the automated upload should begin. Use the calendar picker and 24-hour time selector.
        - **End date** – select the date and time the automated upload should end.
      - If you select **daily** or **hourly**, specify:
        - **Start date** – select the date and time the automated upload should begin. Use the calendar picker and 24-hour time selector.
        - **End date** – select the date and time the automated upload should end.
        - **Days of the week** – select each day the automated upload schedule should run.
      - Select **custom**, to specify the interval granularity in seconds, minutes, or hours, as well as other date and time parameters.
    - b) Click **OK**.
4. To enable the schedule, click **Enable**.

### *Disabling a Schedule*

You can disable a schedule that is currently enabled. Disabling a schedule prevents the payload generation process from running so that no new data is aggregated in the cluster database, nor can any current data be uploaded.

1. In the navigation pane of Sybase Control Center, click the cluster name.
2. From the menu bar of the **System Landscape Directory** page, click **Schedule**.
3. Click **Disable**.

### **Audit Measurement for SAP License Audit**

For SAP built applications, administrators can generate an XML file that contains usage audit data that is then sent manually to SAP License Audit. The generated XML file is compatible with the License Audit infrastructure. The audit data in the file includes counts of application

users for the entire cluster as well as for each SAP built application that is deployed to the Sybase Unwired Platform cluster.

Use Sybase Control Center for Unwired Platform to generate an audit measurement XML file for export to SAP License Audit. See *Sharing Application Data with SAP License Audit*, *Generating the SAP Audit Measurement File*, and *Uploading the SAP Audit Measurement File*. Also see *SAP License Audit* in *Developer Guide: Unwired Server Runtime > Management API*.

### *Sharing Application Data with SAP License Audit*

Generate an audit measurement file that includes usage data for Sybase Unwired Platform and usage data for SAP applications deployed to the server.

Generate an audit measurement file that includes license data related to application usage.

#### **1. *Generating the SAP Audit Measurement File***

Use Sybase Control Center to generate an audit measurement file.

#### **2. *Uploading the SAP Audit Measurement File***

Upload the audit measurement file to SAP License Audit by sending the file to SAP.

### *Generating the SAP Audit Measurement File*

Use Sybase Control Center to generate an audit measurement file.

Using Sybase Control Center, generate a audit measurement file that can be sent to SAP for uploading to SAP License Audit.

- 1.** In Sybase Control Center, select the Unwired Platform cluster and click the **General** tab.
- 2.** Click **SAP Auditing Export**.
- 3.** In the Export SAP Auditing Measurement window, enter the user name and click **Next**.
- 4.** After Sybase Control Center generates the file, click **Finish**.
- 5.** Select a save location for the file and click **Save**.

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**Note:** For information on uploading the audit measurement file to SAP License Audit, see supporting SAP documentation at <https://websmp108.sap-ag.de/licenseauditing>. Also see *Uploading the SAP Audit Measurement File*.

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### *Uploading the SAP Audit Measurement File*

Upload the audit measurement file to SAP License Audit by sending the file to SAP.

To upload the file to SAP License Audit, send the audit measurement file to SAP using the email address included in the measurement request from SAP. Included in this SAP-provided email is a link to the documentation for the SAP measurement process. See supporting SAP documentation at <https://websmp108.sap-ag.de/licenseauditing>.

## Relay Server

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Relay Server acts as a reverse proxy for client devices communicating with the Unwired Server cluster, and it provides load balancing for the Unwired Server cluster.

Relay Servers are deployed on the DMZ subnet. With a corresponding Outbound Enabler (RSOE), Relay Server enables communication from the Unwired Server cluster to client devices, via the Internet, without opening an inbound port on the internal firewall.

Each Unwired Server instance is supported by one or more RSOEs. Each RSOE opens outbound connections to the Relay Server, to handle both inbound and outbound communication channels, on behalf of the Unwired Server. Connections between the RSOE and Relay Server use HTTPS protocol.

Relay Server also provides load balancing for the Unwired Server cluster by forwarding requests from client devices to Unwired Servers in the cluster, by round-robin distribution. However, in most production deployment environments, multiple Relay Servers are used with a third-party load balancer, which provides complete load balancing and failover capability. In this case, Relay Servers are deployed as a farm, and you need to perform additional steps at the end of the file generation task.

You must configure Unwired Server to use Relay Server, using these high-level steps::

1. Use Sybase Control Center to configure an Unwired Server cluster with Relay Server farms, nodes and their tokens, as needed, and with Relay Server connection information.
2. Generate the Relay Server configuration file from Sybase Control Center, and use it to update the Relay Server configuration (manually transfer the generated file to the Relay Server node and use **rshost.exe** utility to update the configuration). Refer to *Adding Relay Servers or Reverse Proxies* in the *Landscape Design and Integration* guide, or visit <http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.help.sqlanywhere.12.0.1/relayserver/relayserver12.html> for Relay Server installation and configuration information.
3. Set up Outbound Enablers on each Unwired Server node.

## Configuring Unwired Server to use Relay Server

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Choose a method for configuring Unwired Server to use Relay Server, then generate a Relay Server configuration file. Copy the file to the Relay Server host, and distribute the same configuration file to multiple Relay Server nodes.

This task applies only to a Relay Server installed on the LAN. It does not apply to the Sybase Hosted Relay Service.

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**Note:** If you are creating a custom Relay Server configuration, go to *Creating a Custom Relay Server Configuration* on page 71.

If you are using a quick configuration, continue with *Creating a Quick Configuration* on page 70.

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### 1. *Configuring Relay Server Properties*

There are two methods of configuring Relay Server properties.

### 2. *Generating the Relay Server Outbound Enabler Configuration File*

To quickly and easily replicate a common outbound enabler (RSOE) configuration to multiple hosts, generate an RSOE configuration file.

### 3. *Generating and Modifying the Relay Server Configuration File*

Generate all or part of a Relay Server configuration file. Then transfer the generated file to all Relay Server hosts.

### 4. *Setting Up RSOE*

Set up one or more RSOEs for each Unwired Server identified in a Relay Server configuration. The configured values are saved in the cluster database.

## **Configuring Relay Server Properties**

There are two methods of configuring Relay Server properties.

Choose from one of these methods. Once completed, transfer the resulting configuration file to all hosts upon which Relay Server has been installed. For installation details, see *Installing a Relay Server* in *Landscape Design and Integration*.

## **See also**

- *Generating the Relay Server Outbound Enabler Configuration File* on page 74

## **Creating a Quick Configuration**

Create a Relay Server configuration primarily with system defaults, and create Outbound Enabler (OE) processes for each Unwired Server.

1. In the navigation pane, click the Unwired Server cluster name.
2. In the administration pane, click the **Relay Servers** tab.
3. Click **Quick Configure**.
4. Specify these property values:

Values vary for load balanced environments. If you do not configure load balancer values, Outbound Enablers bypass the load balancer and high availability is compromised if a direct Relay Server connection fails.

- **Host** – for Relay Server farms that use a load balancer, the host name or IP address of the load balancer. Otherwise, the host name or IP address of a single Relay Server.
- **Http port** – for Relay Server farms that use a load balancer, the port of the load balancer. Otherwise, the Relay Server HTTP port.



- **Https port** – for Relay Server farms that use a load balancer, the port of the load balancer. Otherwise, the Relay Server HTTPS port.
  - **URL suffix** – the URL suffix used by the Outbound Enabler to connect to a Relay Server. The value you set depends on whether Relay Server is installed on IIS or Apache hosts. For IIS, use `/ias_relay_server/server/rs_server.dll`. For Apache use `/srv/iarelayserver/`.
  - **Replication or Messaging or Web Service (for scale-out nodes) farm token** – the security token used by the Outbound Enabler to authenticate its connection with the Relay Server. Assign a token string (up to 2048 characters); one token can be shared by all farm types. The replication and messaging farm token values can be the same.
  - **(Optional) Description** – a user-definable description of the Relay Server.
5. (Optional) Select **Advanced settings** and specify these property values:
    - **Http user name** – user name for OE authentication on the Web server (Relay Server host).
    - **Http password** – password for OE authentication on the Web server.
  6. (Optional) Configure connection values to required Internet proxy servers:
    - **Proxy server host** – host name of the Internet proxy server.
    - **Proxy server port** – connection port on the Internet proxy server.
    - **Http proxy user** – user name for OE authentication on the Internet proxy server.
    - **Http proxy password** – password for OE authentication on the Internet proxy server.
  7. Click **OK** to generate a Relay Server configuration file, and the OE processes for each Unwired Server.

Properties in the `[backend_farm]` and `[backend_server]` sections are populated automatically, based on the Unwired Server cluster name and host name.

Multiples of Outbound Enabler instances (three for each protocol configured) are automatically created for each Unwired Server host, but they are not started.

## Next

Review the values in the Relay Server configuration file, and edit if necessary.

Continue with *Generating and Modifying Relay Server Configuration File* on page 75.

## Creating a Custom Relay Server Configuration

Create a Relay Server configuration by specifying all configuration property values.

### 1. *Launching the Relay Server Configuration Wizard*

Launch the Relay Server Configuration wizard to create a configuration file with customized property values.

### 2. *Setting Relay Server General Properties*

Set basic connection properties for the Relay Server.

### 3. *Defining Server Farms and Cluster Nodes*

Set connection properties for the Unwired Server cluster and its constituent nodes.

### 4. *Reviewing Configured Relay Server Properties*

Confirm the Relay Server property values before you generate the configuration file.

### *Launching the Relay Server Configuration Wizard*

Launch the Relay Server Configuration wizard to create a configuration file with customized property values.

1. In the navigation pane, click the Unwired Server cluster name.
2. In the administration pane, click the **Relay Servers** tab.
3. Click **New**.

### *Setting Relay Server General Properties*

Set basic connection properties for the Relay Server.

## Prerequisites

Launch the Relay Server configuration wizard.

## Task

1. Specify property values.

Values vary for load balanced environments. If you do not configure load balancer values, Outbound Enablers bypass the load balancer and high availability is compromised if a direct Relay Server connection fails.

- **Host** – for Relay Server farms that use a load balancer, the host name or IP address of the load balancer. Otherwise, the host name or IP address of a single Relay Server.
- **Http port** – for Relay Server farms that use a load balancer, the port of the load balancer. Otherwise, the Relay Server HTTP port.
- **Https port** – for Relay Server farms that use a load balancer, the port of the load balancer. Otherwise, the Relay Server HTTPS port.

For IIS, the value identifies the *relative* path for `rs_client.dll`. If your IIS directory structure is different, modify this value accordingly.

---

**Note:** If Relay Server uses HTTPS and certificates, clients other than those using replication-based synchronization may not be able to connect: messaging applications support only HTTP, and Hybrid Workflow Container applications for iOS support HTTPS, but not certificates.

---

- **URL suffix** – the URL suffix used by the Outbound Enabler to connect to a Relay Server. The value you set depends on whether Relay Server is installed on IIS or

Apache hosts. For IIS, use `/ias_relay_server/server/rs_server.dll`. For Apache use `/srv/iarelayserver/`.

For IIS, the value identifies the *relative* path for `rs_client.dll`. If your IIS directory structure is different, modify this value accordingly.

---

**Note:** For IIS, the value identifies the *relative* path for `rs_client.dll`. If your IIS directory structure is different, modify this value accordingly.

---

**Note:** The value used in the client application connection for the URL suffix must match what the administrator configures in the URL suffix. Otherwise, the connection fails. Use the Diagnostic Tool command line utility to test these values. See *Diagnostic Tool Command Line Utility (diagtool.exe) Reference* in *System Administration*.

---

- **(Optional) Description** – a user-definable description of the Relay Server.
2. Add or remove HTTP credentials as required:
    - a) Select **Configure relay server HTTP credentials**.
    - b) To add new credentials, specify these property values and click +:
      - **User name** – user name for RSOE authentication on the Web server (Relay Server host).
      - **Password** – password for RSOE authentication on the Web server.
    - c) To remove credentials from the list, select the corresponding user name, then click **X**.
  3. Click **Next**.

### *Defining Server Farms and Cluster Nodes*

Set connection properties for the Unwired Server cluster and its constituent nodes.

1. Define the Unwired Server cluster.
  - a) Specify these property values:
    - **Farm ID** – a string that identifies the Unwired Server cluster for which the Relay Server manages requests. This property is case-sensitive, and must match the value in the Outbound Enabler configuration.
    - **Type** – the type of request managed by the Relay Server: Replication, Messaging or Webservice protocol. When configuring Relay Server Outbound Enabler properties for a scale-out node, you can select only the Webservice farm type.
    - **(Optional) Description** – user-defined description for the Unwired Server cluster.
  - b) Click +.
  - c) Repeat steps 1 and 2 to add multiple Unwired Server clusters.
  - d) To delete a configured Unwired Server cluster, select it in the list, then click the **X** button.
2. Identify each Unwired Server instance in the cluster.
  - a) Select an existing Unwired Server cluster.

- b) Specify these property values:
  - **Node ID** – a string that identifies the Unwired Server in the cluster. This property is case-sensitive, and it must match the value in the RSOE configuration.
  - **Token** – the security token used by the Outbound Enabler to authenticate its connection with the Relay Server. Assign a token string (up to 2048 characters); one token can be shared by all farm types.
- c) Click +.
- d) Repeat steps 1 and 2 to add Unwired Server cluster nodes.
- e) To delete a configured Unwired Server node, select it in the list and click **X**.
3. Click **Next** to review your settings, or click **Finish** to exit the wizard.

---

**Note:** After you exit the wizard, generate the Relay Server configuration file, and copy it to each Relay Server instance to update configuration for multiple Relay Servers.

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### *Reviewing Configured Relay Server Properties*

Confirm the Relay Server property values before you generate the configuration file.

1. Review property values to ensure that:
  - No errors exist.
  - All Unwired Server clusters are defined, and assigned the correct type.
2. Click **Finish**.

The Relay Server is registered with Sybase Control Center, and it can be managed from the Relay Servers tab for the Unwired Server cluster.

### **Generating the Relay Server Outbound Enabler Configuration File**

To quickly and easily replicate a common outbound enabler (RSOE) configuration to multiple hosts, generate an RSOE configuration file.

Administrators can use Sybase Control Center to configure an initial RSOE for development. Once a configuration proves valid and stable, the administrator can generate the RSOE configuration file, then use `regRelayServer.bat` to apply it to Unwired Server hosts.

1. In the navigation pane, click the Unwired Server cluster name.
2. In the administration pane, click the **Relay Servers** tab.
3. Click **Generate**.
4. Choose **Outbound enabler configuration XML file**, then click **Next**.
5. Click **Finish**.
6. Select an output target for the file.

### **See also**

- *Configuring Relay Server Properties* on page 70

## **Generating and Modifying the Relay Server Configuration File**

Generate all or part of a Relay Server configuration file. Then transfer the generated file to all Relay Server hosts.

Generating a configuration file extracts the property values stored in the cluster database during the configuration process, and writes them to a file. You may still need to edit this file.

1. In the navigation pane, click the Unwired Server cluster name.
2. In the administration pane, click the **Relay Servers** tab.
3. Click **Generate**.
4. Choose **Relay server configuration file**.
5. Select the parts of the file to generate:
  - The entire Relay Server configuration
  - A server node definition
  - A farm definition
6. Click **Next**, then click **Finish**.
7. Select an output target for the file.
8. Manually edit the file if necessary, and save the changes.  
For details on other manual edits that you can perform, see the Relay Server documentation at <http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.help.sqlanywhere.12.0.1/relayserver/relayserver12.html>.
9. To configure a Relay Server farm, apply the same changes to the configurations of remaining farm members. The configuration among all members must be identical.

## **Setting Up RSOE**

Set up one or more RSOEs for each Unwired Server identified in a Relay Server configuration. The configured values are saved in the cluster database.

### **Configuring RSOE General Properties**

Set general RSOE configuration properties to define the context in which the RSOE process operates.

1. In the navigation pane, click **Servers > <ServerNode> > Server Configuration**.
2. In the administration pane, select the Outbound Enabler tab, then click **New**.
3. Specify these property values:
  - **Farm type** – select the type of request managed by the Relay Server: Replication, Messaging or Webservice protocol. When configuring Relay Server Outbound Enabler properties for a scale-out node, you can select only the Webservice farm type.
  - **Unwired Sever port** – select the port on which RSOE manages requests.

- **Relay Server host** – for Relay Server farms that use a load balancer, the host name or IP address of the load balancer. Otherwise, the host name or IP address of a single Relay Server.
- **Relay Server port** – for Relay Server farms that use a load balancer, the port of the load balancer. Otherwise, the Relay Server HTTP or HTTPS port.
- **Unwired Server farm** – select the string that identifies the Unwired Server cluster, for which the Relay Server manages requests. This property is case-sensitive, and it must match the value in the Relay Server configuration.
- **Server node ID** – select the string that identifies the Unwired Server in the cluster. This property is case-sensitive, and must match the value in the Relay Server configuration.

4. Click **Next**.

### Configuring RSOE Connection Settings

Set connection configuration properties for an RSOE. These properties define the RSOE connection to the Relay Server.

1. Specify these property values:

- **Http user name** – select the user name for RSOE authentication on the Web server (Relay Server host).
- **Http password** – enter the password for RSOE authentication on the Web server.

2. If RSOE connections to the Relay Server must pass through an Internet proxy server, specify these property values:

- **Proxy server** – select the Internet proxy server.
- **Http proxy user** – select the user name for RSOE authentication on the proxy server.
- **Http proxy password** – type the password for RSOE authentication on the proxy server.

3. Specify these property values:

- **Certificate file** – select this option and choose the .CRT file used to authenticate the RSOE to Relay Server. You can choose this file only if you have already loaded it into the Unwired Server certificate store and your Relay Server Port selection is HTTPS: 443 in General Properties.

### Configuring RSOE Start Options

Configure start options for RSOE.

1. Enable an option:

- a) Select the box that corresponds to each name.
- b) Set a value. If you click a box and do not enter a value, the default is used.

2. Click **OK**.

3. Ensure the process starts by viewing the Status column of the Outbound Enablers tab.

## **Managing Configured Relay Servers**

Relay Servers configured with Sybase Control Center are registered in the Unwired Server cluster database. Administrators can view or edit configuration properties, and delete Relay Servers in Sybase Control Center when they are displayed in the **Relay Server** tab.

### **Viewing or Editing Relay Server Properties**

View or edit configuration properties for a selected Relay Server.

1. *Relaunching the Relay Server Configuration Wizard*

Relaunch the Relay Server Configuration wizard to create a new Relay Server configuration file, with customized property values.

2. *Setting Relay Server General Properties*

Set basic connection properties for the Relay Server.

3. *Defining Server Farms and Cluster Nodes*

Set connection properties for the Unwired Server cluster and its constituent nodes.

4. *Reviewing Configured Relay Server Properties*

Confirm the Relay Server property values before you generate the configuration file.

### **See also**

- *Deleting a Relay Server Configuration* on page 80
- *Refreshing the Relay Server List* on page 80

### **Relaunching the Relay Server Configuration Wizard**

Relaunch the Relay Server Configuration wizard to create a new Relay Server configuration file, with customized property values.

1. In the navigation pane, click the Unwired Server cluster name.
2. In the administration pane, click the **Relay Server** tab.
3. Select a Relay Server.
4. Click **Properties**.

### **Setting Relay Server General Properties**

Set basic connection properties for the Relay Server.

### **Prerequisites**

Launch the Relay Server configuration wizard.

## Task

### 1. Specify property values.

Values vary for load balanced environments. If you do not configure load balancer values, Outbound Enablers bypass the load balancer and high availability is compromised if a direct Relay Server connection fails.

- **Host** – for Relay Server farms that use a load balancer, the host name or IP address of the load balancer. Otherwise, the host name or IP address of a single Relay Server.
- **Http port** – for Relay Server farms that use a load balancer, the port of the load balancer. Otherwise, the Relay Server HTTP port.
- **Https port** – for Relay Server farms that use a load balancer, the port of the load balancer. Otherwise, the Relay Server HTTPS port.

For IIS, the value identifies the *relative* path for `rs_client.dll`. If your IIS directory structure is different, modify this value accordingly.

---

**Note:** If Relay Server uses HTTPS and certificates, clients other than those using replication-based synchronization may not be able to connect: messaging applications support only HTTP, and Hybrid Workflow Container applications for iOS support HTTPS, but not certificates.

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- **URL suffix** – the URL suffix used by the Outbound Enabler to connect to a Relay Server. The value you set depends on whether Relay Server is installed on IIS or Apache hosts. For IIS, use `/ias_relay_server/server/rs_server.dll`. For Apache use `/srv/iarelayserver/`.

For IIS, the value identifies the *relative* path for `rs_client.dll`. If your IIS directory structure is different, modify this value accordingly.

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**Note:** For IIS, the value identifies the *relative* path for `rs_client.dll`. If your IIS directory structure is different, modify this value accordingly.

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**Note:** The value used in the client application connection for the URL suffix must match what the administrator configures in the URL suffix. Otherwise, the connection fails. Use the Diagnostic Tool command line utility to test these values. See *Diagnostic Tool Command Line Utility (diagtool.exe) Reference* in *System Administration*.

---

- **(Optional) Description** – a user-definable description of the Relay Server.

### 2. Add or remove HTTP credentials as required:

- Select **Configure relay server HTTP credentials**.
- To add new credentials, specify these property values and click +:
  - **User name** – user name for RSOE authentication on the Web server (Relay Server host).
  - **Password** – password for RSOE authentication on the Web server.
- To remove credentials from the list, select the corresponding user name, then click **X**.



### 3. Click **Next**.

#### Defining Server Farms and Cluster Nodes

Set connection properties for the Unwired Server cluster and its constituent nodes.

#### 1. Define the Unwired Server cluster.

##### a) Specify these property values:

- **Farm ID** – a string that identifies the Unwired Server cluster for which the Relay Server manages requests. This property is case-sensitive, and must match the value in the Outbound Enabler configuration.
- **Type** – the type of request managed by the Relay Server: Replication, Messaging or Webservice protocol. When configuring Relay Server Outbound Enabler properties for a scale-out node, you can select only the Webservice farm type.
- **(Optional) Description** – user-defined description for the Unwired Server cluster.

##### b) Click +.

##### c) Repeat steps 1 and 2 to add multiple Unwired Server clusters.

##### d) To delete a configured Unwired Server cluster, select it in the list, then click the **X** button.

#### 2. Identify each Unwired Server instance in the cluster.

##### a) Select an existing Unwired Server cluster.

##### b) Specify these property values:

- **Node ID** – a string that identifies the Unwired Server in the cluster. This property is case-sensitive, and it must match the value in the RSOE configuration.
- **Token** – the security token used by the Outbound Enabler to authenticate its connection with the Relay Server. Assign a token string (up to 2048 characters); one token can be shared by all farm types.

##### c) Click +.

##### d) Repeat steps 1 and 2 to add Unwired Server cluster nodes.

##### e) To delete a configured Unwired Server node, select it in the list and click **X**.

#### 3. Click **Next** to review your settings, or click **Finish** to exit the wizard.

---

**Note:** After you exit the wizard, generate the Relay Server configuration file, and copy it to each Relay Server instance to update configuration for multiple Relay Servers.

---

#### Reviewing Configured Relay Server Properties

Confirm the Relay Server property values before you generate the configuration file.

#### 1. Review property values to ensure that:

- No errors exist.
- All Unwired Server clusters are defined, and assigned the correct type.

2. Click **Finish**.

The Relay Server is registered with Sybase Control Center, and it can be managed from the Relay Servers tab for the Unwired Server cluster.

**Deleting a Relay Server Configuration**

Delete a Relay Server configuration to remove all defined Unwired Server clusters, server nodes, and RSOEs that connect to the Relay Server.

1. In the navigation pane, click the Unwired Server cluster name.
2. In the administration pane, click the **Relay Server** tab.
3. Select a Relay Server.
4. Click **Delete**.

**See also**

- *Viewing or Editing Relay Server Properties* on page 77
- *Refreshing the Relay Server List* on page 80

**Refreshing the Relay Server List**

Refresh the Relay Server list to display current information about deployed and configured Relay Servers.

1. In the navigation pane, click the Unwired Server cluster name.
2. In the administration pane, click the **Relay Server** tab.
3. Select a Relay Server.
4. Click **Refresh**.

**See also**

- *Viewing or Editing Relay Server Properties* on page 77
- *Deleting a Relay Server Configuration* on page 80

**Relay Server Tab Reference**

Configuration property values that appear in the Relay Server tab for an Unwired Platform cluster.

Column	Description
Host	for Relay Server farms that use a load balancer, the host name or IP address of the load balancer. Otherwise, the host name or IP address of a single Relay Server.

Column	Description
Http port	for Relay Server farms that use a load balancer, the port of the load balancer. Otherwise, the Relay Server HTTP port.
Https port	for Relay Server farms that use a load balancer, the port of the load balancer. Otherwise, the Relay Server HTTPS port.
URL suffix	the URL suffix used by the Outbound Enabler to connect to a Relay Server. The value you set depends on whether Relay Server is installed on IIS or Apache hosts. For IIS, use <code>/ias_relay_server/server/rs_server.dll</code> . For Apache use <code>/srv/iarelayserver/</code> .

## Unwired Server

The Unwired Platform runtime server is called Unwired Server. Unwired Server is an instance of Unwired Server installed as the application server to manage resource intensive traffic/communication/transactions, such as PUSH payload and synchronization, between the scale-out nodes and the data server cluster. Unwired Server can be installed as a cluster. In a production environment, the Unwired Server must be installed on a 64-bit host.

There are two types of server nodes that can be installed:

- Application Server node – (mandatory) runs all services.
- Scale Out node – (optional) specifically designed to allow the stateless request/response HTTP and synchronous message services to be horizontally scaled.

Unwired Server features include:

- Data services – supports connections to back-end data resources using these standard technologies: enterprise databases with JDBC™ connections and Web Services (SOAP-style and REST-style). Also supports connections to enterprise applications such as SAP®.
- Data virtualization – introduces a layer called a mobile business object (MBO) between your enterprise databases or applications, and the remote database on the device client. Utilizes a cache database (CDB) to optimize device client access and minimize back-end resource utilization.
- Device connection services – (does not apply to Scale Out nodes) supports connections from various different platforms and operating systems with different communication styles.
  - Replication-based synchronization – A synchronization method where cached data is downloaded to and uploaded from client database to server via replication. Typically, mobile replication-based synchronization is used in occasionally connected scenarios.

- Messaging-based synchronization – In flight messages are queued in a messaging cache. Synchronization occurs as messages are delivered to the device. Typically, mobile messaging-based synchronization is used in always available and occasionally disconnected scenarios.

### See also

- *Server List* on page 82
- *Cluster Properties* on page 41
- *Server Log* on page 95

## **Server List**

Depending on the license you purchase and the type of environment you install, you may deploy multiple Unwired Servers in a cluster.

There are two types of server nodes that can be installed:

- Application Server node – (mandatory) runs all services.
- Scale Out node – (optional) specifically designed to allow the stateless request/response HTTP and synchronous message services to be horizontally scaled.

If you have installed multiple servers as part of a clustered architecture, you must register these servers first. Only servers that are installed on the same host as Sybase Control Center are registered automatically. Once registered, remote servers also appear in the server list.

Servers are listed according to their cluster role (that is, primary or secondary servers). Sybase Control Center automatically identifies the primary server and lists it first, followed by secondary servers.

The **Server Type** column indicates whether the server is an Application Server node or a Scale Out node.

The **Need Restart** column indicates if a server restart is required due to configuration changes,

### See also

- *Unwired Server* on page 81
- *Cluster Properties* on page 41
- *Server Log* on page 95

## **Stopping and Starting a Server**

Stop and start a server to perform maintenance or to apply changes to server settings. You can perform this action as a two-step process (stop and start) or as a single restart process.

You can stop and start a server from Sybase Control Center for servers that are installed on the same host as Sybase Control Center, as well as servers that are installed on different hosts.

---

**Note:** If someone manually shuts the server down, this action triggers multiple errors in Sybase Control Center for Unwired Server until the console determines that the server is no longer available. This takes approximately 30 seconds to detect. When this occurs you might see multiple Runtime API throws exception errors logged. Wait for the server to come online and log into the server again to resume your administration work.

---

**Note:** Sybase Control Center requires at least one Application Server node running to work properly. If all Application Server nodes are stopped, the Sybase Control Center console tree will be collapsed automatically and the following error message will display: The cluster is unavailable because of no running primary server found.

---

**Note:** You cannot start a Scale-out node from Sybase Control Center. If you stop a Scale-out node, you must start it manually.

---

1. In the Sybase Control Center navigation pane, click **Servers** to display the servers list.
2. Select a server in this list.
3. Choose an appropriate process:
  - To stop the server, click **Stop**. You can then perform the administration actions you require that might require the server to be started. To then restart the server, click **Start**.

---

**Note:** If you have selected a Scale-out node server type, the **Start** button is disabled.

---

- If you perform an administration action that requires a restart to take effect, click **Restart**. This shuts the server down and restarts it in a single process.

As the server stops and starts, progress messages display in the Server Console pane.

### **Suspending and Resuming a Server**

Suspend and resume a server to temporarily disallow clients to access the specific server for routine maintenance. While the server is suspended, it remains running and available for all administrative actions.

### **Prerequisites**

Configure the Relay Server Outbound Enabler (RSOE) for Unwired Server in order to enable the suspend and resume server functions.

### **Task**

1. In the Sybase Control Center navigation pane, click **Servers** to display the servers list.
2. Select one or more servers in this list.
3. Choose an appropriate process:

- To suspend the server, click **Suspend**. Wait for about 1 minute, and click **Refresh**. The **Suspend** button is now disabled. You can perform the administration actions you require.
- To resume the server, click **Resume**.

As the server suspends and resumes, progress messages display in the Server Console pane.

### **Pinging a Server**

Ping a server to test the availability of backend server connectivity and verify the server state (for example, started or stopped). By default ping uses whichever Internet Inter-ORB Protocol call you configured (IIOPS by default) to test if a server's connection is available.

1. In the left navigation pane, expand the **Servers** folder and select a server.
2. Select the **General** tab.
3. Click **Ping**.

The result displays in the console area.

### **Checking Unwired Server Status**

Verify whether a server is running, stopped, or suspended.

1. In the left navigation pane, select **Servers**.
2. In the right administration pane, select the **General** tab.
3. In the Status column, check the server status corresponding to the server you are administering: running or stopped.
4. Use the controls in the administration console to start, stop, or restart the server, as required.

## **Configuring Unwired Server General Properties**

To optimize Unwired Server performance, configure the thread stack size, maximum and minimum heap sizes, and user options such as enabling trace upload to SAP® Solution Manager.

1. In the left navigation pane, expand the **Servers** folder and select a server.
2. Select **Server Configuration**.
3. In the right administration pane, select the **General** tab.
4. Configure these replication payload properties, as required:
  - Host Name – the name of the machine where Unwired Server is running (read only).
  - Maximum Heap Size – the maximum size of the JVM memory allocation pool. Use K to indicate kilobytes, M to indicate megabytes, or G to indicate gigabytes. For

production recommendations on this value, see *Unwired Server Replication Tuning Reference* in *System Administration*.

- **Minimum Heap Size** – the minimum size of the JVM memory allocation pool, in megabytes. For production recommendations on this value, see *Unwired Server Replication Tuning Reference* in *System Administration*.
- **Thread Stack Size** – the JVM `-Xss` option.
- **User Options** (in Show optional properties) – other JVM options. For example, you can enable JVM garbage collection logging by setting `-XX:+PrintGCDetails`. Or you can set the permanent space which is allocated outside of the Java heap with the `DJC_JVM_MAXPERM` environment variable (in `SUP_HOME\Servers\UnwiredServer\bin\userasetenv.bat`); the maximum perm size must be followed by K, M, or G, for example, `-XX:MaxPermSize=512M`. Note that `DJC_JVM_MAXPERM` is not visible to Sybase Control Center. If you are in an SAP environment and want to define the Solution Manager URL into which trace files can be uploaded, use this user option: –  
`Dcom.sap.solutionmanager.url=<SolutionManager_URL>`.

5. Click **Save**.

## **Configuring Unwired Server to Securely Communicate With an HTTP Proxy**

If you want Unwired Server connect to an HTTP Proxy, you can set connection properties for it when you optimize Unwired Server performance.

1. In the left navigation pane, expand the **Servers** folder and select a server.
2. Select **Server Configuration**.
3. In the right administration pane, select the **General** tab.
4. In the User Options row, enter command-line options to control the startup behavior.

Enter options as a series of Java system property and value pairs, using this syntax:

```
-DpropertyName=value
```

Supported properties include:

- **-dhttp.proxyHost** – for the the host name of the proxy server.
- **-dhttp.proxyPort** – for the port number. The default value is 80.
- **-dhttps.protocol** – for the SSL protocol used by the proxy server. Use this to control which protocols are accepted. For example, if your server is using SSLv2 and you require a stronger level of SSL encryption, you may configure this value as:  
`-Dhttps.protocols=SSLv3,TLS,TLSv1`
- **-dhttp.nonProxyHosts** – for the list of hosts that should be reached directly, thereby bypassing the proxy. Separate multiple entries with `|`.

The patterns may start or end with a \* for wildcards. A host name that matches the wildcard pattern can bypass the proxy. For example, to use command-line options to configure a proxy and other non-proxy hosts (including those on local computers):

```
-Dhttp.proxyHost=proxy.myDomain.com -Dhttp.proxyPort=8080 -
Dhttp.nonProxyHosts=*.myOtherDomain1.com|localhost|
*.myOtherDomain2.corp
```

5. Click **Save**.

## **Relay Server Outbound Enabler**

The Outbound Enabler (RSOE) runs as an Unwired Server process and manages communication between the Unwired Server and a Relay Server.

Each RSOE maintains connections to each Relay Server in a Relay Server farm. The RSOE passes client requests to the Unwired Server on its Replication or Messaging port. Unwired Server sends its response to the RSOE, which forwards it to the Relay Server, to be passed to the client.

As an Unwired Server process, the RSOE always starts when Unwired Server starts. Unwired Server monitors the process to ensure it is available. If an RSOE fails for any reason, Unwired Server restarts it automatically.

---

**Note:** Sybase recommends three RSOE processes each, for both Replication and Messaging ports.

---

### **Loading and Unloading HTTPS Certificates for RSOE**

Load HTTPS certificates for the RSOE to add it to the Unwired Server node .

---

**Note:** You must use only RSA certificates.

---

If the Web server (Relay Server host) already uses a certificate signed by a CA for HTTPS connections, you do not need to perform this task.

1. In the navigation pane, click **Servers > ServerNode > Server Configuration**.
2. In the administration pane, select the Outbound Enabler tab, then click **Certificate Files**.
3. Choose the action you want to perform:
  - To add a new certificate, click +. Browse and select the .CRT file to upload, then click **Open**.
  - To replace a certificate in the store, select **Replace the certificate file**. Verify the certificate file name, then click +.
  - To delete a certificate from the store, select the filename and click **X**.
4. When certificate management tasks are complete, click **OK**.



## **Setting Up RSOE**

Set up one or more RSOEs for each Unwired Server identified in a Relay Server configuration. The configured values are saved in the cluster database.

### ***1. Configuring RSOE General Properties***

Set general RSOE configuration properties to define the context in which the RSOE process operates.

### ***2. Configuring RSOE Connection Settings***

Set connection configuration properties for an RSOE. These properties define the RSOE connection to the Relay Server.

### ***3. Configuring RSOE Start Options***

Configure start options for RSOE.

## **Configuring RSOE General Properties**

Set general RSOE configuration properties to define the context in which the RSOE process operates.

1. In the navigation pane, click **Servers > <ServerNode> > Server Configuration**.
2. In the administration pane, select the Outbound Enabler tab, then click **New**.
3. Specify these property values:
  - **Farm type** – select the type of request managed by the Relay Server: Replication, Messaging or Webservice protocol. When configuring Relay Server Outbound Enabler properties for a scale-out node, you can select only the Webservice farm type.
  - **Unwired Sever port** – select the port on which RSOE manages requests.
  - **Relay Server host** – for Relay Server farms that use a load balancer, the host name or IP address of the load balancer. Otherwise, the host name or IP address of a single Relay Server.
  - **Relay Server port** – for Relay Server farms that use a load balancer, the port of the load balancer. Otherwise, the Relay Server HTTP or HTTPS port.
  - **Unwired Server farm** – select the string that identifies the Unwired Server cluster, for which the Relay Server manages requests. This property is case-sensitive, and it must match the value in the Relay Server configuration.
  - **Server node ID** – select the string that identifies the Unwired Server in the cluster. This property is case-sensitive, and must match the value in the Relay Server configuration.
4. Click **Next**.

## **Configuring RSOE Connection Settings**

Set connection configuration properties for an RSOE. These properties define the RSOE connection to the Relay Server.

1. Specify these property values:
  - **Http user name** – select the user name for RSOE authentication on the Web server (Relay Server host).
  - **Http password** – enter the password for RSOE authentication on the Web server.
2. If RSOE connections to the Relay Server must pass through an Internet proxy server, specify these property values:
  - **Proxy server** – select the Internet proxy server.
  - **Http proxy user** – select the user name for RSOE authentication on the proxy server.
  - **Http proxy password** – type the password for RSOE authentication on the proxy server.
3. Specify these property values:
  - **Certificate file** – select this option and choose the .CRT file used to authenticate the RSOE to Relay Server. You can choose this file only if you have already loaded it into the Unwired Server certificate store and your Relay Server Port selection is HTTPS: 443 in General Properties.

### See also

- *Updating Common Properties for Multiple RSOEs Concurrently* on page 90
- *Outbound Enabler Start Options Reference* on page 89

### Configuring RSOE Start Options

Configure start options for RSOE.

1. Enable an option:
  - a) Select the box that corresponds to each name.
  - b) Set a value. If you click a box and do not enter a value, the default is used.
2. Click **OK**.
3. Ensure the process starts by viewing the Status column of the Outbound Enablers tab.

### *Outbound Enabler Start Options Reference*

Review available Outbound Enabler start options, which affect Outbound Enabler logging. Each Outbound Enabler has its own log file that you can retrieve in Sybase Control Center.

Option	Default	Description
Verbosity level	0	Sets log file verbosity values: <ul style="list-style-type: none"> <li>• 0 – log errors only. Use this logging level for deployment.</li> <li>• 1 – session-level logging. This is a higher level view of a session.</li> <li>• 2 – request-level logging. Provides a more detailed view of HTTP requests within a session.</li> <li>• 3 - 5 – detailed logging. Used primarily by Technical Support.</li> </ul>
Reconnect delay	5	Delay before retry after connection fails.
Maximum output file size	10KB	Maximum log file size.
Truncate log file	None	Delete the log file at RSOE startup.
Advanced	None	User-defined value for start parameters. See <i>Outbound Enabler</i> in <i>SQL Anywhere 12.0.1</i> at <a href="http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.help.sqlanywhere.12.0.1/relayserver/ml-relayserver-s-6039420.html">http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.help.sqlanywhere.12.0.1/relayserver/ml-relayserver-s-6039420.html</a> .

### **See also**

- *Updating Common Properties for Multiple RSOEs Concurrently* on page 90
- *Configuring RSOE Connection Settings* on page 87

### **Generating the Relay Server Outbound Enabler Configuration File**

To quickly and easily replicate a common outbound enabler (RSOE) configuration to multiple hosts, generate an RSOE configuration file.

Administrators can use Sybase Control Center to configure an initial RSOE for development. Once a configuration proves valid and stable, the administrator can generate the RSOE configuration file, then use `regRelayServer.bat` to apply it to Unwired Server hosts.

1. In the navigation pane, click the Unwired Server cluster name.
2. In the administration pane, click the **Relay Servers** tab.
3. Click **Generate**.
4. Choose **Outbound enabler configuration XML file**, then click **Next**.
5. Click **Finish**.
6. Select an output target for the file.

### **Managing Configured RSOEs**

Manage RSOE instances you have configured.

#### **Retrieving RSOE Logs**

You can retrieve one RSOE log at a time, from the Unwired Server host, and copy it to another location. You cannot retrieve an empty RSOE log file.

1. In the navigation pane, click **Servers > <ServerNode> > Server Configuration**.
2. In the administration pane, select the Outbound Enabler tab, and select the RSOE instance.
3. Click **Retrieve Log**, then **Next**, then **Finish** to save the log and choose the target location for the file.

#### **See also**

- *Updating Common Properties for Multiple RSOEs Concurrently* on page 90
- *Deleting RSOE Configurations* on page 91
- *Refreshing the RSOE List* on page 91
- *Configuring Proxy Server Settings for an Outbound Enabler* on page 92

#### **Updating Common Properties for Multiple RSOEs Concurrently**

To avoid setting common RSOE properties repeatedly, configure common properties simultaneously for selected RSOEs already deployed. This streamlines the number of times they would otherwise need to be set.

1. In the navigation pane, click **Servers > <ServerNode> > Server Configuration**.
2. In the administration pane, select the Outbound Enabler tab.

3. Select two or more RSOE instances in the list of configured RSOEs, then click **Properties**.
4. Modify common settings for multiple RSOEs, including:
  - Startup options. See *Outbound Enabler Start Options Reference*.
  - Proxy settings. See step 2 in *Configuring RSOE Connection Settings*.

### See also

- *Retrieving RSOE Logs* on page 90
- *Deleting RSOE Configurations* on page 91
- *Refreshing the RSOE List* on page 91
- *Configuring Proxy Server Settings for an Outbound Enabler* on page 92
- *Configuring RSOE Connection Settings* on page 87
- *Outbound Enabler Start Options Reference* on page 89

### Deleting RSOE Configurations

Delete an RSOE configuration to remove the configuration properties from the cluster database.

1. In the navigation pane, click **Servers > <ServerNode> > Server Configuration**.
2. In the administration pane, select the Outbound Enabler tab, and select the RSOE instances.
3. Stop the RSOE instances and click **Delete**.
4. Click **OK**.

### See also

- *Retrieving RSOE Logs* on page 90
- *Updating Common Properties for Multiple RSOEs Concurrently* on page 90
- *Refreshing the RSOE List* on page 91
- *Configuring Proxy Server Settings for an Outbound Enabler* on page 92

### Refreshing the RSOE List

Refresh the RSOE list to display current information about deployed and configured RSOE instances.

1. In the navigation pane, click **Servers > <ServerNode> > Server Configuration**.
2. In the administration pane, select the Outbound Enabler tab, and click **Refresh**.

### See also

- *Retrieving RSOE Logs* on page 90
- *Updating Common Properties for Multiple RSOEs Concurrently* on page 90
- *Deleting RSOE Configurations* on page 91

- *Configuring Proxy Server Settings for an Outbound Enabler* on page 92

### Configuring Proxy Server Settings for an Outbound Enabler

(Applies only to Online Data Proxy) Configure an Outbound Enabler to work with an Internet proxy server, when connections to the Relay Server must pass through a proxy server.

1. In the navigation pane, click **Servers**><**ServerNode**> > **Server Configuration**.
2. In the administration pane, select the **Outbound Enabler** tab.
3. Click **Proxy**.
4. Define a list of required proxy servers:
  - a) To add a new server connection, type **Host** and **Port** values, then click +.
  - b) To remove an existing connection, select the server, then click **X**.
  - c) To edit an existing connection, click an appropriate cell and re-enter or modify the current value.
5. Define a proxy user for a selected server:
  - a) Select a server from the list.
  - b) To add a new user, enter a User name and password then click +.
  - c) To remove an existing user, select the name, then click **X**.
  - d) To edit an existing user, click an appropriate cell and re-enter or modify the current value.
6. Click **OK**.

### **See also**

- *Retrieving RSOE Logs* on page 90
- *Updating Common Properties for Multiple RSOEs Concurrently* on page 90
- *Deleting RSOE Configurations* on page 91
- *Refreshing the RSOE List* on page 91

### **Outbound Enabler Tab Reference**

Understand the columns of data displayed in the Outbound Enabler tab for an Unwired Server node.

Column Name	Displays
Server Node ID	the string that identifies the Unwired Server in the cluster. This property is case-sensitive, and must match the value in the Relay Server configuration.
Unwired Server Port	the port on which Outbound Enabler manages requests.

Column Name	Displays
Farm Type	the type of request managed by the Relay Server: Replication, Messaging or Webservice protocol. When configuring Relay Server Outbound Enabler properties for a scale-out node, you can select only the Webservice farm type.
Unwired Server Farm	the string that identifies the Unwired Server cluster, for which the Relay Server manages requests. This property is case-sensitive, and it must match the value in the Relay Server configuration.
Relay Server Host	for Relay Server farms that use a load balancer, the host name or IP address of the load balancer. Otherwise, the host name or IP address of a single Relay Server.
Status	current state of the Outbound Enabler process: stopped, running, or error.

Column Name	Displays
Status Description	<p>additional details on the state of the Outbound Enabler. If you receive one of these messages, follow the documented recommendation:</p> <ul style="list-style-type: none"> <li>• <b>Unknown error state</b> – Check the log for additional details.</li> <li>• <b>Failed to connect Unwired Server, retrying...</b> – Check the Unwired Server port managed by the Outbound Enabler.</li> <li>• <b>Unauthorized.</b> – Check the security token of Outbound Enabler.</li> <li>• <b>Unrecognized farm or server node ID.</b> – The string that identifies the Unwired Server cluster or server node in the Outbound Enabler configuration does not match the Relay Server configuration.</li> <li>• <b>Please check the relay server host and port or Failed to create I/O stream to the relay server</b> – If you use HTTPS port, check to see if the certificate file is valid.</li> <li>• <b>Relay server service unavailable.</b> – Check if the Relay Server is properly configured, or if any internal errors are logged.</li> <li>• <b>Relay server not found.</b> – Either the Relay Server is not yet deployed, or the URL suffix is wrong.</li> <li>• <b>Bad request.</b> – Check the syntax of the URL suffix.</li> <li>• <b>Error writing HTTP headers</b> – Check if the trusted certificate is valid, and verify the URL suffix syntax. Something may be misformatted.</li> </ul> <hr/> <p><b>Note:</b></p> <p>Sometimes when the Status column shows "Running" the Status Description shows:</p> <pre>Relay Server outbound enabler is running. Please check the log file to confirm the status.</pre> <p>In these cases, the console may detect that an RSOE is running, even though the RSOE is actually in an error state.</p> <ul style="list-style-type: none"> <li>• The RSOE log level is set too high (4 or 5). Sybase Control Center cannot detect the status from scanning the RSOE log.</li> <li>• The RSOE enters an unrecognized error condition. For example, when RSOE connects to Relay Server through an Internet proxy server, if the proxy server shuts down, the RSOE is effectively in an error state. The RSOE may continue to retry the connection indefinitely, and produce no log message recognized as an error.</li> </ul> <hr/>
Certificate File	the certificate file uploaded to the Unwired Server certificate store.



Column Name	Displays
Log File	the name and location of the Outbound Enabler log file. The syntax of this filename is <code>&lt;nodeName&gt;.RSOE&lt;n&gt;.log</code> . <code>&lt;n&gt;</code> is the primary key of the Outbound Enabler database record in the cluster database used by Unwired Platform.

## **Server Log**

Server logs enable you to monitor system health at a high level, or focus in on specific issues by setting up filtering criteria using Sybase Control Center.

These server logs are available:

- Unwired Server logs – collect data on Unwired Server health and performance by component, and retrieve data for all or specific searches. You can save and archive system logs.
- Messaging Server logs – retrieve trace data for all or specific messages. Export data for archive or further analysis.

### **See also**

- *Server List* on page 82
- *Unwired Server* on page 81
- *Cluster Properties* on page 41

## **Unwired Server Runtime Logging**

Unwired Server logs collect runtime information from various embedded runtime components.

You can change default log levels for different components as required from Sybase Control Center.

You can view logs from:

- Sybase Control Center – click **Servers > primaryServer > Log** in the left pane. The first 150 entries initially appear in the console area, so you may need to incrementally retrieve more of the log as required, by scrolling down through the log events.
- Text editor – browse to and open one or more of the `<UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\logs\<hostname>-server.log` files. These files may be indexed, depending on how you configure the life cycle for the server's log file.

### **See also**

- *Messaging Server Runtime Logging* on page 97

### Viewing the Unwired Server Log

In text or grid view, use the vertical scroll bar to retrieve additional segments of the log file in 150-line increments. In grid view, up to 10 pages of the server log data is loaded in one request.

You can navigate to any page by using the **First**, **Prev**, **Next**, and **Go to** controls. Use **View Details** open the actual log file and find the corresponding line.

---

**Note:** **Last** is disabled -- use **Next** to advance to the final page in the list.

---

There are also two search options you can use:

- Basic search – search by keyword, log level, first/last X number of lines in the log file.
- Advanced search – search by specific subcomponents, log level, exception, time range, and so on.

You can include backup logs in your search or retrieval. The option is not selected by default.

### Searching Unwired Server Log Data

Filter server log data according to the criteria you specify.

1. In the Sybase Control Center left navigation pane, click **Servers > primaryServer > Log**, and in the right pane click **Unwired Server**.
2. Select **Show filter criteria** to display the search pane.
3. Select **Include backup logs** to display backup logs.
4. Select **Text view** or **Grid view** to specify how to display the logs.
5. Select **Basic search** to filter your search according to the specific string you enter in the search field. (Optional) You may also specify:
  - **Show** – specify first lines, last lines, or a keyword. If you are searching by first or last lines, you can enter any value up to a maximum of 1000 lines in the log. However, Sybase recommends that you provide a more manageable value to avoid severe performance degradation associated with this upper limit.
  - **Log level** – search only messages logged by the particular log level you select.
6. Select **Advanced search** to enter more specific search criteria, including:
  - **Component** – identify which component the log data belongs to: MMS, Proxy, MSG, Security, MobiLink™, DataServices, Other or DOEC.

---

**Note:** Set the log level for each component in the **Setting** tab. See *Configuring Unwired Server Log Settings*.

---

- **Log level** – search only messages logged by the particular log level you select.
- **Thread ID** – specify the ID name of the thread that logs the message you are searching.
- **Logger name** – indicate the class name and instance of the logged component.
- **Keyword** – indicate a value, file name, or other keyword by which to filter your search.

- **Time period** – specify a start date, start time, end date, and end time.
7. Click **Retrieve**.
  8. To begin a new query, click **Reset** in the search panel and enter new search criteria.

### Retrieving the Unwired Server Log

Update the information in the log console window.

1. In the Sybase Control Center left navigation pane, click **Servers > primaryServer > Log**, and in the right pane click **Unwired Server**.
2. To display the latest log data collected in the log file if time has elapsed since you last opened the log, click **Retrieve**.
3. (Optional) Select a row to view a single record in the detail pane. Additional columns may be available.

### Deleting the Unwired Server Log

Clear old or unrequired server log data from the log file.

1. In the Sybase Control Center left navigation pane, click **Servers > primaryServer > Log**, and in the right pane click **Unwired Server**.
2. To delete all data from the log file and all backup log files, click **Delete**, then **OK**.

### Messaging Server Runtime Logging

(Does not apply to Scale Out server nodes) Messaging Server logs collect data that enables you to trace message handling from the cluster database to the device user, based on various trace settings.

#### **See also**

- *Unwired Server Runtime Logging* on page 95

### Viewing the Messaging Server Log

You can view results for one or more modules, or the Default. You can navigate to any page by using the **First**, **Prev**, **Next**, **Last**, and **Go to** controls.

### Searching Messaging Server Log Data

Filter server log data according to the criteria you specify.

1. In the Sybase Control Center left navigation pane, click **Servers > primaryServer > Log**, and in the right pane click **Messaging Server**.
2. Click **Show filter**, and then select the search criteria:
  - **Max level** – search only messages logged by the particular log level you select. All messages up to that level are retrieved.

- **Thread ID** – specify the ID name of the thread that logs the message you are searching.
- **Contains** – enter a search string.
- **Users** – select one or more users.
- **Application connections** – select one or more application connections.
- **Modules** – select one or more modules.
- **Time period** – specify a start date, start time, end date, and end time.

3. Click **Retrieve**.

4. To begin a new query, click **Reset**.

#### Retrieving the Messaging Server Log

Update the information in the log console window.

1. In the Sybase Control Center left navigation pane, click **Servers > primaryServer > Log**, and in the right pane click **Messaging Server**.
2. To display the latest log data collected in the log file if time has elapsed since you last opened the log, click **Retrieve**.
3. (Optional) Select a row to view a single record in the detail pane. Additional columns may be available.

#### Exporting Messaging Server Log

Export retrieved trace information for archive or further analysis.

1. In the Sybase Control Center left navigation pane, click **Servers > primaryServer > Log**, and in the right pane click **Messaging Server**.
2. To display the latest log data collected in the log file if time has elapsed since you last opened the log, click **Retrieve**.
3. Click **Export** to launch the Export Trace Log Wizard.

#### Trace Log

The trace logs capture messaging server data for cluster level database to mobile device user activities. Using the trace logs you can trace obtain detailed information using a variety of search criteria.

- **Time** – the date and time when the current trace entry was logged on Unwired Server. The returned date and time is the Unwired Server time without time zone information.
- **Module** – the module to which the current trace entry belongs.
- **Description** – detailed trace information.
- **Level** – the trace level of the current trace entry. The possible trace level values (from high to low) are: ERROR, WARN, INFO, and DEBUG.
- **User** – the user name of the current trace entry.
- **Application Connection ID** – the application connection ID of the current trace entry.

- Thread ID – the thread ID when the trace entry was logged.
- Node – the server that created the trace entry.

## Domains

---

Domains provide a logical partitioning of a hosting organization's environment that achieves increased flexibility and granularity of control in multitenant environments. By default, the installer creates a single domain named "default."

Administrators use different domains within the same Unwired Platform installation. Domains enable the management of application metadata within a partition, including server connections, packages, role mappings, domain logs, and security, so that changes are visible only in the specific domain.

Considerations when implementing domains in a multitenant environment include:

- Create and manage domains using Sybase Control Center from the Unwired Platform administration perspective of Sybase Control Center.
- You can support multiple customers inside the same Unwired Platform cluster.
- You can configure security specifically for individual domains by creating one or more security configurations in the cluster, and then assigning those security configurations to a domain. You can then map the security configurations to one or more packages. A user accessing the package from a device application is authenticated and authorized by the security provider associated with the package.
- Customers may require their own administrative view on their portion of the Unwired Platform-enabled mobility system. By granting domain administration access to your customers, you can allow customers to customize their deployed applications packages and perform self-administration tasks as needed.

### *The "default" domain*

The "default" domain is a special domain where critical runtime configuration artifacts exist. These artifacts include:

- An "admin" security configuration – this security configuration is mapped to the "default" domain and is used to authenticate and authorize administrative users. For this reason, administrators are not allowed to unassign the "admin" security configuration from the "default" domain.
- Cache database (CDB) data source connections – for the "default" CDB data source, users can configure the Pool Size property in the "default" domain according to their requirements. This setting allows the maximum number of open connections to the SQL Anywhere database server hosting the CDB.
- Monitor database data source connections – the customer can modify the existing monitoring data source properties according to their configuration requirements, or create a new monitoring datasource in the "default" domain.

- Domain log database data source connections – the customer can modify the existing domain log data source properties according to their configuration requirement, or create a new domain log data source in the "default" domain. By default, the name of domain log data source is "domainlogdb".

Since these critical runtime-related artifacts are located in the "default" domain, administrators are not allowed to delete this domain. Sybase recommends creating new domains to facilitate tenants according to their application requirements.

## **Creating and Enabling a New Domain**

Create and configure multiple domains within a single Unwired Platform installation. A domain must be enabled for application users to access the packages deployed in the domain. Enabling a domain also triggers synchronization of the domain changes to the secondary nodes in the cluster. Application users who attempt to access a disabled domain receive an error message.

### **Prerequisites**

Create a security configuration for the domain and register the domain administrator.

### **Task**

1. In the left navigation pane, select the **Domains** folder.
2. In the right administration pane, select the **General** tab, and click **New**.
3. In the Create Domain dialog, enter a name for the domain and click **Next**.
4. Select a security configuration for the domain by checking an option from the list of available configurations. You must select at least one security configuration. The security configurations you select are then available for use in validating users accessing the packages. If you select multiple security configurations, the first one you select becomes the default security configuration for the domain.
5. Click **Next**.
6. Optional. Select one or more domain administrators for the domain.
7. Click **Finish**.  
The new domain appears in the **General** tab.
8. Click the box adjacent to the domain name, click **Enable**, then click **Yes** to confirm.

### **See also**

- *Deleting a Domain* on page 101
- *Registering a Domain Administrator User* on page 102
- *Assigning Domain Administrators to a Domain* on page 103
- *Viewing Applications for a Domain* on page 104
- *Viewing Application Connections for a Domain* on page 104
- *Scheduling Accumulated Data Cleanup for Domains* on page 106

- *Domain Logs* on page 110
- *Checking Client Application Logs* on page 155
- *Connections* on page 156
- *Configuring Domain Security* on page 179

## **Deleting a Domain**

Remove a domain and its contents from the cluster when you no longer require the partition.

When a domain is deleted, all referenced artifacts, such as domain administrators and security configurations, are retained. However, all contained artifacts, including packages, subscription templates, device subscriptions, MBO and operation historical data, package-level role mapping, cache group settings, server connections, and domain-level role mappings for security configurations independent of any other domain, are also deleted.

To preserve a deployed package before deleting a domain, export the package to an archive file.

---

**Note:** You cannot delete the "default" domain since it contains critical runtime-related artifacts.

---

1. In the left navigation pane, select **Domains**.
2. In the right administration pane, click the **General** tab and select the domain you want to delete.
3. Click **Delete**.
4. In the confirmation dialog, click **Yes**.

### **See also**

- *Creating and Enabling a New Domain* on page 100
- *Registering a Domain Administrator User* on page 102
- *Assigning Domain Administrators to a Domain* on page 103
- *Viewing Applications for a Domain* on page 104
- *Viewing Application Connections for a Domain* on page 104
- *Scheduling Accumulated Data Cleanup for Domains* on page 106
- *Domain Logs* on page 110
- *Checking Client Application Logs* on page 155
- *Connections* on page 156
- *Configuring Domain Security* on page 179

## **Registering a Domain Administrator User**

A platform administrator can add domain administrators, so these users can administer domains to which they are assigned. This process registers an administrator with the cluster, so the user can be assigned as an administrator for a domain.

### **Prerequisites**

Create the user entry and map the physical role to the SUP Domain Administrator logical role in the security provider repository used to authenticate administrators in Sybase Control Center (SCC).

### **Task**

1. In the left navigation pane, click the **Security** node.
2. In the right administration pane, click the **Domain Administrators** tab and click **New**.
3. To configure user properties for the administrator, enter:
  - **Login name** – the user name assigned to the administrator. For example, if you are using LDAP to authenticate administrators, the UID is typically used as the login name.

---

**Note:** The login name can't be longer than 36 characters.

  - (Optional) **Company name** – the name of the organization the administrator belongs to. Sybase recommends you supply this information if you are setting up Unwired Platform in a hosted environment and using domains to distinguish between different hosted solutions for different organizations.
  - (Optional) **First name** – the administrator's first name. The first name must match the one assigned to the login name in the security repository.
  - (Optional) **Last name** – the administrator's last name. The last name must match the one assigned to the login name in the security repository.
4. Click **OK** to register the administrator.  
The domain administrator can now log in with his or her user login credentials (user name and password).

### **Next**

Assign the domain administrator role to this user.

### **See also**

- *Creating and Enabling a New Domain* on page 100
- *Deleting a Domain* on page 101
- *Assigning Domain Administrators to a Domain* on page 103
- *Viewing Applications for a Domain* on page 104
- *Viewing Application Connections for a Domain* on page 104



- *Scheduling Accumulated Data Cleanup for Domains* on page 106
- *Domain Logs* on page 110
- *Checking Client Application Logs* on page 155
- *Connections* on page 156
- *Configuring Domain Security* on page 179

## **Assigning Domain Administrators to a Domain**

Assign domain administration privileges to a domain administrator. You must be a platform administrator to assign and unassign domain administrators.

### **Prerequisites**

Ensure the user is already registered as a domain administrator in the Domain Administrators tab.

### **Task**

1. In the left navigation pane, expand the **Domains** folder, and select the domain for which to assign domain administration privileges.
2. Select the domain-level **Security** folder.
3. In the right administration pane, select the **Domain Administrators** tab, and click **Assign**.
4. Select one or more administrator users to assign to the domain by checking the box adjacent to the user name.
5. Click **OK**.

A message appears above the right administration pane menu indicating the success or failure of the assignment. If successful, the new domain administrator appears in the list of users.

### **See also**

- *Creating and Enabling a New Domain* on page 100
- *Deleting a Domain* on page 101
- *Registering a Domain Administrator User* on page 102
- *Viewing Applications for a Domain* on page 104
- *Viewing Application Connections for a Domain* on page 104
- *Scheduling Accumulated Data Cleanup for Domains* on page 106
- *Domain Logs* on page 110
- *Checking Client Application Logs* on page 155
- *Connections* on page 156
- *Configuring Domain Security* on page 179

## **Viewing Applications for a Domain**

View applications registered for a specific domain.

1. In the left navigation pane, expand the **Domains** folder, and select a domain.
2. Within the domain, select **Applications**.
3. In the right pane, select the domain-level **Applications** tab.
4. Click **Refresh** to view a list of Applications IDs, and their display names and descriptions.
5. Alternatively, search for one or more application IDs.
  - a) Provide the search criteria for **Application ID** by adding a search string.
  - b) Click **Go**.

All the applications that match the search criteria provided for the selected domain are populated in the table.

### **See also**

- *Creating and Enabling a New Domain* on page 100
- *Deleting a Domain* on page 101
- *Registering a Domain Administrator User* on page 102
- *Assigning Domain Administrators to a Domain* on page 103
- *Viewing Application Connections for a Domain* on page 104
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## **Viewing Application Connections for a Domain**

View application connection information for a specific domain. Optionally select the relevant columns of information to display.

---

**Note:** The association of application connections to a domain is based on the "domain" setting value in the application connections. Therefore, when registering application connections, the application template must be registered either using a template, where the domain value is appropriately configured, or in the registration wizard of the Sybase Control Center user interface.

---

1. In the left navigation pane, expand the **Domains** folder, and select a domain.
2. Within the domain, select **Applications**.
3. In the right pane, select the domain-level **Application Connections** tab.

4. Click **Refresh** to view a list of Users.
5. Alternatively, search for one or more users.
  - a) Provide the search criteria for **Users** by adding a search string.
  - b) Click **Go**.  
All the users that match the search criteria provided for the selected domain are populated in the table.
6. (Optional) Select the columns to display (all columns, or specific columns) from the drop-down list.

### See also

- *Creating and Enabling a New Domain* on page 100
- *Deleting a Domain* on page 101
- *Registering a Domain Administrator User* on page 102
- *Assigning Domain Administrators to a Domain* on page 103
- *Viewing Applications for a Domain* on page 104
- *Scheduling Accumulated Data Cleanup for Domains* on page 106
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### **Managing Connection Pools for Unwired Server Connections**

Connection pools are used by Unwired Server to improve performance between the server and internal databases, which include cache database, cluster database, domainlog database, messaging database, monitor database and sampled. These values are synchronized among all servers in the cluster when the primary server values change.

Configure the maximum pool size to determine the how large of a pool is used for these JDBC database connections.

1. In the left navigation pane, expand the **Domains** folder, and select the domain for which you want to modify the connection.
2. Select **Connections**.
3. In the right administration pane:
  - To edit the properties of a connection pool, click the **Connections** tab.
  - To edit the properties of a connection pool template, click the **Templates** tab.
4. Select a connection pool or template from the list.
5. Select **JDBC** as the **Connection pool type**, and click **Properties**.
6. Change the Max Pool Size value (and any other values you choose). The default value is 150, and 0 indicates no limit. The Max Pool Size value should not be a negative value.

See *Creating Connections and Connection Templates* in *Sybase Control Center for Sybase Unwired Platform* and *JDBC Properties*.

7. Click **Save** to save the changes.

## **Scheduling Accumulated Data Cleanup for Domains**

Periodically clean up accumulated data maintenance items in cache that are no longer needed, by creating a data purge schedule. The schedule should be set to perform the clean up processes run when system usage is low.

However, you can also manually purge accumulated data items at any time; however note that for domain logs, if the number of domain log data is very large (one with hundreds of thousands of entries for example) then Unwired Server must purge domain log data asynchronously.

---

**Note:** You can use the Administration API to automate clean up at the package level.

---

1. In the Sybase Control Center left navigation pane, expand the **Domains** tab and select a domain.
2. In the right pane, select the **Scheduled Task** tab.
3. Under Task, select one of the options you want to schedule, and then select **Properties** to set up its automatic schedule:

Option	Description
Subscription Cleanup	<p>Removes subscriptions that are not active for the 'number of inactive days' in the schedule task configuration. Note, subscription is considered active as follows:</p> <ul style="list-style-type: none"> <li>• Replication – last synchronization request time-stamp.</li> <li>• Messaging – last synchronization message time-stamp.</li> </ul> <hr/> <p><b>Note:</b> If a casual user accesses the system infrequently, for example three to four times a year, the user falls outside the specified time frame and is removed from Sybase Unwired Platform. The user will then have to reinstall Sybase Unwired Platform and initiate a sync to re-activate subscription.</p> <hr/>
Error History Cleanup	<p>Removes historical data on MBO data refresh and operation replay failures, which result from system or application failures. System failures may include network problems, credential issues, and back-end system failure. Application failures may include invalid values, and non-unique data.</p> <hr/> <p><b>Note:</b> Only error messages are removed.</p> <hr/>

Option	Description
Client Log Cleanup	Removes client log records that have already been synchronized to the device, or are no longer associated with active users.
Synchronization Cache Cleanup	<p>This cleanup task removes:</p> <ul style="list-style-type: none"> <li>Logically deleted rows in the cache that are older than the oldest synchronization time on record in the system. Synchronization activity for all clients establish the oldest synchronization time.</li> <li>Unused or stale partitions.</li> <li>Expired DCN entries identified by the <b>exp</b> property in the DCN message.</li> </ul>

4. Select **Enable**. Schedules run until you disable them, or they expire.

### See also

- *Creating and Enabling a New Domain* on page 100
- *Deleting a Domain* on page 101
- *Registering a Domain Administrator User* on page 102
- *Assigning Domain Administrators to a Domain* on page 103
- *Viewing Applications for a Domain* on page 104
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### **Scheduling Cleanup Options**

The Sybase Unwired Platform administrator or Sybase Unwired Platform domain administrator schedules domain-level data maintenance cleanup.

Set up an automatic schedule for database cleanup:

1. In the left pane, select the cluster, then the domain.
2. In the right pane, select the **Scheduled Tasks** tab.
3. Select one of the cleanup options:

Option	Description
Subscription Cleanup	<p>Removes subscriptions that are not active for the 'number of inactive days' in the schedule task configuration. Note, subscription is considered active as follows:</p> <ul style="list-style-type: none"> <li>Replication – last synchronization request time-stamp.</li> <li>Messaging – last synchronization message time-stamp.</li> </ul> <hr/> <p><b>Note:</b> If a casual user accesses the system infrequently, for example three to four times a year, the user falls outside the specified time frame and is removed from Sybase Unwired Platform. The user will then have to reinstall Sybase Unwired Platform and initiate a sync to re-activate subscription.</p>
Error History Cleanup	<p>Removes historical data on MBO data refresh and operation replay failures, which result from system or application failures. System failures may include network problems, credential issues, and back-end system failure. Application failures may include invalid values, and non-unique data.</p> <hr/> <p><b>Note:</b> Only error messages are removed.</p>
Client Log Cleanup	<p>Removes client log records that have already been synchronized to the device, or are no longer associated with active users.</p>
Synchronization Cache Cleanup	<p>This cleanup task removes:</p> <ul style="list-style-type: none"> <li>Logically deleted rows in the cache that are older than the oldest synchronization time on record in the system. Synchronization activity for all clients establish the oldest synchronization time.</li> <li>Unused or stale partitions.</li> <li>Expired DCN entries identified by the <b>exp</b> property in the DCN message.</li> </ul>

4. Click **Properties**, then in the Task Properties dialog, select the **Schedule** tab.
5. Configure the required schedule:
  - **Schedule repeat** – select how often the schedule should run. Options are **monthly**, **weekly**, **daily**, **hourly**, and **custom**.
    - If you select **monthly** or **weekly**, specify:
      - **Start date** – select the date and time the automated upload should begin. Use the calendar picker and 24-hour time selector.
      - **End date** – select the date and time the automated upload should end.
    - If you select **daily** or **hourly**, specify:

- **Start date** – select the date and time the automated upload should begin. Use the calendar picker and 24-hour time selector.
  - **End date** – select the date and time the automated upload should end.
  - **Days of the week** – select each day the automated upload schedule should run.
  - Select **custom**, to specify the interval granularity in seconds, minutes, or hours, as well as other date and time parameters.
6. In the Task Properties dialog, select the **Options** tab, set the number of inactive days for which to purge.

---

**Note:** This step is unnecessary for Synchronization Cache Cleanup.

---

7. Click **OK** to save the schedule properties and purge options.

---

**Note:** If a casual user accesses the system infrequently, for example three to four times a year, the user falls outside the purging time frame and is removed from Sybase Unwired Platform. The user will then have to reinstall Sybase Unwired Platform and initiate a sync.

---

### **Enabling Domain Cleanup**

The SUP Administrator or SUP Domain Administrator must enable the schedule as a separate task.

You can set up the schedule, and enable it at a later time. Once enabled, the cleanup runs automatically until is changed, disabled, or expires. You can check the current enabled or disabled status on the **Scheduled Tasks** tab.

1. In the left pane, select the cluster, then the domain.
2. In the right pane, select the **Scheduled Task** tab.
3. Select one of the cleanup options, and verify the value in the Status column is set to **disabled**.
4. On the **Scheduled Task** tab, click **Enable**.
5. Click **OK** to confirm. The value in the Status column changes to **enabled**. The cleanup schedule runs automatically for the selected option.

### **Disabling Domain Cleanup**

The SUP Administrator or SUP Domain Administrator can disable, or reenable, a scheduled cleanup option at any time.

If you disable the cleanup option while it is running, the current process continues. Future action is disabled, unless you reenable the option.

1. In the left pane, select the cluster, then the domain.
2. In the right pane, select the **Scheduled Task** tab.
3. Select one of the cleanup options, and verify the value in the Status column is set to **enabled**.

4. On the **Schedule** tab, click **Disable**.
5. Click **OK** to confirm. The value in the Status column changes to **disabled**.

### **Running Manual Purge by Domain**

At any time the SUP Administrator or SUP Domain Administrator can manually run cleanup options. The processes run asynchronously on Unwired Server using the current settings.

As much as reasonable, use manual purge when system load is light.

1. In the left pane, select the cluster, then the domain.
2. In the right pane, select the **Scheduled Tasks** tab.
3. Select one of the cleanup options.
4. Click **Run Now**, then optionally specify the number of days for which to preserve data. Artifacts that fall outside of the time period are purged.
5. Click **OK** to confirm. The request is sent immediately, and the task runs asynchronously on Unwired Server.

## **Domain Logs**

The domain log enables an administrator to monitor application activities throughout the system. Detailed views of application activities are available by subsystem. The administrator can review activities in a specific subsystem log view, view correlated data in multiple subsystems, or view a unified log across all subsystems. The administrator must enable logging, and then use log filters to view data of interest.

By default, only error messages are recorded in each domain's log. To enable domain logging, you must create a log profile. See *Creating and Enabling Domain Logging* in *Sybase Control Center for Sybase Unwired Platform*.

### **See also**

- *Creating and Enabling a New Domain* on page 100
- *Deleting a Domain* on page 101
- *Registering a Domain Administrator User* on page 102
- *Assigning Domain Administrators to a Domain* on page 103
- *Viewing Applications for a Domain* on page 104
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## **Enabling Application Logging**

Enable domain-level logging to help you trace and monitor application activities, and review the resulting logs for troubleshooting.

### ***1. Creating and Enabling Domain Logging***

Create logging profile definitions and enable the log profile.

### **Creating and Enabling Domain Logging**

Create logging profile definitions and enable the log profile.

1. In the left navigation pane of Sybase Control Center, select **Domains**.
2. Under the domain node, select **Log**.
3. In the right administration pane, select the **Settings** tab.
4. Click **New**.
5. In the Profile Definition dialog, enter a **Name** and **Description** for the log profile.
6. Add the necessary profile definitions.
7. Select **Enable after creation**.
8. Click **OK**.

---

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

- a. Under the **Settings** tab, click **Configuration**.
  - b. Check **Enable flush threshold**.
- 

### ***1. Creating the Profile Definition***

Create profile definitions belonging to multiple categories.

### ***2. Enabling the Created Profile***

Enable the profile you have created to monitor the log profile definitions.

### ***3. Enabling and Configuring Domain Logging***

Configure auto purge, flush threshold, and flush batch size settings to determine how long domain log data is retained, how frequently it is written to database from server nodes, and set a domain log database connection to configure where domain log data is stored.

## ***Creating the Profile Definition***

Create profile definitions belonging to multiple categories.

You can add profile definitions by selecting applications, security configurations, users, connections, applications connections or payloads of your choice.

## **See also**

- *Enabling the Created Profile* on page 117

### *Adding or Removing Applications to the Profile*

Add applications to the log profile that are currently deployed in the selected domain.

---

**Note:** If a logging profile includes both package related and payloads criteria, you may experience a serious performance impact. Make sure you include additional criteria such as users or application connections.

---

1. In the Profile Definition dialog, select **Package related**.
2. Select **Applications**, then click the button to add application to the profile.  
The Applications dialog is displayed with the list of applications currently deployed in this domain.
3. To search for the application you want to add to the profile, select the search criteria from the **Search** drop-down list and enter a value for this criteria.
4. Click **Go**.
5. You can do any of the following:
  - To add an application to a new or existing profile, select the check-box adjacent to the application entry in the list.
  - To remove an application from the profile, uncheck the check-box adjacent to the application entry in the list.
6. Click **OK**.

### **See also**

- *Adding or Removing Packages to the Profile* on page 112
- *Adding or Removing MBOs to the Profile* on page 113
- *Adding or Removing Operations to the Profile* on page 114
- *Adding or Removing Security Configurations or Users to the Profile* on page 114
- *Adding or Removing Package Users to the Profile* on page 115
- *Adding or Removing Connections to the Profile* on page 115
- *Adding or Removing Application Connections to the Profile* on page 116
- *Adding or Removing Payloads to the Profile* on page 116

### *Adding or Removing Packages to the Profile*

Add one or more packages to the profile.

---

**Note:** If a logging profile includes both package related and payloads criteria, you may experience a serious performance impact. Make sure you include additional criteria such as users or application connections.

---

1. In the Profile Definition dialog, select **Package related**.
2. Select **Packages**, then click the button to add packages to the profile.

3. Select one or more packages to include.
4. Click **OK**.

---

**Note:** To remove a selection, click **View selection**, select the item, then click **Remove**.

---

### See also

- *Adding or Removing Applications to the Profile* on page 112
- *Adding or Removing MBOs to the Profile* on page 113
- *Adding or Removing Operations to the Profile* on page 114
- *Adding or Removing Security Configurations or Users to the Profile* on page 114
- *Adding or Removing Package Users to the Profile* on page 115
- *Adding or Removing Connections to the Profile* on page 115
- *Adding or Removing Application Connections to the Profile* on page 116
- *Adding or Removing Payloads to the Profile* on page 116

### *Adding or Removing MBOs to the Profile*

Add MBOs from one or more packages to the profile.

---

**Note:** If a logging profile includes both package related and payloads criteria, you may experience a serious performance impact. Make sure you include additional criteria such as users or application connections.

---

1. In the Profile Definition dialog, select **Package related**.
2. Select **MBOs**, then click the button to add MBOs to the profile.
3. Navigate to a package in the left pane.
4. Select the MBO in the right pane.
5. Identify another MBO, or click **OK**.

---

**Note:** To remove a selection, click **View selection**, select the item, then click **Remove**.

---

### See also

- *Adding or Removing Applications to the Profile* on page 112
- *Adding or Removing Packages to the Profile* on page 112
- *Adding or Removing Operations to the Profile* on page 114
- *Adding or Removing Security Configurations or Users to the Profile* on page 114
- *Adding or Removing Package Users to the Profile* on page 115
- *Adding or Removing Connections to the Profile* on page 115
- *Adding or Removing Application Connections to the Profile* on page 116
- *Adding or Removing Payloads to the Profile* on page 116

### *Adding or Removing Operations to the Profile*

Add operations to the log profile for MBOs that are currently deployed in the selected domain. You can select operations for one or more MBOs.

---

**Note:** If a logging profile includes both package related and payloads criteria, you may experience a serious performance impact. Make sure you include additional criteria such as users or application connections.

---

1. In the Profile Definition dialog, select **Package related**.
2. Select **Operations**, then click the button to add operations to the profile.
3. Navigate to a package in the left pane, and select an MBO.
4. Identify the create, delete, or update operations to include for the MBO in the right pane.
5. Select another MBO and its operations, or click **OK**.

---

**Note:** To remove a selection, click **View selection**, select the item, then click **Remove**.

---

### **See also**

- *Adding or Removing Applications to the Profile* on page 112
- *Adding or Removing Packages to the Profile* on page 112
- *Adding or Removing MBOs to the Profile* on page 113
- *Adding or Removing Security Configurations or Users to the Profile* on page 114
- *Adding or Removing Package Users to the Profile* on page 115
- *Adding or Removing Connections to the Profile* on page 115
- *Adding or Removing Application Connections to the Profile* on page 116
- *Adding or Removing Payloads to the Profile* on page 116

### *Adding or Removing Security Configurations or Users to the Profile*

Add one or more domain security configurations to the profile.

1. In the Profile Definition dialog, select **Security related**.
2. Select **Security configuration**, then click the button to add packages to the profile.
3. Select one or more security configuration to include.
4. Click **OK**.

---

**Note:** To remove a selection, click **View selection**, select the item, then click **Remove**.

---

### **See also**

- *Adding or Removing Applications to the Profile* on page 112
- *Adding or Removing Packages to the Profile* on page 112
- *Adding or Removing MBOs to the Profile* on page 113

- *Adding or Removing Operations to the Profile* on page 114
- *Adding or Removing Package Users to the Profile* on page 115
- *Adding or Removing Connections to the Profile* on page 115
- *Adding or Removing Application Connections to the Profile* on page 116
- *Adding or Removing Payloads to the Profile* on page 116

### *Adding or Removing Package Users to the Profile*

Add one or more domain package users to the profile to include security configurations.

1. In the Profile Definition dialog, select **Security related**.
2. Select **Users**, then click the button to add packages to the profile.
3. Select one or more user name to include.
4. Click **OK**.

---

**Note:** To remove a selection, click **View selection**, select the item, then click **Remove**.

---

### **See also**

- *Adding or Removing Applications to the Profile* on page 112
- *Adding or Removing Packages to the Profile* on page 112
- *Adding or Removing MBOs to the Profile* on page 113
- *Adding or Removing Operations to the Profile* on page 114
- *Adding or Removing Security Configurations or Users to the Profile* on page 114
- *Adding or Removing Connections to the Profile* on page 115
- *Adding or Removing Application Connections to the Profile* on page 116
- *Adding or Removing Payloads to the Profile* on page 116

### *Adding or Removing Connections to the Profile*

Add connections of a particular connection type to the profile.

1. In the Profile Definition dialog, select **Connections**.
2. Click the button to add connections to the profile.  
The Connections dialog is displayed with the list of applications currently deployed in this domain.
3. You can do any of the following:
  - To add a connection to a new or existing profile, select a **Connection Type** entry in the list and select the connection names.
  - To remove an application from the profile, select the **View selection** check-box. Select the connection type and click **Remove**.
4. Click **OK**.

### See also

- *Adding or Removing Applications to the Profile* on page 112
- *Adding or Removing Packages to the Profile* on page 112
- *Adding or Removing MBOs to the Profile* on page 113
- *Adding or Removing Operations to the Profile* on page 114
- *Adding or Removing Security Configurations or Users to the Profile* on page 114
- *Adding or Removing Package Users to the Profile* on page 115
- *Adding or Removing Application Connections to the Profile* on page 116
- *Adding or Removing Payloads to the Profile* on page 116

### *Adding or Removing Application Connections to the Profile*

Add application connections to the profile. This enables you to list current application connections to Unwired Server.

1. In Profile Definition, select **Application connections**.
2. Click the button to add application connections to the profile.
3. In Application Connections, select Application Connections, and the data columns to include
4. Click **OK**.

### See also

- *Adding or Removing Applications to the Profile* on page 112
- *Adding or Removing Packages to the Profile* on page 112
- *Adding or Removing MBOs to the Profile* on page 113
- *Adding or Removing Operations to the Profile* on page 114
- *Adding or Removing Security Configurations or Users to the Profile* on page 114
- *Adding or Removing Package Users to the Profile* on page 115
- *Adding or Removing Connections to the Profile* on page 115
- *Adding or Removing Payloads to the Profile* on page 116

### *Adding or Removing Payloads to the Profile*

Add a subsystem to the profile for payload logging. This enables you to identify one or more specific subsystems where payload data will also be included with the logged activity. If specified, payload is enabled for the selected subsystems.

The payload corresponds to the information of one request serviced by the Unwired Server. Example: For an administrator to keep track of granular details such as request headers sent to Gateway through the proxy server, payload is enabled for a profile.

---

**Note:** If a logging profile includes both package related and payloads criteria, you may experience a serious performance impact. Make sure you include additional criteria such as users or application connections.

---

1. In the Profile Definition dialog, select **Payloads**.
2. Click the button to add payloads to the profile.  
The Payloads dialog is displayed.
3. You can do any of the following:
  - Select the check-box adjacent to the subsystem you want to add to the profile.
  - Uncheck the check-box that you want to remove from the profile.
4. Click **OK**.

### See also

- *Adding or Removing Applications to the Profile* on page 112
- *Adding or Removing Packages to the Profile* on page 112
- *Adding or Removing MBOs to the Profile* on page 113
- *Adding or Removing Operations to the Profile* on page 114
- *Adding or Removing Security Configurations or Users to the Profile* on page 114
- *Adding or Removing Package Users to the Profile* on page 115
- *Adding or Removing Connections to the Profile* on page 115
- *Adding or Removing Application Connections to the Profile* on page 116

### *Enabling the Created Profile*

Enable the profile you have created to monitor the log profile definitions.

1. In the Profile Definition dialog, select **Enable after creation** to enable the logging profile once you have created it.
2. Click **OK**.

You can alternatively enable the log profile by doing the following:

- a. In the **Settings** tab, select the log profile you have created.
- b. Click **Enable**.
- c. Click **OK** on the confirmation dialog.

### See also

- *Creating the Profile Definition* on page 111

### *Enabling and Configuring Domain Logging*

Configure auto purge, flush threshold, and flush batch size settings to determine how long domain log data is retained, how frequently it is written to database from server nodes, and set a domain log database connection to configure where domain log data is stored.

If you do not configure the auto-purge schedule, you can purge data manually with the **Purge** button. If you are manually purging logs with hundreds of thousands of entries, note that Unwired Server removes these entries asynchronously to avoid negatively impacting runtime

performance. For smaller logs, the purge action tends to be more instantaneous. To avoid large logs, use the auto purge schedule.

1. In the left navigation pane of Sybase Control Center, select **Domains**.
2. Under the domain node, select **Log**.
3. In the right administration pane, select the **Settings** tab. These settings are used for all domains.
4. Click **Configuration**.
5. Configure auto purge settings.

Auto purge clears obsolete data from the database once it reaches the specified threshold.

- a) Select **Enable auto purge configuration** to activate auto purge functionality.
- b) Enter the length of time (in days) to retain monitoring data before it is purged.

6. Configure flush threshold settings:

The flush threshold indicates how often data is flushed from memory to the database. This allows you to specify the size of the data saved in memory before it is cleared. Alternately, if you do not enable a flush threshold, data is immediately written to the domain log database as it is captured.

- a) Select **Enable flush threshold configuration** to activate flush threshold functionality.

---

**Note:** Enabling flush configuration is a good practice for performance considerations. Be aware there may be a consequent delay in viewing data, until data is stored in the database.

---

- b) Select one of:

- **Number of rows** – domain log data that surpasses the specified number of rows is flushed from memory. Enter the desired number of rows adjacent to **Rows**. Disabled by default.
- **Time interval** – domain log data older than the specified time interval is flushed from memory. Enter the desired duration adjacent to **Minutes**. The default is 5.
- **Either rows or time interval** – domain log data is flushed from memory according to whichever value is reached first: either the specified number of rows or the specified time interval. Enter the desired rows and duration adjacent to **Rows** and **Minutes**, respectively.

7. If you enabled a flush threshold, enter a **Flush batch row size** by specifying the size of each batch of data sent to the domain log database. The row size must be a positive integer.

The batch size divides flushed data into smaller segments, rather than saving all data together according to the flush threshold parameters. For example, if you set the flush threshold to 100 rows and the flush batch row size to 50, once 100 rows are collected in the console, the save process executes twice; data is flushed into the database in two batches of 50 rows. If the flush threshold is not enabled, the flush batch row size is implicitly 1.



---

**Note:** By default, the domain log database flushes data every 5 minutes. Alternatively, you can flush data immediately by removing or decreasing the default values, but doing so impacts performance.

---

8. Optional. To change the data source, select an available database from the **Domain log database endpoint** drop down list.

Available databases are those with a JDBC server connection type (SQL Anywhere) created in the default domain. To create a new database, a platform administrator must set up a database by running the appropriate configuration scripts and creating a server connection for the database in the default domain. The database server connection then appears as an option in the Domain Log Database Endpoint drop down list.

9. Optional. Change the maximum length of the payload data logged in the payload column(s) of each sub-system. Large payload content is truncated to the length specified as that value. The default max size is 12K (in bytes) which is configured in the 'default' domain and applicable for all domains. Increasing the domain payload size should be tested to identify proper configuration for the server's JVM memory settings.

10. Click **OK**.

### **Reviewing Domain Log Data**

An administrator reviews logged data by creating log filters. The filters enable you to retrieve data logged for a specific thread, application, user, connection, among other options.

You can retrieve log data without using any filters, however, when there is large number of activities being logged, it may be advisable to filter the results to a more manageable size by specifying search conditions in the log filter (user, application, or thread-id).

You can combine multiple log filters that are common with sub-system specific filters when viewing in a sub-system view, and combine multiple sub-system filters in the ALL tab to retrieve the data of interest.

### **Supported Log Subsystems**

Log subsystems provide categories that enable you to filter and correlate application data at a more granular level. Understanding these subsystems enables you to formulate more specific filters for tracking application activities throughout the system.

Subsystem	Description
<b>All</b>	Provides a unified view of all subsystems, enabling you to look for activities, trends, and symptoms across multiple subsystems.
<b>Synchronization</b>	Provides a view of synchronization activities. Within this subsystem, additional categories include data synchronization, operation replay, subscription, result checker, cache refresh, and data services (DS) interface.
<b>Device Notification</b>	Provides a view of device notification activities.

Subsystem	Description
<b>DCN</b>	Provides a view of data change notification (DCN) activities. Within this subsystem, additional categories include general DCN, and Hybrid App DCN.
<b>Security</b>	Provides a view of security-related activities.
<b>Error</b>	Provides a view of errors.
<b>Connection</b>	Provides a view of connection activities. Within this subsystem, additional categories include DOE, JDBC, RES, SAP®, and SOAP connections.
<b>Push</b>	Provides a few of push notification activities.
<b>Proxy</b>	Provides a view of Online Data Proxy connection-related activities.
<b>Server</b>	Provides a view of server-related activities.
<b>Dispatcher</b>	Provides a view of dispatcher activities. Within this subsystem, categories include Replication, Messaging, and Service.
<b>Application</b>	Provides a view of application activities. Within this subsystem, categories include Registration and Setting.

### See also

- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
- *Retrieving Data Change Notification Logs* on page 126
- *Retrieving Security Logs* on page 127
- *Retrieving Error Logs* on page 128
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- *Retrieving Proxy Logs* on page 131
- *Retrieving Server Logs* on page 132
- *Retrieving Dispatcher Logs* on page 132
- *Retrieving Application Logs* on page 134
- *Correlating Log Data Across Subsystems* on page 135
- *Exporting Log Data* on page 136

### Setting Up a Pool of Log Filters

Set up a pool of log filters to filter out unwanted application activities, and provide a view of specific activities. Use Sybase Control Center to create and manage your filters.

#### **See also**

- *Supported Log Subsystems* on page 119
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
- *Retrieving Data Change Notification Logs* on page 126
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### **Reusable Log Filters**

Create reusable log filters that you can use as a base. One strategy is to create a base log filter for each of the supported log subsystems, and for significant categories within subsystems. Another strategy is to create common log filters (useful across subsystems) on specific criteria, such as thread ID, user, package, and so forth.

You can modify these base log filters as needed for more specific searches, or clone the log filter and modify it for a specific search.

#### **See also**

- *Creating Log Filters* on page 121
- *Deleting Filters* on page 122
- *Updating Filters* on page 122

### **Creating Log Filters**

Filter the log data by creating filters across subsystems that define the appropriate search criteria.

1. In the left navigation pane of the Sybase Control Center, select the **Domains** node.

2. Select the domain node and select the **Log** node.
3. In the right administration pane, select the **General** tab.
4. Select + to add a filter definition to a subsystem.
5. In the Filter Definition dialog, enter the **Name** and **Description** of the filter.
6. Select the **Sub System**.
7. Select the filter criteria and assign values to the criteria selected. You can use the logical operations to compose the criteria.

---

**Note:** You use the 'AND' logical operator to highlight filter relations belonging to the same subsystem. Filter definitions among multiple subsystems use the 'OR' logical operator.

---

8. Click **OK**.

### See also

- *Reusable Log Filters* on page 121
- *Deleting Filters* on page 122
- *Updating Filters* on page 122

### Deleting Filters

Delete the filters created for sub systems

1. In the left navigation pane of the Sybase Control Center, select the **Domains** node.
2. Select the domain node and select the **Log** node.
3. In the right administration pane, select the **General** tab.
4. Select the filter from the list.
5. Click **Delete**.

### See also

- *Reusable Log Filters* on page 121
- *Creating Log Filters* on page 121
- *Updating Filters* on page 122

### Updating Filters

Update filters as needed to fine tune log file filtering.

1. In the left navigation pane of the Sybase Control Center, select the **Domains** node.
2. Select the domain node and select the **Log** node.
3. In the right administration pane, select the **General** tab.
4. Select the filter from the list.
5. Click the properties icon to review or modify the filter.

---

**Note:** Alternatively, click the clone icon to clone the filter, then proceed to modify it.

---

6. In Filter Definition, modify the description, and set up the filter criteria.
7. Click **OK**.

### See also

- *Reusable Log Filters* on page 121
- *Creating Log Filters* on page 121
- *Deleting Filters* on page 122

### Retrieving Unified View Logs

Retrieves logging data across the domain to provide a unified view.

1. Display the **General** tab for Domain Logs.  
In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.
2. Select the **All** tab.
3. To filter the display, select **Show filter** and either:
  - Use an existing filter by checking the box adjacent to the filter name.
  - Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.
4. Click **Retrieve** to retrieve the logs.  
The table is populated with the list of logs.

### See also

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
- *Retrieving Data Change Notification Logs* on page 126
- *Retrieving Security Logs* on page 127
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- *Retrieving Proxy Logs* on page 131
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- *Retrieving Application Logs* on page 134
- *Correlating Log Data Across Subsystems* on page 135
- *Exporting Log Data* on page 136

### Retrieving Synchronization Logs

Retrieves logging data related to different aspects of data synchronization, including data, subscriptions, operations, result checker, cache refresh and the data service and Unwired Server interface. Using data in these logs and the correlation tool, you can follow the data path between the enterprise information system (EIS), Unwired Server, cache database, and user application connection.

1. Display the **General** tab for Domain Logs.

In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.

2. Select the **Synchronization** tab.

3. Select a synchronization subsystem:

- Data Sync – view data synchronization details.
- Operation Replay – view MBO operational replay details.
- Subscription – view subscription details.
- Result Checker – view result checker details.
- Cache Refresh – view cache database interaction details.
- DS Interface – view requests entering data services that result in interaction with cache database and EIS.

4. To filter the display, select **Show filter** and either:

- Use an existing filter by checking the box adjacent to the filter name.
- Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.

5. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.
6. Click **Retrieve** to retrieve the logs.
7. (Optional) Select a specific row to view additional columns in the detail area.

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Device Notification Logs* on page 125

- *Retrieving Data Change Notification Logs* on page 126
- *Retrieving Security Logs* on page 127
- *Retrieving Error Logs* on page 128
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- *Retrieving Application Logs* on page 134
- *Correlating Log Data Across Subsystems* on page 135
- *Exporting Log Data* on page 136

### Retrieving Device Notification Logs

Retrieves logging data for server-initiated synchronization notifications between Unwired Server and devices.

1. Display the **General** tab for Domain Logs.

In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.

2. Select the **Device Notification** tab.

3. To filter the display, select **Show filter** and either:

- Use an existing filter by checking the box adjacent to the filter name.
- Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.

4. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.
5. Click **Retrieve** to retrieve the log data.
6. (Optional) Select a specific row to view additional columns in the detail area.

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Data Change Notification Logs* on page 126
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- *Exporting Log Data* on page 136

### Retrieving Data Change Notification Logs

Retrieves logging data for data change notifications (DCN) between an enterprise information system (EIS) and an MBO package, for general and Hybrid App DCN.

1. Display the **General** tab for Domain Logs.

In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.

2. Select the **DCN** tab.

3. Select the DCN type:

- General DCN
- Hybrid App DCN

4. To filter the display, select **Show filter** and either:

- Use an existing filter by checking the box adjacent to the filter name.
- Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.

5. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.
6. Click **Retrieve** to retrieve the logs.
7. (Optional) Select a specific row to view additional columns in the detail area.

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125



- *Retrieving Security Logs* on page 127
- *Retrieving Error Logs* on page 128
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- *Retrieving Server Logs* on page 132
- *Retrieving Dispatcher Logs* on page 132
- *Retrieving Application Logs* on page 134
- *Correlating Log Data Across Subsystems* on page 135
- *Exporting Log Data* on page 136

### Retrieving Security Logs

Retrieves security details for specific applications.

1. Display the **General** tab for Domain Logs.

In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.

2. Select the **Security** tab.

3. To filter the display, select **Show filter** and either:

- Use an existing filter by checking the box adjacent to the filter name.
- Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.

4. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.
5. Click **Retrieve** to retrieve the logs.

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
- *Retrieving Data Change Notification Logs* on page 126
- *Retrieving Error Logs* on page 128
- *Retrieving Connection Logs* on page 129
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- *Retrieving Proxy Logs* on page 131
- *Retrieving Server Logs* on page 132
- *Retrieving Dispatcher Logs* on page 132
- *Retrieving Application Logs* on page 134
- *Correlating Log Data Across Subsystems* on page 135
- *Exporting Log Data* on page 136

### Retrieving Error Logs

Retrieves logging data for domain errors. Note that error logging is always on, and any error that occurs for any application activity is logged.

1. Display the **General** tab for Domain Logs.

In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.

2. Select the **Error** tab.

3. To filter the display, select **Show filter** and either:

- Use an existing filter by checking the box adjacent to the filter name.
- Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.

4. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.
5. Click **Retrieve** to retrieve the logs.

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
- *Retrieving Data Change Notification Logs* on page 126
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### Retrieving Connection Logs

Retrieves logging data for domain connections for specific connection types to backend data sources, including DOE, JDBC, REST, SAP, and SOAP if enabled.

1. Display the **General** tab for Domain Logs.

In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.

2. Select the **Connection** tab.
3. Select a connection type, such as DOE, JDBC, REST, SAP, or SOAP.
4. To filter the display, select **Show filter** and either:

- Use an existing filter by checking the box adjacent to the filter name.
- Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.

5. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.
6. Click **Retrieve** to retrieve the data.
7. (Optional) Select a specific row to view additional columns in the detail area.

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
- *Retrieving Data Change Notification Logs* on page 126
- *Retrieving Security Logs* on page 127
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### Retrieving Push Logs

Retrieves the log data for all push notifications.

Once you have traced a connection under the Applications node, you can retrieve the logs under the Domains node.

**1. Display the **General** tab for Domain Logs.**

In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.

**2. Select **Push**.**

**3. To filter the display, select **Show filter** and either:**

- Use an existing filter by checking the box adjacent to the filter name.
- Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.

**4. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.**

**5. Click **Retrieve** to retrieve the data.**

**6. (Optional) Select a specific row to view additional columns in the detail area.**

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
- *Retrieving Data Change Notification Logs* on page 126
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- *Correlating Log Data Across Subsystems* on page 135

- *Exporting Log Data* on page 136

### Retrieving Proxy Logs

Retrieves the log data for all requests and responses made from the Proxy server.

Once you have traced a connection under the Applications node, you can retrieve the logs under the Domains node.

1. Display the **General** tab for Domain Logs.

In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.

2. Select the **Proxy**.

3. To filter the display, select **Show filter** and either:

- Use an existing filter by checking the box adjacent to the filter name.
- Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.

4. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.
5. Click **Retrieve** to retrieve the log data.
6. (Optional) Select a specific row to view additional columns in the detail area.

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
- *Retrieving Data Change Notification Logs* on page 126
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### Retrieving Server Logs

Retrieves logging data for domain servers.

- 1.
2. Display the **General** tab for Domain Logs.  
In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.
3. Select the **Server** tab.
4. To filter the display, select **Show filter** and either:
  - Use an existing filter by checking the box adjacent to the filter name.
  - Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.
5. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.
6. Click **Retrieve** to retrieve the logs.

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
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### Retrieving Dispatcher Logs

Retrieves logging data related to different aspects of the dispatcher, including replication, messaging, and service data. Using data in these logs and the correlation tool, you can follow

the data path between the enterprise information system (EIS), Unwired Server, cache database, and user application connection.

1. Display the **General** tab for Domain Logs.

In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.

2. Select the **Dispatcher** tab.

3. Select a dispatcher subsystem: Replication, Messaging, or Service.

4. To filter the display, select **Show filter** and either:

- Use an existing filter by checking the box adjacent to the filter name.
- Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.

5. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.

6. Click **Retrieve** to retrieve the logs.

7. (Optional) Select a specific row to view additional columns in the detail area.

### See also

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
- *Retrieving Data Change Notification Logs* on page 126
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### Retrieving Application Logs

Retrieves application logging data, including registration and setting information. Using data in these logs and the correlation tool, you can follow the data path between the enterprise information system (EIS), Unwired Server, cache database, and user application connection.

1. Display the **General** tab for Domain Logs.

In the navigation pane, click **Domain** > *<domainName>* > **Log**, then select **General** from the administration pane.

2. Select the **Application** tab.
3. Select a application subsystem: Registration or Setting.
4. To filter the display, select **Show filter** and either:
  - Use an existing filter by checking the box adjacent to the filter name.
  - Create a new filter by clicking + and choosing a starting date and time, and ending date and time.

To customize the display, select the view type (grid or text), or click >> to show only selected columns. To export the filtered results, click **Export** and select an appropriate output destination.

5. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, and User.
6. Click **Retrieve** to retrieve the logs.
7. (Optional) Select a specific row to view additional columns in the detail area.

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
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### Correlating Log Data Across Subsystems

Correlation mode enables you to retrieve domain log data in multiple subsystems, using the same search condition. The same condition is combined by common type filters and time range. This provides a tool for correlating activity across subsystems, useful for analyzing and troubleshooting.

For example, you could create a common filter for Application ID (such as Application ID = appid); select the ProxyRequestResponse tab and enter the filter information; retrieve the data; then select Correlated mode, and switch to another tab such as ProxyPush.

1. In the left navigation pane of Sybase Control Center, select **Domain**.
2. Under the domain node, select **Log**.
3. In the right administration pane, select the **General** tab.
4. Select the subsystem tab, such as **Synchronization**.
5. To select or set up a special filter, select **Show filter**.
6. To filter based on the date and time, enter a **Start date**, **End date**, **Start time**, **End time**.
7. (Optional) Select the columns to display from the drop down list, such as Application ID, Application Connection Id, User, and Thread.
8. Click **Retrieve** to retrieve the logs.  
The table is populated with log data.
9. Select **Correlated mode** and select the common type of log filters to use.
10. Switch to another subsystem tabs. The data is refreshed using the same criteria from the common type of log filters and time range specified.
11. Use the data to trace application activity across subsystems.

### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
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- *Retrieving Application Logs* on page 134
- *Exporting Log Data* on page 136

### Exporting Log Data

Export data to a file for archive, or to analyze and troubleshoot problems.

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#### **Note:**

- Depending on the amount of data being exported, the log export can take a long time. Sybase recommends using log filters and time ranges to filter out and export specific log entries of interest.
  - You can also use the management API if there is a need to export domain log contents if the data set is large, or to refrain from blocking the user interface.
- 

1. In the left navigation pane of Sybase Control Center, select **Domain**.
2. Under the domain node, select **Log**.
3. In the right administration pane, select the **General** tab.
4. Select the subsystem tab, such as **Synchronization**.
5. To select or set up a special filter, select **Show filter**.
6. To filter based on the date and time, enter a **Start date**, **End date**, **Start time**, **End time**.
7. Click **Retrieve** to retrieve the logs.  
The table is populated with log data.
8. Click **Export** and specify the file name and location.

#### **See also**

- *Supported Log Subsystems* on page 119
- *Setting Up a Pool of Log Filters* on page 121
- *Retrieving Unified View Logs* on page 123
- *Retrieving Synchronization Logs* on page 124
- *Retrieving Device Notification Logs* on page 125
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### **Purging Domain Logs**

A manual purge request is submitted to the primary server. It is a background task is initiated to perform batched clean-up of the data from the domain log database.

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**Note:** Do not stop the primary server while the purge task is executing. Otherwise, you will need to submit the manual purge request again.

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1. In the left navigation pane of Sybase Control Center, select **Domains**.
2. Under the domain node, select **Log**.
3. In the right administration pane, select the **Settings** tab.
4. Click **Purge**.
5. Enter the date and time within which you want the data to be purged.
6. Click **OK**.

The purge completion time is dependent on the amount of the log data being purged. Therefore, domain log data may still be seen during this time.

### **Domain Log Categories**

Domain log data provides detailed statistics for all aspects of device, user, application, domain, and data synchronization related activities.

#### **Synchronization Log**

Synchronization logs include data related to different aspects of data synchronization, including data, subscriptions, operations, result checker, cache refresh and the data service and Unwired Server interface. Using data in these logs and the correlation tool, you can follow the data path between the enterprise information system (EIS), Unwired Server, cache database, and user application connection.

<b>To find out about</b>	<b>See</b>
Data synchronization transactions	Data Sync statistics
Data services requests made to the Enterprise information system (EIS)	DS Interface statistics
Cache database (CDB) activities	Cache refresh statistics
EIS error codes or failures resulting from Mobile Business Object operations against the EIS data-source	Result Checker statistics (coding required)
Moving MBO operations from a mobile device to the CDB	Operation replay statistics

To find out about	See
Moving data between a mobile device and the CDB	Subscription statistics

### *Data Sync*

Synchronization logs include data related to different aspects of data synchronization, including data and Unwired Server interface.

Data Sync – basic statistics for individual data synchronizations:

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Stage – the current stage of processing - START or FINISH.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Sync Group – the synchronization group associated with the request.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

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**Note:** Additional detail columns:

- Payload
- 

### *Operation Replay*

Synchronization logs include data related to different aspects of data synchronization, including operations and Unwired Server interface.

Operation Replay – statistics for moving MBO operations (typically create, update, and delete) from the device cache to the cache database cache on Unwired Server:

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.

- Stage – the current stage of processing - START or FINISH.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Operation – the MBO operation.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

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**Note:** Additional detail columns:

- Payload
- 

### *Subscription*

Synchronization logs include data related to different aspects of data synchronization, including subscriptions and Unwired Server interface.

Subscription – statistics for transferring data between mobile devices and the cache database on Unwired Server:

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Stage – the current stage of processing - START or FINISH.
- Package – the name of the package to which the subscription belongs.
- Subscription Type – the type of subscription used, including SUBSCRIBE, UNSUBSCRIBE, RECOVER, SUSPEND, and RESUME.
- Subscription ID – the identifier associated with the subscription.
- Sync Group – the synchronization group associated with the request.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

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**Note:** Additional detail columns:

- Payload
- 

### *Result Checker*

Synchronization logs include data related to different aspects of data synchronization, including result checker and Unwired Server interface.

Result Checker – EIS error codes or failures resulting from Mobile Business Object operations against the EIS datasource (requires coding):

- Time – the time and date stamp for the log entry.
  - Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
  - Application Connection ID – the unique identifier for a user application connection.
  - User – the name of the user associated with the application ID.
  - Stage – the current stage of processing - START or FINISH.
  - Package – the name of the package to which the subscription belongs.
  - Class – the class used for the result checker.
  - Thread ID – the identifier for the thread used to process the request.
  - Node ID – the server node on which the request is received.
  - Error – the error message if any.
  - Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
  - Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.
- 

**Note:** Additional detail columns:

- None
- 

### *Cache Refresh*

Synchronization logs include data related to different aspects of data synchronization, including cache refresh and Unwired Server interface.

Cache Refresh – statistics for cache database activities:

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Stage – the current stage of processing - START or FINISH.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.

- Cache Group – the cache group name.
- CacheRow Count – the number of cached rows.
- EIS Row Count – the number of rows retrieved from the enterprise information system (EIS).
- Insert Count – the number of rows inserted in the cache.
- Update Count – the number of rows updated in the cache.
- Delete Count – the number of rows deleted from the cache.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

---

**Note:** Additional detail columns:

- Refresh Type
  - Virtual Table Name
  - Partition Key
  - Pre Update Cache Image (payload)
  - Post Update Cache Image (payload)
- 

### *DS Interface*

Synchronization logs include data related to different aspects of data synchronization, including data service and Unwired Server interface.

DS Interface – statistics for data services requests made to the Enterprise information system (EIS):

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Stage – the current stage of processing - START or FINISH.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Operation – the MBO operation.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.

- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

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**Note:** Additional detail columns:

- Operation Type
  - Virtual Table Name
  - Input Attributes (payload)
  - Input Parameters (payload)
- 

### Device Notification Log

Device notification logs include logging data for server-initiated synchronization notifications between Unwired Server and devices.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Sync Group – the synchronization group associated with the request.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

---

**Note:** Additional detail columns:

- Payload
- 

### Data Change Notification Log

Data Change Notification (DCN) logs include logging data for data change notifications between an enterprise information system (EIS) and an MBO package, for general and Hybrid App DCN.



*General Data Change Notification*

Provides logging data for general data change notifications between an enterprise information system (EIS) and an MBO package.

- Time – the time and date stamp for the log entry.
- User – the name of the user associated with the application ID.
- Stage – the current stage of processing - START or FINISH.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

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**Note:** Additional detail columns:

- Payload
- 

*Hybrid App Data Change Notification*

Provides logging data for Hybrid App data change notifications between an enterprise information system (EIS) and an MBO package.

- Time – the time and date stamp for the log entry.
- Hybrid App ID – the unique identifier associated with a Hybrid App.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Package – the name of the package to which the subscription belongs.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Operation – the MBO operation.
- Subject – the Hybrid App DCN request subject line.
- From – the "From" value for the Hybrid App DCN request.
- To – the "To" value for the Hybrid App DCN request.
- Body – the message body for the Hybrid App DCN request.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.

- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

---

**Note:** Additional detail columns:

- Payload
- 

### Security Log

Security logs provide security details for individual applications, application connections, and users. Logs capture authentication failures and errors, and provide supporting information that identifies request-response messaging, package and MBO details, security configuration, and the thread and node that attempted to process an authentication request.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Correlation ID – the unique ID associated with every request-response message pair.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Security Configuration – the associated security configuration.
- Method – the MBO operation used.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Outcome – the authentication outcome for the security check.
- Reason – the reason for authentication failure.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

### Error Log

Errors log data includes domain-level errors.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Correlation ID – the unique ID associated with every request-response message pair.

- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Operation – the MBO operation.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

### Connection Log

Connections log data includes domain connections for specific connection types to backend data sources, including DOE, JDBC, REST, SAP, and SOAP, if enabled. Check the detail pane for additional columns that may be available. Enable Payload to see payload data that may be available.

### *DOE Connection*

Connections log data includes domain connections for DOE connection types, if enabled. Check the detail pane for additional columns that may be available. Enable Payload to see payload data that may be available.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the subscription user for the package.
- Event Type – the DOE-C event type, such as Acknowledged, Duplicate Ignored, Exclude, No Response (from client or server), Packet Dropped, Registration Response, Resend (from client), Status Request (from client or server), DOE-C Subscription, and DOE-C Data Import.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Operation – the MBO operation.
- Connection – the managed connection used. Its value is DOE for DOE-C logs.
- Client ID – the identifier for the DOE-C client.
- Physical ID – the DOE-C generated physical identifier registered with DOE at subscription.
- Subscription ID – the DOE-C generated subscription identifier registered with DOE at subscription.
- Logical Device ID – the DOE-C logical device identifier, generated by DOE and provided to DOE-C upon successful subscription.

- Message Direction – the DOE-C message direction, either client to Unwired Server, or Unwired Server to client.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.

---

**Note:** Payload and detail columns:

- Device ID – the core and administrative (MMS) device ID.
  - Domain – the core and administrative (MMS) domain name.
  - JSON Message Content – the messaging synchronization JSON message (payload). This is the SUP-specific representation of the incoming DOE XML message in JSON format. DOE-C receives XML the payload from DOE in response, which is then parsed and converted to a JSON string and sent to the client.
  - XML Message Content – the DOE SOAP messages (payload). This represents either an XML request in a format for sending to DOE by DOE-C, or an XML payload response received from DOE as applicable.
  - Endpoint Name – the core and administrative (MMS) endpoint name.
  - DOE server message ID – the SAP DOE reliable messaging server message ID.
  - DOE client message ID – the SAP DOE reliable messaging client message ID.
  - DOE-C server message ID – the DOE-C client-side SAP DOE reliable messaging server message ID.
  - DOE-C client message ID – the DOE-C client-side SAP DOE reliable messaging client message ID.
  - DOE-C method name – the DOE-C method being executed.
  - DOE-C action name – the DOE SOAP action.
  - Push to – the messaging asynchronous response queue.
  - Address – the remote URL of the DOE server for this subscription (for example, `http://saphost:50015/sap/bc/DOE_ESDMA_SOAP?sap-client=600`).
  - Log – the DOE-C subscription-specific log level.
  - Extract Window – the DOE extract window for a subscription. This value determines the maximum number of unacknowledged "in-flight" messages allowed by the DOE reliable messaging protocol.
  - PBI – the messaging synchronization "piggy backed import" setting for the subscription.
  - Boolean property – indicates whether replay after-images can be piggy-backed onto `replayResult` and `replayFailed` messages (default is false).
-

*JDBC Connection*

Connections log data includes domain connections for JDBC connection types to backend data sources, if enabled. Check the detail pane for additional columns that may be available. Enable Payload to see payload data that may be available.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Stage – the current stage of processing - START or FINISH.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Operation – the MBO operation.
- Connection – the managed connection used.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

---

**Note:** Payload and detail columns:

- Input Parameters – the parameters used in a JDBC endpoint operation (payload). This will vary by operation.
  - Query – the SQL statement used in a JDBC endpoint operation (payload). This will vary by operation.
  - Device ID – the core and administrative (MMS) device ID.
  - Domain – the core and administrative (MMS) domain name.
  - Endpoint Name – the core and administrative (MMS) endpoint name.
  - Database Product Name – the remote database product name, such as "SQL Anywhere".
  - Database Product Version – the remote database version, such as "11.0.1.2044".
  - Driver Name – the database driver used, such as: "jConnect™ for JDBC™".
  - Driver Version – the database driver version, such as "jConnect™ for JDBC™/7.07 GA(Build 26666)/P/EBF19485/JDK 1.6.0/jdbcmain/Wed Aug 31 03:14:04 PDT 2011".
  - Database User Name – the database user account.
-

### *REST Connection*

Connections log data includes domain connections for REST connection types to backend data sources, if enabled. Check the detail pane for additional columns that may be available. Enable Payload to see payload data that may be available.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Stage – the current stage of processing - START or FINISH.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Operation – the MBO operation.
- Connection – the managed connection used.
- URL – the URL associated with the managed connection.
- Action – the GET, POST, PUT, or DELETE action.
- Response Status – the response status code for the invocation.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

---

**Note:** Payload and detail columns:

- Response – the message returned by the EIS system in response to a request (payload).
  - Device ID – the core and administrative (MMS) device ID.
  - Domain – the core and administrative (MMS) domain name.
  - Endpoint Name – the core and administrative (MMS) endpoint name.
  - HTTP Header Parameters – "Accept-Encoding: gzip, Accept-Encoding: compress".
- 

### *SAP Connection*

Connections log data includes domain connections for SAP connection types to backend data sources, if enabled. Check the detail pane for additional columns that may be available. Enable Payload to see payload data that may be available.

- Time – the time and date stamp for the log entry.

- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Stage – the current stage of processing - START or FINISH.
- Package – the name of the package to which the subscription belongs.
- MBO – the mobile business object used.
- Operation – the MBO operation.
- BAPI – the SAP BAPI used as the data source.
- Connection – the managed connection used.
- Properties – the list of name:value pairs.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

---

**Note:** Payload and detail columns:

- Parameters – input that was supplied to the operation; this will vary per request and operation (payload).
  - Device ID – the core and administrative (MMS) device ID.
  - Domain – the core and administrative (MMS) domain name.
  - Endpoint Name – the core and administrative (MMS) endpoint name.
  - SAP Host – the remote system hostname (if available).
  - SAP User – the SAP user for the operation.
- 

### *SOAP Connection*

Connections log data includes domain connections for SOAP connection types to backend data sources, if enabled. Check the detail pane for additional columns that may be available. Enable Payload to see payload data that may be available.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Stage – the current stage of processing - START or FINISH.
- Package – the name of the package to which the subscription belongs.

- MBO – the mobile business object used.
- Operation – the MBO operation.
- Connection – the managed connection used.
- Service Address – the service address URL.
- Action – the SOAP action.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

---

**Note:** Payload and detail columns:

- Request (payload) – SOAP messages sent to the remote SOAP service.
  - Response (payload) – SOAP messages received from the remote SOAP service.
  - Device ID – the core and administrative (MMS) device ID.
  - Domain – the core and administrative (MMS) domain name.
  - Endpoint Name – the core and administrative (MMS) endpoint name.
  - Connection Timeout – the response timeout window, in milliseconds.
  - Authentication Type – the authentication type, either "None", "Basic", "SSO2", or "X509".
- 

### Push Log

Push logs include log data for all push notifications.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Source - the source of the log if its from the server or client.
- Correlation ID - the unique id associated with every request-response message pair.
- URN - not relevant.
- Log Level - not relevant.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Error – the error message if any.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.



- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.
- Device Type – device type from which the push message originated.
- Notification Type – type of notification. For example Native.
- Received Time – a time stamp indicating when the message was received by the server.
- Processing Started Time – a time stamp indicating when the server started processing the message.

### Proxy Log

Proxy logs all data made to and from the Proxy server.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Source - the source of the log if its from the server or client.
- Correlation ID - the unique id associated with every request-response message pair.
- Request Type - the request type of the message.
- Request URL - the Gateway URL.
- HTTP Endpoint - the Gateway URL.
- Response Code – the response status code for the invocation.
- Log Level - not relevant.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

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**Note:** Additional detail columns:

- Post Data
  - Request Header Fields
  - Response Body
  - Response Header Fields
- 

### Server Log

Server logs include logging data for Unwired Server.

- Time – the time and date stamp for the log entry.

- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Package – the name of the package to which the subscription belongs.
- Correlation ID – the unique id associated with the correlated data. see *Correlating Log Data Across Subsystems* for details. For example, root context id and Transaction id appear in every trace entry, and contain the values used to correlate trace entries from different subsystems (buckets).
- Log Level – indicates the log level, if any, set on the client that controls what and how much should be logged.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Bucket – the subsystem from which the logging data originates. For example Security or Data Services (DS).
- Category – the category or type of information under which the data is logged.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.

### Dispatcher Log

Dispatcher log data includes various dispatcher specific messages, including Replication, Messaging, and Service.

### Replication Log

Replication log data includes data for all replicated application data routed by the dispatcher.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Source - the source of the log if its from the server or client.
- Request URL - the Gateway URL.
- Response Code – the response status code for the invocation.
- Log Level – indicates the log level, if any, set on the client that controls what and how much should be logged.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.

- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.
- Request Header Fields - the HTTP request header field contained in the application. For example, used by REST API-based application to create an application connection.
- Response Header Fields - the HTTP response header field communicated to the device from the server.

### *Messaging Log*

Messaging log data includes data for all message-based application data routed by the dispatcher.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Source - the source of the log if its from the server or client.
- Request URL - the Gateway URL.
- Response Code – the response status code for the invocation.
- Log Level – indicates the log level, if any, set on the client that controls what and how much should be logged.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.
- Request Header Fields - the HTTP request header field contained in the application. For example, used by REST API-based application to create an application connection.
- Response Header Fields - the HTTP response header field communicated to the device from the server.

### *Service Log*

Service log data includes application service data routed by the dispatcher.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.

- Source - the source of the log if its from the server or client.
- Response Code – the response status code for the invocation.
- Log Level – indicates the log level, if any, set on the client that controls what and how much should be logged.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.
- Request Header Fields - the HTTP request header field contained in the application. For example, used by REST API-based application to create an application connection.
- Response Header Fields - the HTTP response header field communicated to the device from the server.

### Application Log

Application log data includes application specific messages, including Registration and Setting.

### Registration Log

Registration log data includes registration-related application data.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Source - the source of the log if its from the server or client.
- Log Level – indicates the log level, if any, set on the client that controls what and how much should be logged.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.
- Auto Registraton - the automatic connection registration setting of the application, as determined by the `autoreghint` provisioning property.
- Security Configuration - the security configuration assigned to the application.
- Template - the application template used by the application.

### *Setting Log*

Setting log data includes application settings information.

- Time – the time and date stamp for the log entry.
- Application ID – the unique identifier assigned to the registered application. Values may include a number, blank, or HWC, depending on the client type.
- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Source - the source of the log if its from the server or client.
- Log Level – indicates the log level, if any, set on the client that controls what and how much should be logged.
- Thread ID – the identifier for the thread used to process the request.
- Node ID – the server node on which the request is received.
- Transaction ID – a unique ID that represents a transaction (one cycle of request-response) performed by the client or application.
- Root Context ID – a unique ID that represents a client/server session. A session can be thought of as a block that includes multiple requests from the client to the server.
- Operation – the MBO operation.
- Request Body - the application's HTTP request body field.
- Response Body - the server's HTTP response body field.

## **Checking Client Application Logs**

Review data about client application operations for all devices subscribed to a package in order to track errors and identify performance issues.

1. In the left navigation pane, expand the **Packages** folder and select the package you want to manage.
2. In the right administration pane, select the **Client Log** tab.
3. Review this information to monitor client application activity:
  - User – the name of the user that activates the device.
  - Application Connection ID – the unique identifier for a user application connection.
  - MBO – the mobile business object that the client is synchronizing with.
  - Operation – the operation that the client is performing.
  - Code – the result of server-side operations; either 200 (successful) or 500 (failed).
  - Level – the log level for the application; either FATAL, ERROR, WARN, INFO, DEBUG, or TRACE.
  - Timestamp – the date and time at which the operation took place.
  - Message – the log message associated with the operation.
4. Select a row from the table and click **Details** to see a detailed view of data for the selected client log event.

5. Click **Close** to return to the Client Log summary view.

### See also

- *Creating and Enabling a New Domain* on page 100
- *Deleting a Domain* on page 101
- *Registering a Domain Administrator User* on page 102
- *Assigning Domain Administrators to a Domain* on page 103
- *Viewing Applications for a Domain* on page 104
- *Viewing Application Connections for a Domain* on page 104
- *Scheduling Accumulated Data Cleanup for Domains* on page 106
- *Domain Logs* on page 110
- *Connections* on page 156
- *Configuring Domain Security* on page 179

### Cleaning the Client Log

Clears client application log data from the SCC administration page.

1. In the left navigation pane, expand the **Packages** folder and select the package you want to manage.
2. In the right administration pane, select the **Client Log** tab.
3. Click **Clean**.
4. Enter a time frame to indicate which client log data you want to erase, and click **OK**.  
The data is removed from the Client Log tab.

## Connections

Connections allow Unwired Server to communicate with data sources. To facilitate the connection process, define a set of properties for each data source. Establish connections and connection pools for each domain.

A connection is required to send queries to mobile business objects, and to receive answers. The format in which data is communicated depends on the type of data source; for example, database data sources use a result set, while Web services data sources provide XML files, and SAP data sources use tables.

Establish connections by supplying an underlying driver and a connection string. Together, the driver and string allow you to address the data source, and provide you a mechanism by which to set the appropriate user authentication credentials and connection properties that describe the connection instance. Once a connection is established, Unwired Server can open and close it as required.

### *Connection Pools*

Unwired Server maintains database connections in a connection pool, which is a cache database connections for the cache database or any other database data source.

A connection can be reused when the database receives future requests for data, thereby improving Unwired Server performance. If all the connections are being used, and the `maxPoolSize` value you configured for a connection pool has been reached, a new connection is added to the pool. For Unwired Server, connection pools are based on an existing template created for a specific data source type.

### See also

- *Creating and Enabling a New Domain* on page 100
- *Deleting a Domain* on page 101
- *Registering a Domain Administrator User* on page 102
- *Assigning Domain Administrators to a Domain* on page 103
- *Viewing Applications for a Domain* on page 104
- *Viewing Application Connections for a Domain* on page 104
- *Scheduling Accumulated Data Cleanup for Domains* on page 106
- *Domain Logs* on page 110
- *Checking Client Application Logs* on page 155
- *Configuring Domain Security* on page 179

### Connection Templates

A connection template is a model or pattern used to standardize connection properties and values for a specific connection pool type so that they can be reused. A template allows you to quickly create actual connections.

Often, setting up a connection for various enterprise data sources requires each administrator to be aware of the mandatory property names and values for connecting to data sources. Once you create a template and add appropriate property names and corresponding values (for example user, password, database name, server name, and so on), you can use the template to instantiate actual connection pools with predefined property name and value pairs.

### See also

- *EIS Data Source Connection Properties Reference* on page 159
- *Creating Connections and Connection Templates* on page 157

### Creating Connections and Connection Templates

Create a new connection or connection template that defines the properties needed to connect to a new data source.

1. In the left navigation pane, expand the **Domains** folder, and select the domain for which you want to create a new connection.
2. Select **Connections**.
3. In the right administration pane:

- To create a new connection – select the **Connections** tab, and click **New**.
  - To create a new connection template – select the **Templates** tab, and click **New**.
4. Enter a unique **Connection pool name** or template name.
  5. Select the **Connection pool type** or template type:
    - JDBC – choose this for most database connections.
    - Proxy - choose this if you are connecting to a proxy endpoint; for example, an Online Data Proxy data source or other proxy endpoint.
    - WEBSERVICE – choose this if you are connecting to a Web Services (SOAP or REST) data source.
    - SAP – choose this if you are connecting to an SAP (JCO) data source.
  6. Select the appropriate template for the data source target from the **Use template** menu. By default, several templates are installed with Unwired Platform; however, a production version of Unwired Server may have a different default template list.
  7. Template default properties appear, along with any predefined values. You can customize the template, if required, by performing one of:
    - Editing existing property values – click the corresponding cell and change the value that appears.
    - Adding new properties – click the **<ADD NEW PROPERTY>** cell in the Property column and select the required property name. You can then set values for any new properties.

---

**Note:** In a remote server environment, if you edit the sampledDb Server Name property, you must specify the remote IP number or server name. Using the value "localhost" causes cluster synchronization to fail.

---

8. Test the values you have configured by clicking **Test Connection**. If the test fails, either values you have configured are incorrect, or the data source target is unavailable. Evaluate both possibilities and try again. Only the SAP and JDBC connection pool types can test the connection. The Proxy and WEBSERVICE pool types cannot test the connection.
9. Click **OK** to register the connection pool.  
The name appears in the available connection pools table on the Connections tab.  
Administrators can now use the connection pool to deploy packages.

### See also

- *Application Connections* on page 258
- *Connection Templates* on page 157
- *EIS Data Source Connection Properties Reference* on page 159

### Editing Connection Pools and Templates

Edit the properties and values assigned to connection pools and templates.



1. In the left navigation pane, expand the **Domains** folder, and select the domain for which you want to create a new connection.
2. Select **Connections**.
3. In the right administration pane:
  - To edit the properties of a connection pool, click the **Connections** tab.
  - To edit the properties of a connection pool template, click the **Templates** tab.
4. Select a connection pool or template from the list.
5. Click **Properties**.
  - a) Edit the property and value.
  - a) Click **Save** to save the changes.

### Testing a Connection

Test connection properties of a data source to validate the connection values.

1. In the left navigation pane, click the **Connections** icon.
2. Select the **Connection Pool Name** you want to validate.
3. Click **Properties**.
4. Click **Test Connection**.

If the connection test is not successful, see *Connection Test Errors* in the *Troubleshooting* guide.

### Deleting a Connection Pool and Template

Delete a connection pool or template.

1. In the left navigation pane, expand the **Domains** folder, and select the domain for which you want to create a new connection.
2. Select **Connections**.
3. In the right administration pane:
  - To delete a connection pool, click the **Connections** tab.
  - To delete a connection pool template, click the **Templates** tab.
4. Select the connection pool or template you want to delete.
5. Click **Delete**.

### EIS Data Source Connection Properties Reference

Name and configure connection properties when you create connection pools in Sybase Control Center to enterprise information systems (EIS) .

**See also**

- *Application Connections* on page 258
- *Connection Templates* on page 157
- *Creating Connections and Connection Templates* on page 157

**JDBC Properties**

Configure Java Database Connectivity (JDBC) connection properties.

This list of properties can be used by all datasource types. Sybase does not document native properties used only by a single driver. However, you can also use native driver properties, naming them using this syntax:

```
<driver_type>:<NativeConnPropName>=<SupportedValue>
```

---

**Note:** If Unwired Server is connecting to a database with a JDBC driver, ensure you have copied required JAR files to correct locations. See *Installation Guide for Runtime*.

---

Name	Description	Supported values
After Insert	Changes the value to <code>into</code> if a database requires <code>insert into</code> rather than the abbreviated <code>into</code> .	<code>into</code>
Batch Delimiter	Sets a delimiter, for example, a semicolon, that can be used to separate multiple SQL statements within a statement batch.	<code>&lt;delimiter&gt;</code>
Blob Updater	Specifies the name of a class that can be used to update database BLOB (long binary) objects when the BLOB size is greater than <code>psMaximumBlobLength</code> .	<code>&lt;class name&gt;</code>  The class must implement the <code>com.sybase.djc.sql.BlobUpdater</code> interface.
Clob Updater	Specifies the name of a class that can be used to update database CLOB (long string) objects when the CLOB size is greater than <code>psMaximumClobLength</code> .	<code>&lt;class name&gt;</code>  The class must implement the <code>com.sybase.djc.sql.ClobUpdater</code> interface.

Name	Description	Supported values
Code Set	Specifies how to represent a repertoire of characters by setting the value of CS_SYB_CHARSET for this datasource. Used when the data in the datasource is localized. If you do not specify the correct code set, characters may be rendered incorrectly.	[server]  If the value is server, the value of the current application server's defaultCodeSet property is used.
Commit Protocol	<p>Specifies how Unwired Server handles connections for a datasource at commit time, specifically when a single transaction requires data from multiple endpoints.</p> <p>If you use XA, the recovery log is stored in the tx_manager datasource, and its commit protocol must be optimistic. If tx_manager is aliased to another datasource (that is, one that is defined with the aliasFor property), the commit protocol for that datasource must be optimistic. A last-resource optimization ensures full conformance with the XA specification. The commit protocol for all other datasources should be XA_2PC. Alternately, a transaction that accesses multiple datasources for which the commit protocols are optimistic is permitted.</p>	<p>[optimistic   pessimistic   XA_2PC]</p> <p>Choose only one of these protocols:</p> <ul style="list-style-type: none"> <li>• Optimistic – enables connections to be committed without regard for other connections enlisted in the transaction, assuming that the transaction is not marked for rollback and will successfully commit on all resources. Note: if a transaction accesses multiple data sources with commit protocol of "optimistic", atomicity is not guaranteed.</li> <li>• Pessimistic – specifies that you do not expect any multi-resource transactions. An exception will be thrown (and transaction rolled back) if any attempt is made to use more than one "pessimistic" data source in the same transaction.</li> <li>• XA_2PC – specifies use of the XA two phase commit protocol. If you are using two phase commit, then the recovery log is stored in the "tx_manager" data source, and that data source (or the one it is aliased to) must have the commit protocol of "optimistic" or "pessimistic". All other data sources for which atomicity must be ensured should have the "XA_2PC" commit protocol.</li> </ul>

Name	Description	Supported values
Datasource Class	<p>Sets the class that implements the JDBC datasource.</p> <p>Use this property (along with the driverClass property) only if you do not have a predefined database-type entry in Unwired Server for the kind of SQL database you are connecting to. For example, you must use this property for MySQL database connections.</p> <p>You can implement a datasource class to work with a distributed transaction environment. Because Unwired Server supports distributed transactions, some datasources may require that a datasource class be implemented for Unwired Server to interact with it.</p> <p>For two-phase transactions, use the xaDataSourceClass connection property instead.</p>	<code>&lt;com.mydata-source.jdbc.Driver&gt;</code>
Database Command Echo	<p>Echoes a database command to both the console window and the server log file.</p> <p>Use this property to immediately see and record the status or outcome of database commands.</p> <p>When you enable this property, Unwired Server echoes every SQL query to <code>ml.log</code>, which may help you debug your application.</p>	<p><code>[true false]</code></p> <p>Set a value of 1 to echo the database commands like <code>databaseStartCommand</code>, and <code>databaseStopCommand</code>.</p> <p>Otherwise, do not set this property, or use a value of 0 to disable the echo.</p>

Name	Description	Supported values
Database Create Command	Specifies the operating system command used to create the database for this datasource. If this command is defined and the file referenced by \${databaseFile} does not exist, the command is run to create the database when an application component attempts to obtain the first connection from the connection pool for this datasource.	<p>&lt;command&gt;</p> <p>Example: &lt;UnwiredPlatform_InstallDir&gt;\Servers\SQLAnywhere11\BIN32\dbinit -q \${databaseFile}</p>
Database File	<p>Indicates the database file to load when connecting to a datasource.</p> <p>Use this property when the path to the database file differs from the one normally used by the database server.</p> <p>If the database you want to connect to is already running, use the databaseName connection parameter.</p>	<p>&lt;string&gt;</p> <p>Supply a complete path and file name. The database file you specify must be on the same host as the server.</p>

Name	Description	Supported values
Database Name	<p>Identifies a loaded database with which to establish a connection, when connecting to a datasource.</p> <p>Set a database name, so you can refer to the database by name in other property definitions for a datasource.</p> <p>If the database to connect to is not already running, use the database-File connection parameter so the database can be started.</p> <hr/> <p><b>Note:</b> For Unwired Server, you typically do not need to use this property. Usually, when you start a database on a server, the database is assigned a name. The mechanism by which this occurs varies. An administrator can use the DBN option to set a unique name, or the server may use the base of the file name with the extension and path removed.</p> <hr/>	<p>[DBN default]</p> <p>If you set this property to default, the name is obtained from the DBN option set by the database administrator.</p> <p>If no value is used, the database name is inherited from the database type.</p>
Database Start Command	Specifies the operating system command used to start the database for this datasource. If this command is defined and the database is not running, the command is run to start the database when the datasource is activated.	<p>&lt;command&gt;</p> <p>Example: &lt;UnwiredPlatform_InstallDir&gt;\Servers\SQLAnywhere11\BIN32\dbsrvXX.exe</p>
Database Stop Command	Specifies the operating system command used to stop the database for this datasource. If this property is defined and the database is running, this command executes during shutdown.	<p>&lt;command&gt;</p> <p>For a SQL Anywhere® database, where the user name and password are the defaults (dba and sql), enter:</p> <p>&lt;UnwiredPlatform_InstallDir&gt;\Servers\SQLAnywhere11\BIN32\dbsrvXX.exe</p>

Name	Description	Supported values
Database Type	Specifies the database type.	<database type>
Database URL	<p>Sets the JDBC URL for connecting to the database if the datasource requires an Internet connection.</p> <p>Typically, the server attempts to construct the database URL from the various connection properties you specify (for example, portNumber, databaseName). However, because some drivers require a special or unique URL syntax, this property allows you to override the server defaults and instead provide explicit values for this URL.</p>	<p>&lt;JDBCurl&gt;</p> <p>The database URL is JDBC driver vendor-specific. For details, refer to the driver vendor's JDBC documentation.</p>
Driver Class	<p>Sets the name of the class that implements the JDBC driver.</p> <p>Use this property (along with the dataSourceClass property) only if you do not have a predefined database-type entry in Unwired Server for the kind of SQL database you are connecting to. For example, MySQL database connections require you to use this connection property.</p> <p>To create a connection to a database system, you must use the compatible JDBC driver classes. Sybase does not provide these classes; you must obtain them from the database manufacturer.</p>	<p>&lt;Class.forName("foo.bar.Driver")&gt;</p> <p>Replace &lt;Class.forName("foo.bar.Driver")&gt; with the name of your driver.</p>
Driver Debug	Enables debugging for the driver.	<p>[true false]</p> <p>Set to true to enable debugging, or false to disable.</p>
Driver Debug Settings	Configures debug settings for the driver debugger.	<p>[default &lt;setting&gt;]</p> <p>The default is STATIC:ALL.</p>

Name	Description	Supported values
Initial Pool Size	<p>Sets the initial number of connections in the pool for a datasource.</p> <p>In general, holding a connection causes a less dramatic performance impact than creating a new connection. Keep your pool size large enough for the number of concurrent requests you have; ideally, your connection pool size should ensure that you never run out of available connections.</p> <p>The initialPoolSize value is applied to the next time you start Unwired Server.</p>	<p>&lt;int&gt;</p> <p>Replace &lt;int&gt; with an integer to preallocate and open the specified number of connections at start-up. The default is 0.</p> <p>Sybase suggests that you start with 0, and create additional connections as necessary. The value you choose allows you to create additional connections before client synchronization requires the server to create them.</p>
Is Download Zipped	<p>Specifies whether the driver file downloaded from jdbcDriverDownloadURL is in .ZIP format.</p> <p>This property is ignored if the value of jdbcDriverDownloadURL connection is an empty string.</p>	<p>[True False]</p> <p>The default is false. The file is copied, but not zipped to &lt;UnwiredPlatform-install&gt;\lib\jdbc.</p> <p>Set isDownloadZipped to true to save the file to &lt;UnwiredPlatform-install&gt;\lib\jdbc and unzip the archived copy.</p>
JDBC Driver Download URL	<p>Specifies the URL from which you can download a database driver.</p> <p>Use this property with isDownloadZipped to put the driver in an archive file before the download starts.</p>	<p>&lt;URL&gt;</p> <p>Replace &lt;URL&gt; with the URL from which the driver can be downloaded.</p>



Name	Description	Supported values
Language	<p>For those interfaces that support localization, this property specifies the language to use when connecting to your target database. When you specify a value for this property, Unwired Server:</p> <ul style="list-style-type: none"> <li>• Allocates a CS_LOCALE structure for this connection</li> <li>• Sets the CS_SYB_LANG value to the language you specify</li> <li>• Sets the Microsoft SQL Server CS_LOC_PROP connection property with the new locale information</li> </ul> <p>Unwired Server can access Unicode data in an Adaptive Server® 12.5 or later, or in Unicode columns in Adaptive Server 12.5 or later. Unwired Server automatically converts between double-byte character set (DBCS) data and Unicode, provided that the Language and CodeSet parameters are set with DBCS values.</p>	<p>&lt;language&gt;</p> <p>Replace &lt;language&gt; with the language being used.</p>
Max Idle Time	<p>Specifies the number of seconds an idle connection remains in the pool before it is dropped.</p>	<p>&lt;int&gt;</p> <p>If the value is 0, idle connections remain in the pool until the server shuts down. The default is 60.</p>

Name	Description	Supported values
Max Pool Size	<p>Sets the maximum number of connections allocated to the pool for this datasource.</p> <p>Increase the <code>maxPoolSize</code> property value when you have a large user base. To determine whether a value is high enough, look for <code>ResourceMonitorTimeoutException</code> exceptions in <code>&lt;hostname&gt;-server.log</code>. Continue increasing the value, until this exception no longer occurs.</p> <p>To further reduce the likelihood of deadlocks, configure a higher value for <code>maxWaitTime</code>.</p> <p>To control the range of the pool size, use this property with <code>minPoolSize</code>.</p>	<p><code>&lt;int&gt;</code></p> <p>A value of 0 sets no limit to the maximum connection pool size. The default is 10.</p>
Max Wait Time	Sets the maximum number of seconds to wait for a connection before the request is cancelled.	<p><code>&lt;int&gt;</code></p> <p>The default is 60.</p>
Max Statements	Specifies the maximum number of JDBC prepared statements that can be cached for each connection by the JDBC driver. The value of this property is specific to each JDBC driver.	<p><code>&lt;int&gt;</code></p> <p>A value of 0 (default) sets no limit to the maximum statements.</p>
Min Pool Size	Sets the minimum number of connections allocated to the pool for this datasource.	<p><code>&lt;int&gt;</code></p> <p>A value of 0 (default) sets no limit to the minimum connection pool size.</p>

Name	Description	Supported values
Network Protocol	<p>Sets the protocol used for network communication with the datasource.</p> <p>Use this property (along with the driverClass, and dataSourceClass properties) only if you do not have a predefined database-type entry in Unwired Server for the kind of SQL database you are connecting to. For example, you may be required to use this property for MySQL database connections.</p>	<p>The network protocol is JDBC driver vendor-specific. There are no predefined values.</p> <p>See the driver vendor's JDBC documentation.</p>
Password	Specifies the password for connecting to the database.	[default   <password>]
Ping and Set Session Auth	Runs the ping and session-authorization commands in a single command batch; may improve performance. You can only enable the Ping and Set Session Auth property if you have enabled the Set Session Auth property so database work runs under the effective user ID of the client.	<p>[True   False]</p> <p>Set to true to enable, or false to disable.</p>
Ping Connections	Pings connections before attempting to reuse them from the connection pool.	<p>[True   False]</p> <p>Set to true to enable ping connections, or false to disable.</p>
Ping SQL	Specify the SQL statement to use when testing the database connection with ping.	<p>[default   &lt;statement&gt;]</p> <p>Replace &lt;statement&gt; with the SQL statement identifier. The default is "select 1".</p>
Port Number	Sets the server port number where the database server listens for connection requests.	<p>[default   &lt;port&gt;]</p> <p>Replace &lt;port&gt; with the TCP/IP port number to use (that is, 1 – 65535).</p> <p>If you set the value as default, the default protocol of the datasource is used.</p>

Name	Description	Supported values
PS Maximum Blob Length	Indicates the maximum number of bytes allowed when updating a BLOB datatype using Prepared-Statement.setBytes.	[default <int>]  Replace <int> with the number of bytes allowed during an update. The default is 16384.
PS Maximum Clob Length	Indicates the maximum number of characters allowed when updating a CLOB datatype using Prepared-Statement.setString.	[default <int>]  Replace <int> with the number of bytes allowed during an update. The default is 16384.
Role Name	Sets the database role that the user must have to log in to the database.	[default <name>]  If you set this value to default, the default database role name of the data-source is used.
Server Name	Defines the host where the database server is running.	<name>  Replace <name> with an appropriate name for the server.
Service Name	Defines the service name for the data-source.  For SQL Anywhere servers, use this property to specify the database you are attaching to.	<name>  Replace <name> with an appropriate name for the service.
Set Session Auth	Establishes an effective database identity that matches the current mobile application user.  If you use this property, you must also use setSessionAuthSystemID to set the session ID.  Alternately you can pingAndSetSessionAuth if you are using this property with pingConnection. The pingAndSetSessionAuth property runs the ping and session-authorization commands in a single command batch, which may improve performance.	[true false]  Choose a value of 1 to use an ANSI SQL set session authorization command at the start of each database transaction. Set to 0 to use session-based authorizations.

Name	Description	Supported values
Set Session Auth System ID	If Set Session Authorization is enabled, specifies the database identity to use when the application server accesses the database from a transaction that runs with "system" identity.	<code>&lt;database identity&gt;</code> Replace <code>&lt;database identity&gt;</code> with the database identifier.
Start Wait	Sets the wait time (in seconds) before a connection problem is reported. If the start command completes successfully within this time period, no exceptions are reported in the server log.  startWait time is used only with the databaseStartCommand property.	<code>&lt;int&gt;</code> Replace <code>&lt;int&gt;</code> with the number of seconds Unwired Server waits before reporting an error.
Truncate Nanoseconds	Sets a divisor/multiplier that is used to round the nanoseconds value in a <code>java.sql.Timestamp</code> to a granularity that the DBMS supports.	<code>[default   &lt;int&gt;]</code> The default is 10 000 000.
Use Quoted Identifiers	Specifies whether or not SQL identifiers are quoted.	<code>[True   False]</code> Set to true to enable use of quoted identifiers, or false to disable.
User	Identifies the user who is connecting to the database.	<code>[default   &lt;user name&gt;]</code> Replace <code>&lt;user name&gt;</code> with the database user name.
XA Datasource Class	Specifies the class name or library name used to support two-phase commit transactions, and the name of the XA resource library.	<code>&lt;class name&gt;</code> Replace <code>&lt;class name&gt;</code> with the class or library name. <ul style="list-style-type: none"> <li>SQL Anywhere database: <code>com.sybase.jdbc3.jdbc.SybXADataSource</code></li> <li>Oracle database: <code>oracle.jdbc.xa.client.OracleXADataSource</code></li> </ul>

**See also**

- *SAP Java Connector Properties* on page 172
- *SAP DOE-C Properties* on page 173
- *Web Services Properties* on page 176
- *Proxy Properties* on page 178

**SAP Java Connector Properties**

Configure SAP Java Connector (JCo) connection properties.

For a comprehensive list of SAP JCo properties you can use to create an instance of a client connection to a remote SAP system, see [http://help.sap.com/javadocs/NW04/current/jc/com/sap/mw/jco/JCO.html#createClient\(java.util.Properties\)](http://help.sap.com/javadocs/NW04/current/jc/com/sap/mw/jco/JCO.html#createClient(java.util.Properties)).

This list of properties can be used by all datasource types. Sybase does not document all native endpoint properties. However, you can add native endpoint properties, naming them using this syntax:

```
<NativeConnPropName>=<SupportedValue>
```

**Table 9. General connection parameters**

Name	Description	Supported values
Enable ABAP Debugging	<p>Enables or disables ABAP debugging. If enabled, the connection is opened in debug mode and the invoked function module can be stepped through in the debugger.</p> <p>For debugging, an SAP graphical user interface (SAPGUI) must be installed on the same machine the client program is running on. This can be either a normal Windows SAPGUI or a Java GUI on Linux/UNIX systems.</p>	<p>Not supported.</p> <p>Do not set this parameter or leave it set to 0.</p>
Remote GUI	<p>Specifies whether a remote SAP graphical user interface (SAPGUI) should be attached to the connection. Some older BAPIs need an SAPGUI because they try to send screen output to the client while executing.</p>	<p>Not supported.</p> <p>Do not set this parameter or leave it set to 0.</p>

Name	Description	Supported values
Get SSO Ticket	Generates an SSO2 ticket for the user after login to allow single sign-on. If RfcOpenConnection() succeeds, you can retrieve the ticket with RfcGet-PartnerSSOTicket() and use it for additional logins to systems supporting the same user base.	Not accessible by the customer.  Do not set this parameter or leave it set to 0.
Use X509	Unwired Platform sets this property when a client uses an X509 certificate as the login credential.	If an EIS RFC operation is flagged for SSO (user name and password personalization keys selected in the authentication parameters) then Sybase Unwired Platform automatically sets the appropriate properties to use X.509, SSO2, or user name and password SSO credentials.  The corresponding properties should not be set by the administrator on the SAP endpoint.
Additional GUI Data	Provides additional data for graphical user interface (GUI) to specify the SAProuter connection data for the SAPGUI when it is used with RFC.	Not supported.
GUI Redirect Host	Identifies which host to redirect the remote graphical user interface to.	Not supported.
GUI Redirect Service	Identifies which service to redirect the remote graphical user interface to.	Not supported.
Remote GUI Start Program	Indicates the program ID of the server that starts the remote graphical user interface.	Not supported.

**See also**

- *JDBC Properties* on page 160
- *SAP DOE-C Properties* on page 173
- *Web Services Properties* on page 176
- *Proxy Properties* on page 178

**SAP DOE-C Properties**

Configure Sybase SAP® Data Orchestration Engine Connector (DOE-C) properties. This type of connection is available in the list of connection templates only when you deploy a

Sybase SAP® Data Orchestration Engine Connector package. No template exists for these types of connections.

**Note:** If you change the username or password property of a DOE-C connection, you must reopen the same dialog and click **Test Connection** after saving. Otherwise the error state of this DOE-C package is not set properly, and an error message is displayed. This will not work if you click **Test Connection** before saving the properties.

Name	Description	Supported values
Username	<p>Specifies the SAP user account ID. The SAP user account is used during interaction between the connected SAP system and client for certain administrative activities, such as sending acknowledgment messages during day-to-day operations or "unsubscribe" messages if a subscription for this connection is removed.</p> <p>This account is not used for messages containing business data; those types of messages are always sent within the context of a session authenticated with credentials provided by the mobile client.</p> <p>The technical user name and password or certificateAlias must be set to perform actions on subscriptions. The certificateAlias is mutually exclusive with and overrides the technical user name and password fields if set. The technical user name and password fields can be empty, but only if certificateAlias is set.</p>	Valid SAP login name for the DOE host system.
Password	Specifies the password for the SAP user account.	Valid password.
DOE SOAP Timeout	Specifies a timeout window during which unresponsive DOE requests are aborted.	<p>Positive value (in seconds).</p> <p>The default is 420 (7 minutes).</p>



Name	Description	Supported values
DOE Extract Window	Specifies the number of messages allowed in the DOE extract window.	<p>Positive value (in messages).</p> <p>The minimum value is 10. The maximum value is 2000. The default is 50.</p> <p>When the number of messages in the DOE extract window reaches 50% of this value, DOE-C sends a <code>Status-ReqFromClient</code> message, to advise the SAP DOE system of the client's messaging status and acknowledge the server's state.</p>
Packet Drop Size	<p>Specifies the size, in bytes, of the largest JavaScript Object Notation (JSON) message that the DOE connector processes on behalf of a JSON client.</p> <p>The packet drop threshold size should be carefully chosen, so that it is larger than the largest message sent from the DOE to the client, but smaller than the maximum message size which may be processed by the client.</p>	<p>Positive value (in bytes).</p> <p>The default is 1048576 bytes (1MB).</p> <p>Do not set lower than 4096 bytes; there is no maximum limitation.</p>
Service Address	Specifies the DOE URL.	<p>Valid DOE URL.</p> <p>If you are using DOE-C with SSL:</p> <ul style="list-style-type: none"> <li>• Modify the port from the standard <code>http://host:8000</code> to <code>https://host:8001/</code>.</li> <li>• Add the certificate being used as the technical user and DOE-C endpoint security profile certificate to the SAP DOE system's SSL Server certificate list by using the <code>STRUST</code> transaction. See your SAP documentation for details.</li> </ul>
Listener URL	Specifies the DOE-C server listener URL.	Valid DOE-C listener URL, for example <code>http://&lt;sup_host-name&gt;:8000/doi/publish</code> .

Name	Description	Supported values
SAP Technical User Certificate Alias	<p>Sets the alias for the Unwired Platform keystore entry that contains the X.509 certificate for Unwired Server's SSL peer identity.</p> <p>If you do not set a value, mutual authentication for SSL is not used when connecting to the Web service.</p> <p>If you are using DOE-C with SSO use the "SAP Technical User Certificate Alias" only for configurations which require the technical user to identify itself using an X.509 certificate; it specifies the Certificate Alias to be used as the technical user. This overrides the "Username" and "Password" settings normally used.</p>	Valid certificate alias.
Login Required	<p>Indicates whether authentication credentials are required to login. The default value is true.</p> <p>For upgraded packages, "login-required=false" gets converted to "login-required=true" and a No-Auth security configuration "DOECNoAuth" is assigned to the upgraded package.</p>	A read-only property with a value of true.

### See also

- *JDBC Properties* on page 160
- *SAP Java Connector Properties* on page 172
- *Web Services Properties* on page 176
- *Proxy Properties* on page 178

### Web Services Properties

Configure connection properties for the Simple Object Access Protocol (SOAP) and Representational State Transfer (REST) architectures.

Name	Description	Supported Values
Password	Specifies the password for HTTP basic authentication, if applicable.	Password

Name	Description	Supported Values
Address	Specifies a different URL than the port address indicated in the WSDL document at design time.	HTTP URL address of the Web service
User	Specifies the user name for HTTP basic authentication, if applicable.	User name
Certificate Alias	<p>Sets the alias for the Unwired Platform keystore entry that contains the X.509 certificate for Unwired Server's SSL peer identity.</p> <p>If you do not set a value, mutual authentication for SSL is not used when connecting to the Web service.</p>	Use the alias of a certificate stored in the Unwired Server certificate key-store.
authentication-Preemptive	<p>When credentials are available and this property is set to the default of false, this property allows Unwired Server to send the authentication credentials only in response to the receipt of a server message in which the HTTP status is 401 (UNAUTHORIZED) and the WWW-Authenticate header is set. In this case, the message exchange pattern is: request, UNAUTHORIZED response, request with credentials, service response.</p> <p>When set to true and basic credentials are available, this property allows Unwired Server to send the authentication credentials in the original SOAP or REST HTTP request message. The message exchange pattern is: request with credentials, a service response.</p>	<p>False (default)</p> <p>True</p>
Socket Timeout	The socket timeout value controls the maximum time in milliseconds after a web service operation (REST or SOAP) is allowed to wait for a response from the remote system; if the EIS system doesn't respond in that time, the operation fails and the SUP thread is unblocked.	<p>Time in milliseconds (default: 6000).</p> <p>Range of [0 – 2147483647], where 0 is interpreted as infinity.</p>

**See also**

- *JDBC Properties* on page 160
- *SAP Java Connector Properties* on page 172
- *SAP DOE-C Properties* on page 173
- *Proxy Properties* on page 178

**Proxy Properties**

(Applies only to OData SDK Application and REST API applications). Proxy properties identify the application endpoint and the pool size for connections to a Proxy server.

Name	Description	Supported Values
User	Corresponds to the username of the backend system.	
Certificate Alias	Sets the alias for the Unwired Platform keystore entry that contains the X.509 certificate for Unwired Server's SSL peer identity.	Use the alias of a certificate stored in the Unwired Server certificate key-store.
Address	Corresponds to the application endpoint provided when registering an application.	Must be a valid application endpoint.
Pool Size	Determines the maximum number of connections allocated to the pool for this datasource.	The default value set for the pool size is 25.
Password	Corresponds to the password of the backend system.	
Allow Anonymous Access	While using REST services, you can enable/disable anonymous user access	The default value is False. To enable anonymous user access, set the value to True.
Enable URLRewrite	This is a custom property which is used to enable/disable URL Rewrite while using REST services.	To enable URL rewrite, set the value to True. To disable URL rewrite, set the value to False.

Name	Description	Supported Values
Enable HttpProxy	This is a custom property which is used to connect to an EIS using Http proxy. If you set this property to True, you must configure an HTTP proxy host and port on the server. For more information, see <i>Configuring Unwired Server to Securely Communicate With an HTTP Proxy in the Sybase Control Center online help..</i>	The default value is set to False.

**Note:**

- In Sybase Control Center, when the application endpoint for a registered application is modified under the **Applications** node, you must manually update the **Address** in the proxy properties of the connection pool. There is a default refresh time of 100000ms after which the updated connection settings get reflected at runtime.
- In Sybase Control Center, in addition to the application endpoint, you must register any URL that is required by an application for a proxy service to enable communication with Unwired Server.
- The application end point should be white-listed only once as a proxy connection. The proxy connection name should be same as the application ID, if an application is registered to be used for referencing the EIS service end point.

**See also**

- *JDBC Properties* on page 160
- *SAP Java Connector Properties* on page 172
- *SAP DOE-C Properties* on page 173
- *Web Services Properties* on page 176

**Configuring Domain Security**

Configure security for an individual domain to meet the customer's security requirements.

**Prerequisites**

Before mapping and assigning administrator roles, ensure that you have set the Unwired Platform administration and user roles and passwords required for Sybase Control Center administrator login. See *Enabling Authentication and RBAC for Administrator Logins in Security*.

**Task**

Perform steps to appropriately configure domain security settings.

### 1. *Choosing a Security Configuration*

Select a security configuration that provides authentication and optionally authorization, attribution, or auditing services. You can assign as many security configurations as needed to a domain.

### 2. *Assigning Domain Administrators to a Domain*

Assign domain administration privileges to a domain administrator. You must be a platform administrator to assign and unassign domain administrators.

### 3. *Mapping Roles for a Domain*

Map logical roles to physical roles for a domain by setting the mapping state. Domain administrators map roles for the domains they control. Role mappings performed at the domain level are automatically applied to all domains that share the same security configuration. Domain-level role mapping overrides mapping set at the cluster level by the platform administrator.

## See also

- *Creating and Enabling a New Domain* on page 100
- *Deleting a Domain* on page 101
- *Registering a Domain Administrator User* on page 102
- *Assigning Domain Administrators to a Domain* on page 103
- *Viewing Applications for a Domain* on page 104
- *Viewing Application Connections for a Domain* on page 104
- *Scheduling Accumulated Data Cleanup for Domains* on page 106
- *Domain Logs* on page 110
- *Checking Client Application Logs* on page 155
- *Connections* on page 156

## Choosing a Security Configuration

Select a security configuration that provides authentication and optionally authorization, attribution, or auditing services. You can assign as many security configurations as needed to a domain.

Only super administrators have privileges to create security configurations. Domain administrators can view a security configuration only after a super administrator has assigned it to the domain.

1. In the left navigation pane, navigate to **Cluster > Domains > <DomainName> > Security**.
2. In the right administration pane, select the **General** tab and click **Assign**. The **Assign Security Configurations** dialog appears.
3. Select one or more security configurations to assign to the domain by checking the box adjacent to the configuration name.

4. Click **OK**.

A message appears above the right administration pane menu indicating the success or failure of the assignment. If successful, the new security configuration appears in the list of security configurations.

5. To set the default security configuration for the domain, check the box adjacent to the configuration name and click **Set Default**.

6. To remove a security configuration, check the box adjacent to the configuration name and click **Unassign**.

You cannot remove a security configuration if:

- it is mapped to one or more MBO packages
- it is the default security configuration for the domain.

### **Assigning Domain Administrators to a Domain**

Assign domain administration privileges to a domain administrator. You must be a platform administrator to assign and unassign domain administrators.

### **Prerequisites**

Ensure the user is already registered as a domain administrator in the Domain Administrators tab.

### **Task**

1. In the left navigation pane, expand the **Domains** folder, and select the domain for which to assign domain administration privileges.
2. Select the domain-level **Security** folder.
3. In the right administration pane, select the **Domain Administrators** tab, and click **Assign**.
4. Select one or more administrator users to assign to the domain by checking the box adjacent to the user name.
5. Click **OK**.

A message appears above the right administration pane menu indicating the success or failure of the assignment. If successful, the new domain administrator appears in the list of users.

### **Mapping Roles for a Domain**

Map logical roles to physical roles for a domain by setting the mapping state. Domain administrators map roles for the domains they control. Role mappings performed at the domain level are automatically applied to all domains that share the same security configuration. Domain-level role mapping overrides mapping set at the cluster level by the platform administrator.

### Prerequisites

Unwired Platform cannot query all enterprise security servers directly; to perform authentication successfully know the physical roles that are required.

### Task

1. In the left navigation pane of Sybase Control Center, expand **Domains** > *Domain name*. > **Security** and select the security configuration to map roles for.
2. In the right administration pane, click the **Role Mappings** tab.
3. Select a logical role and select one of the following in the adjacent list:

State	Description
AUTO	To map the logical role to a physical role of the same name.
NONE	To disable the logical role, which means that the logical role is not authorized.
MAP	To manually map the logical role when the physical and logical role names do not match. See <i>Mapping a Physical Role Manually</i> .

#### Mapping a Physical Role Manually

Use the Role Mappings dialog to manually map required physical roles for a logical role when physical and logical role names do not match. If names do not match, the AUTO mapping state does not work.

### Prerequisites

Unwired Platform cannot query all supported enterprise security servers directly; for successful authentication, you must know the physical roles your back-end systems require.

### Task

You can map a logical role to one or more physical roles. You can also map multiple logical roles to the same physical role. If a role does not exist, you can also add or delete names as needed.

1. Review the list of existing physical role names that you can map to the logical role you have selected. If the list retrieved is too long to locate the name quickly, either:
  - Click the banner of Available Roles list to sort names alphanumerically.
  - Start typing characters in the box, then click the Search button to filter the available list.
2. If a role that you require still does not appear, enter the **Role name** and click the + button. The role name appears in the **Available roles** list with an asterisk (\*). This asterisk indicates that an available role was added by an administrator, not a developer.



3. To remove a role you no longer require from the **Available roles** list, select the name and click the **x** button adjacent to the **Role name** field.  
The role is removed and can no longer be mapped to a logical role.
4. To map a logical role that appears in the text area of the Role Mappings dialog to a physical role:
  - a) Select one or more **Available roles**.
  - b) Click **Add**.
5. To unmap a role:
  - a) Select one or more **Mapped roles**.
  - b) Click **Remove**.  
The roles are returned to the **Available roles** list.
6. Click **OK** to save these changes.

Once a logical role has been manually mapped, the mapping state changes to MAPPED. The roles you have mapped appear in the active Physical Roles cell for either a package-specific or server-wide role mappings table.

#### Mapping State Reference

The mapping state determines the authorization behavior for a logical name instance.

State	Description
AUTO	Map the logical role to a physical role of the same name. The logical role and the physical role must match, otherwise, authorization fails.
NONE	Disable the logical role, which means that the logical role is not authorized. This mapping state prohibits anyone from accessing the resource (MBO or Operation). Carefully consider potential consequences before using this option.
MAPPED	A state that is applied after you have actively mapped the logical role to one or more physical roles. Click the cell adjacent to the logical role name and scroll to the bottom of the list to see the list of mapped physical roles.

## Security Configurations

Sybase Unwired Platform does not provide proprietary security systems for storing and maintaining users and access control rules, but delegates these functions to the enterprise's existing security solutions.

A security configuration determines the scope of user identity, performs authentication and authorization checks, and can be assigned multiple levels (domain or package). Applications inherit a security configuration when the administrator assigns the application to a domain via a connection template.

Users can be authenticated differently, depending on which security configuration is used. For example, a user identified as "John" may be authenticated different ways, depending on the named security configuration protecting the resource he is accessing: it could be an MBO package, a DCN request, use of Sybase Control Center .

The anonymous security configuration provides unauthenticated user access, and are targeted to applications that do not require tight security.

Security configurations aggregate various security mechanisms for protecting Unwired Platform resources under a specific name, which administrators can then assign. Each security configuration consists of:

- A set of configured security providers. Security provider plug-ins for many common security solutions are included with the Sybase Unwired Platform.
- Role mappings (which are set at the domain and package level) that map logical roles to back end physical roles.

A user entry must be stored in the security repository used by the configured security provider to access any resources (that is, either a Sybase Control Center administration feature or an application package that accesses data sets from a back-end data source). When a user attempts to access a particular resource, Unwired Server tries to authenticate and authorize the user, by checking the security repository for:

- Security access policies on the requested resource
- Role memberships

### 1. *Creating a Security Configuration*

Create and name a set of security providers and physical security roles to protect Sybase Unwired Platform resources.

### 2. *Assigning a Security Configuration to a Domain*

Assign security configurations to one or more domains. This allows the supAdmin to offer a security repository for application user authentication and authorization, as well as to share security providers across domains in case one tenant uses multiple domains.

### 3. *Viewing Security Configuration Usage*

You can view the security configurations and logical roles used to access applications. This enables you to assess the impact of changing a security configuration or logical role.

### 4. *Anonymous Access Security Configuration*

Allow unauthenticated users access to application data, for example, applications that allow users to browse a read-only product catalog without logging in by assigning the anonymous security configuration to the application.

### 5. *SiteMinder Authentication with Sybase Unwired Platform*

Configure your SiteMinder environment for authentication in Sybase Unwired Platform.

## See also

- *Configuring Domain Security* on page 179

- *Creating Logical Roles for a Security Configuration* on page 226
- *Mapping a Physical Role Manually* on page 228

## **Creating a Security Configuration**

Create and name a set of security providers and physical security roles to protect Sybase Unwired Platform resources.

Only platform administrators can create security configurations. Domain administrators can only view after the platform administrator creates and assigns them to a domain.

1. In the left navigation pane of Sybase Control Center, select **Security**.
2. In the right administration pane, click **New**.
3. Enter a name for the security configuration and click **OK**.
4. In the left navigation pane, under **Security**, select the new security configuration.
5. In the right administration pane, select the Settings tab, and set values for these properties as required:
  - **Authentication cache timeout** – determines how long authentication results should be cached before a user is required to reauthenticate. For details, see *Authentication Cache Timeouts* in *Security*. Set the cache timeout value in seconds. The default is 3600. To force re-authentication, change this value to 0.
  - **Maximum allowed authentication failure** – determines the maximum number of login attempts after which the user is locked.
  - **Authentication lock duration** – determines how long the user is locked after the maximum login attempts is reached.
6. Click **Save**.
7. Select the tab corresponding to the type of security provider you want to configure: Authentication, Authorization, Attribution or Audit.
8. To edit the properties of a preexisting security provider in the configuration:
  - a) Select the provider, and click **Properties**.
  - b) Configure the properties associated with the provider by setting values according to your security requirements. Add properties as required. For more information about configuring security provider properties, see the individual reference topics for each provider.
  - c) Click **Save**.
9. To add a new security provider to the configuration:
  - a) Click **New**.
  - b) Select the provider you want to add.
  - c) Configure the properties associated with the provider by setting values according to your security requirements. Add properties as required. For more information about configuring security provider properties, see the individual reference topics for each provider.

- d) Click **OK**.

The configuration is saved locally, but not yet committed to the server.

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**Note:** When you create a new security configuration, Sybase Unwired Platform sets the NoSecurity provider by default. Sybase recommends that after you add, configure, and validate your providers, you remove the NoSecurity provider. For more information on the NoSecurity provider, see *NoSecurity Configuration Properties*.

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10. To remove the NoSecurity provider:

- a) In the left navigation pane, select **Security**.
- b) In the right administration pane, within the **Authentication** tab, select **NoSecLoginModule** and click **Delete**.
- c) In the right administration pane, within the **Authorization** tab, select **NoSecAuthorizer** and click **Delete**.
- d) In the right administration pane, within the **Attribution** tab, select **NoSecContributer** and click **Delete**.
- e) In the **General** tab, click **Apply** then click **Save**.

11. To map roles for the security configuration, select the **Role Mappings** tab. Create logical roles and map them to physical roles in the security provider.

12. Select the **General** tab, and click **Validate** to confirm that Unwired Server accepts the new security configuration.

A message indicating the success of the validation appears above the menu bar.

13. Click **Apply** to save changes to the security configuration, and apply them across Unwired Server.

A message indicating the success of the application appears above the menu bar.

## See also

- *Assigning a Security Configuration to a Domain* on page 231

## Security Providers

Configure one or more security providers as part of a named security configuration. There are different types of providers you can use, and these can be ordered and flagged according to the requirements of your production environment.

Configure security providers for Unwired Server by logging in to the server in Sybase Control Center and clicking **Security > Configuration**.

For third-party providers or providers you have created with the CSI SDK, save related JAR files or DLLs in the <UnwiredPlatform\_InstallDir>\UnwiredPlatform\Servers\UnwiredServer\lib\ext folder.

- Authentication modules – verify the identity of a user accessing a network with the mobile application, typically via a login form or some other login or validation mechanism. Authentication in Unwired Server is distinct from authorization. You must have at least

one authentication module configured in a production deployment of Unwired Server. You can stack multiple providers so users are authenticated in a particular sequence.

- Authorization modules – check the access privileges for an authenticated identity. Sybase recommends that you have at least one authorization module configured in a production deployment of Unwired Server.
- Attribution modules – when a user is authenticated, a custom attribution provider can add more information about the authenticated user. Attribution modules are only available if you have created a custom provider with the CSI SDK and saved to the correct folder.
- Auditing modules – report all audit events to allow you to evaluate the security system implementation for Unwired Server. Auditing provides you a record of all the security decisions that have been made. Each successful authentication creates a session key that shows up in subsequent security checks for that user. Unsuccessful authentications are also logged. Each authorization records what roles were checked, or what resource was accessed. Audit filters determine what events get recorded, the audit format determines what the audit records look like, and the audit destination specifies where audit records are sent. Use the audit trail to identify who did what and when, with respect to objects secured by your providers. Auditing modules are optional.

In most cases, each security module requires a unique set of configuration properties. However, there are some cases when modules require a common set of properties, and these properties are configured once for each module on a tab created for that purpose.

You can configure different security providers for administrator authentication and device user authentication. For more information on configuring security providers depending on the type of user, see either *Enabling Authentication and RBAC for User Logins* or *Enabling Authentication and RBAC for Administrator Logins* in the *Security* guide.

### Stacking Providers and Combining Authentication Results

Optionally, implement multiple login modules to provide a security solution that meets complex security requirements. Sybase recommends provider stacking as a means of eliciting more precise results, especially for production environment that require different authentications schemes for administrators, DCN, SSO, and so on.

Stacking is implemented with a controlFlag attribute that controls overall behavior when you enable multiple providers. Set the controlFlag on a specific provider to refine how results are processed.

For example, say your administrative users (supAdmin in a default installation) are not also users in an EIS system like SAP. However, if they are authenticated with just the default security configuration, they cannot also authenticate to the HttpAuthenticationLoginModule used for SSO2Token retrieval. In this case, you would stack a second login modules with a controlFlag=sufficient login module for your administrative users.

Or, in a custom security configuration (recommended), you may also find that you are using a technical user for DCN who is also not an SAP user. This technical user does not need SSO because they will not need to access data. However, the technical user still needs to be

authenticated by Unwired Server. In this case, you can also stack another login module so this DCN user can login.

1. Use Sybase Control Center to create a security configuration and add multiple providers as required for authentication.
2. Order multiple providers by selecting a login module and using the up or down arrows at to place the provider correctly in the list.

The order of the list determines the order in which authentication results are evaluated.

3. For each provider:
  - a) Select the provider name.
  - b) Click **Properties**.
  - c) Configure the controlFlag property with one of the available values: required, requisite, sufficient, optional.  
See *controlFlag Attribute Values* for descriptions of each available value.
  - d) Configure any other common security properties as required.

4. Click **Save**.

5. Select the **General** tab, and click **Apply**.

For example, say you have sorted these login modules in this order and used these controlFlag values:

- LDAP (required)
- NT Login (sufficient)
- SSO Token (requisite)
- Certificate (optional)

The results are processed as indicated in this table:

Pro- vider	Authentication Status							
LDAP	pass	pass	pass	pass	fail	fail	fail	fail
NT Log- in	pass	fail	fail	fail	pass	fail	fail	fail
SSO To- ken	*	pass	pass	fail	*	pass	pass	fail
Certifi- cate	*	pass	fail	*	*	pass	fail	*
<b>Overall result</b>	pass	pass	pass	fail	fail	fail	fail	fail

### *Stacking LoginModules in SSO Configurations*

(Not applicable to Online Data Proxy) Use LoginModule stacking to enable role-based authorization for MBOs and data change notifications (DCNs).

### *controlFlag Attribute Values*

(Not applicable to Online Data Proxy) The Sybase implementation uses the same control flag (controlFlag) attribute values and definitions as those defined in the JAAS specification.

If you stack multiple providers, you must set the control flag attribute for each enabled provider.

Control Flag Value	Description
Required	The LoginModule is required. Authentication proceeds down the LoginModule list.
Requisite	<p>The LoginModule is required. Subsequent behavior depends on the authentication result:</p> <ul style="list-style-type: none"> <li>• If authentication succeeds, authentication continues down the LoginModule list.</li> <li>• If authentication fails, control returns immediately to the application (authentication does not proceed down the LoginModule list).</li> </ul>
Sufficient	<p>The LoginModule is not required. Subsequent behavior depends on the authentication result:</p> <ul style="list-style-type: none"> <li>• If authentication succeeds, control returns immediately to the application (authentication does not proceed down the LoginModule list).</li> <li>• If authentication fails, authentication continues down the LoginModule list.</li> </ul>
Optional (default)	The LoginModule is not required. Regardless of success or failure, authentication proceeds down the LoginModule list.

### **Example**

Providers are listed in this order and with these controlFlag:

1. CertificateAuthenticationLoginModule (sufficient)
2. LDAP (optional)
3. NativeOS (sufficient)

A client doing certificate authentication (for example, X.509 SSO to SAP) can authenticate immediately. Subsequent modules are not called, because they are not required. If there are regular user name and password credentials, they go to LDAP, which may authenticate them,

and set them up with roles from the LDAP groups they belong to. Then NativeOS is invoked, and if that succeeds, Sybase Unwired Platform picks up roles based on the Windows groups they are in.

### *LDAP Stacking and Configuration Sharing*

LDAP login and attribution modules can sometimes share a common configuration. LDAPAttributer can share the configuration properties from the configured LDAP login modules only if no configuration properties are explicitly configured for LDAPAttributer.

If stacking these modules, be aware that authorizers do not inherit configuration properties from the login modules you configure. Configurations must be explicit. In the case where both LDAPLoginModule and LDAPAuthorizer are separately configured:

- Matching configuration – LDAPAuthorizer simply skips the role retrieval.
- Differing configuration – LDAPAuthorizer proceeds with the role retrieval from the configured backend, and performs the authorization checks using the complete list of roles (from both the login module and itself).

Only one attributer instance needs to be configured even when multiple login module instances are present in the security configuration. The LDAPAttributer attributes an authenticated subject using the LDAP configuration that was used to authenticate the subject. However, the list of available roles is computed by the LDAPAttributer by iterating through all available LDAP configurations.

Regarding LDAPAttributer stacking and configuration:

- LDAPAttributer has maximum functionality when combined with the LDAP authentication provider; the LDAPAttributer can be configured completely standalone or with alternate authentication providers.
- If you do not configure an LDAPLoginModule, you must define the configure all properties in the attributer.
- If explicit configuration properties are specified for the attributer, then the properties from the login module are not used for attributer functionality, including retrieving attributes for authenticated subjects, listing roles, and more. Sybase recommends you share configuration rather than try to maintain separate ones.

### *Configuring an LDAP Provider to use SSL*

If your LDAP server uses a secure connection, and its SSL certificate is signed by a nonstandard certificate authority, for example it is self-signed, use the keytool utility (**keytool.exe**) to import the certificate into the truststore.

1. Run the following console command: `keytool.exe -import -keystore SUP_HOME\Servers\UnwiredServer\Repository\Security\truststore.jks -file <LDAP server cert file path> -alias ldapcert -storepass changeit.`



2. Restart Sybase Unwired Platform services.
3. Log in to Sybase Control Center for Sybase Unwired Platform.
4. In the navigation pane of Sybase Control Center, expand the Security folder and select the desired security configuration in which to add the LDAP provider.
5. In the administration pane, click the **Authentication** tab.
6. Add an LDAPLoginModule, configuring the ProviderURL, Security Protocol, ServerType, Bind DN, Bind Password, Search Base, and other properties determined by you and the LDAP administrator. Choose **one** of the two methods below to secure a connection to the LDAP server:
  - a) Use `ldaps://` instead of `ldap://` in the **ProviderURL**.
  - b) Use `ssl` in the **Security Protocol**.
7. In the **General** tab, select **Validate** then **Apply**.
8. Click **OK**.

#### Reordering Configured Providers

List stacked security providers for a security configuration to identify them as primary or auxiliary providers. Providers are used in the order configured.

1. In the left navigation pane, expand the **Security** folder.
2. Select the security configuration you want to administer.
3. In the right administration pane, select the tab corresponding to the type of security provider you want to configure: Authentication, Authorization, Attribution, or Audit.
4. Select a provider from the list, then use the up and down arrows to the right of the table to achieve the desired placement.
5. Click **Save**.
6. Select the **General** tab, and click **Apply**.  
A notification message appears if a server restart is required for changes to take effect.

#### Security Provider Configuration Properties

Security providers implement different properties, depending on the type of provider you are configuring.

Platform administrators can configure application security properties in the Sybase Control Center. These properties are then transcribed to an XML file in the `<UnwiredPlatform_InstallDir>\Servers\UnwiredServer\Repository\CSI\` directory. A new section is created for each provider you add.

#### LDAP Configuration Properties

Use these properties to configure the LDAP provider used to authenticate Sybase Control Center administration logins or to configure the LDAP provider used to authenticate device application logins. If you are configuring an LDAP provider for device application logins in Sybase Control Center, then Unwired Platform administrators use Sybase Control Center

these properties are saved to the `SUP_HOME\Servers\UnwiredServer\Repository\CSI\<security configuration name file>`.

The Java LDAP provider consists of three provider modules.

- The **LDAPLoginModule** provides authentication services. Through appropriate configuration, you can enable certificate authentication in **LDAPLoginModule**.
- (Optional) **LDAPAuthorizer** or **RoleCheckAuthorizer** provide authorization service in conjunction with **LDAPLoginModule**. **LDAPLoginModule** works with either authorizer. The **RoleCheckAuthorizer** is part of every security configuration but does not appear in Sybase Control Center.  
Use **LDAPAuthorizer** only when **LDAPLoginModule** is not used to perform authentication, but roles are still required to perform authorization checks against the LDAP data store. If you use **LDAPAuthorizer**, always explicitly configure properties; for it cannot share the configuration options specified for the **LDAPLoginModule**.
- (Optional) **LDAPAttributer** is used to retrieve the list of roles from the LDAP repository. These roles are displayed in the role mapping screen in Sybase Control Center. The LDAP attributer is capable of sharing the configuration properties from the **LDAPLoginModules**. If no configuration properties are explicitly specified, then the attributer iterates through the configured **LDAPLoginModules** and retrieves the roles from all the LDAP repositories configured for the different **LDAPLoginModules**.

Use this table to help you configure properties for one or more of the supported LDAP providers. When configuring modules or general server properties in Sybase Control Center, note that properties and values can vary, depending on which module or server type you configure.

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**Note:** The following characters have special meaning when they appear in a name in LDAP: , (comma), = (equals), + (plus), < (less than), > (greater than), # (number or hash sign), ; (semicolon), \ (backslash), / (forward slash), LF (line feed), CR (carriage return), " (double quotation mark), ' (single quotation mark), \* (asterisk), ? (question mark), & (ampersand), and a space at the beginning or end of a string. LDAP providers do not handle these special characters in any of the names or DNs, in any of the configuration properties. Additionally, some of the properties, as identified below, cannot use these special characters in common names.

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Property	Default Value	Description
ServerType	None	<p>Optional. The type of LDAP server you are connecting to:</p> <ul style="list-style-type: none"> <li>• sunone5 -- SunOne 5.x OR iPlanet 5.x</li> <li>• msad2k -- Microsoft Active Directory, Windows 2000</li> <li>• nsds4 -- Netscape Directory Server 4.x</li> <li>• openldap -- OpenLDAP Directory Server 2.x</li> </ul> <p>The value you choose establishes default values for these other authentication properties:</p> <ul style="list-style-type: none"> <li>• RoleFilter</li> <li>• UserRoleMembership</li> <li>• RoleMemberAttributes</li> <li>• AuthenticationFilter</li> <li>• DigestMD5Authentication</li> <li>• UseUserAccountControl</li> </ul>
ProviderURL	ldap://local-host:389	<p>The URL used to connect to the LDAP server. Without this URL configured, Unwired Server cannot contact your server. Use the default value if the server is:</p> <ul style="list-style-type: none"> <li>• Located on the same machine as your product that is enabled with the common security infrastructure.</li> <li>• Configured to use the default port (389).</li> </ul> <p>Otherwise, use this syntax for setting the value:</p> <p>ldap://&lt;hostname&gt;:&lt;port&gt;</p>

Property	Default Value	Description
DefaultSearchBase	None	<p>The LDAP search base that is used if no other search base is specified for authentication, roles, attribution and self registration:</p> <ol style="list-style-type: none"> <li>1. <code>dc=&lt;domainname&gt;,dc=&lt;tld&gt;</code> For example, a machine in sybase.com domain would have a search base of <code>dc=sybase,dc=com</code>.</li> <li>2. <code>o=&lt;company name&gt;,c=&lt;country code&gt;</code> For example, this might be <code>o=Sybase,c=us</code> for a machine within the Sybase organization.</li> </ol> <hr/> <p><b>Note:</b> When you configure this property in the "admin" security configuration used to authenticate the administrator in Sybase Control Center, the property value should not contain any special characters, as listed above, in any of the common names or distinguished names.</p>
SecurityProtocol	None	<p>The protocol to be used when connecting to the LDAP server. The specified value overrides the environment property <code>java.naming.security.protocol</code>.</p> <p>To use an encrypted protocol, use SSL instead of ldaps in the URL.</p>
AuthenticationMethod	Simple	<p>The authentication method to use for all authentication requests into LDAP. Legal values are generally the same as those of the <code>java.naming.security.authentication</code> JNDI property. Choose one of:</p> <ul style="list-style-type: none"> <li>• simple — For clear-text password authentication.</li> <li>• DIGEST-MD5 — For more secure hashed password authentication. This method requires that the server use plain text password storage and only works with JRE 1.4 or later.</li> </ul>

Property	Default Value	Description
AuthenticationFilter	<p>For most LDAP servers:            (&amp; (uid={uid}) (objectclass=person))</p> <p>or</p> <p>For Active Directory e-mail lookups: (&amp; (userPrincipalName={uid}) (objectclass=user)) [ActiveDirectory]</p> <p>For Active Directory Windows user name lookups: (&amp; (sAMAccountName={uid}) (objectclass=user))</p>	<p>The filter to use when looking up the user.</p> <p>When performing a user name based lookup, this filter is used to determine the LDAP entry that matches the supplied user name.</p> <p>The string "{uid}" in the filter is replaced with the supplied user name.</p> <hr/> <p><b>Note:</b> When you use this property to authenticate a user in Sybase Control Center:</p> <ul style="list-style-type: none"> <li>• The property value should not contain any special characters, as listed above, in any of the common names or distinguished names.</li> <li>• Do not use Chinese or Japanese characters in user names or passwords of this property.</li> </ul> <hr/>
AuthenticationScope	onelevel	<p>The authentication search scope. The supported values for this are:</p> <ul style="list-style-type: none"> <li>• onellevel</li> <li>• subtree</li> </ul> <p>If you do not specify a value or if you specify an invalid value, the default value is used.</p>
AuthenticationSearchBase	None	<p>The search base used to authenticate users. If this property is not configured, the value for DefaultSearchBase is used.</p> <hr/> <p><b>Note:</b> When you configure this property in the "admin" security configuration used to authenticate the administrator in Sybase Control Center, the property value should not contain any special characters, as listed above, in any of the common names or distinguished names.</p> <hr/>

Property	Default Value	Description
BindDN	None	<p>The user DN to bind against when building the initial LDAP connection.</p> <p>In many cases, this user may need read permissions on all user records. If you do not set a value, anonymous binding is used. Anonymous binding works on most servers without additional configuration.</p>
BindPassword	None	<p>The password for BindDN, which is used to authenticate any user. BindDN and BindPassword separate the LDAP connection into units.</p> <p>The AuthenticationMethod property determines the bind method used for this initial connection.</p> <p>Sybase recommends that you encrypt passwords, and provides a password encryption utility. If you encrypt BindPassword, include <code>encrypted=true</code> in the line that sets the option. For example:</p> <pre>&lt;options name="BindPassword" encrypted="true" value="lsnjikf-wregfqr43hu5io..." /&gt;</pre> <p>If you do not encrypt BindPassword, the option might look like this:</p> <pre>&lt;options name="BindPassword" value="s3cr3T" /&gt;</pre>

Property	Default Value	Description
RoleSearchBase	None	<p>The search base used to retrieve lists of roles. If this property is not configured, the value for DefaultSearchBase is used.</p> <hr/> <p><b>Note:</b> Setting the RoleSearchBase to the root in Active Directory (for example "DC=example,DC=com") results in a PartialResultsException error when validating the configuration or authenticating a user. To confirm, verify that example.com:389 is reachable. The DNS lookup may successfully resolve example.com to an IP address but port 389 may not be open with an Active Directory server listening on that port. In this case, adding an entry to the systemroot\system32\drivers\etc\hosts (typically, C:\WINDOWS\system32\drivers\etc\hosts) file on the machine where Sybase Unwired Platform is installed resolves any communication error.</p> <hr/> <p><b>Note:</b> When you configure this property in the "admin" security configuration used to authenticate the administrator in Sybase Control Center, the property value should not contain any special characters, as listed above, in any of the common names or distinguished names.</p> <hr/>

Property	Default Value	Description
RoleFilter	<p>For SunONE/iPlanet: (<code>&amp; (object-class=ldapsubentry) (object-class=nsroledefinition)</code>)</p> <p>For Netscape Directory Server: (<code>  (object-class=groupofnames) (object-class=groupofuniquenames)</code>)</p> <p>For ActiveDirectory: (<code>  (object-class=groupofnames) (object-class=group)</code>)</p>	<p>The role search filter. This filter should, when combined with the role search base and role scope, return a complete list of roles within the LDAP server. There are several default values, depending on the chosen server type. If the server type is not chosen and this property is not initialized, no roles are available.</p> <hr/> <p><b>Note:</b> When you use this property to authenticate a user in Sybase Control Center:</p> <ul style="list-style-type: none"> <li>• The property value should not contain any special characters, as listed above, in any of the common names or distinguished names.</li> <li>• Do not use Chinese or Japanese characters in user names or passwords of this property.</li> </ul> <hr/>
RoleMemberAttributes	For Netscape Directory Server and OpenLDAP Server: <code>member,unique-member</code>	<p>A comma-separated list of role attributes from which LDAP derives the DN's of users who have this role.</p> <p>These values are cross-referenced with the active user to determine the user's role list. One example of the use of this property is when using LDAP groups as placeholders for roles. This property has a default value only when the Netscape server type is chosen.</p>
RoleNameAttribute	<code>cn</code>	The attribute of the role entry used as the role name in Unwired Platform. This is the role name displayed in the role list or granted to the authenticated user.
RoleScope	<code>onelevel</code>	<p>The role search scope. Supported values include:</p> <ul style="list-style-type: none"> <li>• <code>onelevel</code></li> <li>• <code>subtree</code></li> </ul> <p>If you do not specify a value or if you specify an invalid value, the default value is used.</p>



Property	Default Value	Description
SkipRoleLookup	false	<p>Set this property to true to grant the roles looked up using the attributes specified by the property UserRoleMembershipAttributes without cross-referencing them with the roles looked up using the RoleSearchBase and RoleFilter.</p> <p>LDAP configuration validation succeeds even when an error is encountered when listing all the available roles. The error is logged to the server log during validation but not reported in Sybase Control Center, allowing the configuration to be saved. This has an impact when listing the physical roles for role mapping as well as in Sybase Control Center. To successfully authenticate the user, set the SkipRoleLookup property to true.</p>
UserRoleMembershipAttributes	<p>For iPlanet/SunONE: nsRoleDN</p> <p>For Active Directory: memberOf</p> <p>For all others: none</p>	<p>Defines a user attribute that contains the DN's of all of the roles a user is a member of.</p> <p>These comma-delimited values are cross-referenced with the roles retrieved in the role search base and search filter to generate a list of user's roles.</p> <p>If SkipRoleSearch property is set to true, these comma-delimited values are not cross-referenced with the roles retrieved in the role search base and role search filter. See <i>Skipping LDAP Role Lookups (SkipRoleLookup)</i>.</p> <hr/> <p><b>Note:</b> If you use nested groups with Active Directory, you must set this property to tokenGroups. See <i>LDAP Nested Groups and Roles in LDAP</i>.</p> <hr/>
UserFreeformRoleMembershipAttributes	None	<p>The freeform role membership attribute list. Users who have attributes in this comma-delimited list are automatically granted access to roles whose names are equal to the attribute value. For example, if the value of this property is department and user's LDAP record has the following values for the department attribute, { sales, consulting }, then the user will be granted roles whose names are sales and consulting.</p>

Property	Default Value	Description
Referral	ignore	The behavior when a referral is encountered. Valid values are dictated by LdapContext, for example, follow, ignore, throw.
DigestMD5Authentication-Format	DN For OpenLDAP: User name	The DIGEST-MD5 bind authentication identity format.
UseUserAccountControlAttribute	For Active Directory: true	When this property is set to true, the UserAccountControl attribute is used to detect if a user account is disabled, if the account has expired, if the password associated with the account has expired, and so on. Active Directory uses this attribute to store this information.
controlFlag	optional	<p>When you configure multiple authentication providers, use controlFlag for each provider to control how the authentication providers are used in the login sequence.</p> <p>controlFlag is a generic login module option rather than an LDAP configuration property.</p> <p>For more information, see <i>controlFlag Attribute Values</i>.</p>
EnableLDAPConnection-Trace	False	Enables LDAP connection tracing. The output is logged to a file in the temp directory. The location of the file is logged to the server log.
ConnectTimeout	0	Specifies the timeout, in milliseconds, when connecting to the LDAP server. The property value sets the JNDI com.sun.jndi.ldap.connect.timeout property, when attempting to establish a connection to a configured LDAP server. If the LDAP provider cannot establish a connection within the configured interval, it aborts the connection attempt. An integer less than or equal to zero results in the use of the network protocol's timeout value.

Property	Default Value	Description
ReadTimeout	0	Controls the length of time, in milliseconds, the client waits for the server to respond to a read attempt after the initial connection to the server has been established. The property values sets the JNDI com.sun.jndi.ldap.read.timeout property, when attempting to establish a connection to a configured LDAP server. If the LDAP provider does not receive an LDAP response within the configured interval, it aborts the read attempt. The read timeout applies to the LDAP response from the server after the initial connection is established with the server. An integer less than or equal to zero indicates no read timeout is specified.
LDAPPoolMaxActive	8	<p>Caps the number of concurrent LDAP connections to the LDAP server. A non-positive value indicates no limit. If this option is set for multiple LDAP providers, the value set by the first LDAP provider loaded takes precedence over all the others. When LDAPPoolMaxActive is reached, any further attempts by the LDAP provider classes to borrow LDAP connections from the pool are blocked indefinitely until a new or idle object becomes available in the pool.</p> <p>Connection pooling improves the LDAP provider's performance and resource utilization by managing the number of TCP connections established with configured LDAP servers. A separate pool is associated with different Sybase Unwired Platform security configurations, ensuring that the LDAP connections in the connection pool for a particular security configuration are isolated from any changes occurring outside this security configuration. A separate pool also ties the connection pool life cycle to that of the security configuration.</p>

### *NTProxy Configuration Properties*

(Not applicable to Online Data Proxy) Configure these properties to allow the operating system's security mechanisms to validate user credentials using NTProxy (Windows Native

OS). Access these properties from the Authentication tab of the Security node in Sybase Control Center.

**Table 10. Authentication properties**

Properties	Default Value	Description
Extract Domain From Username	true	If set to true, the user name can contain the domain in the form of <code>&lt;username&gt;@&lt;domain&gt;</code> . If set to false, the default domain (described below) is always used, and the supplied user name is sent to through SSPI untouched.
Default Domain	The domain for the host computer of the Java Virtual Machine.	Specifies the default host name, if not overridden by the a specific user name domain.
Default Authentication Server	The authentication server for the host computer of the Java Virtual Machine.	The default authentication server from which group memberships are extracted. This can be automatically determined from the local machine environment, but this property to bypass the detection step.
useFirstPass	false	If set to true, the login module attempts to retrieve only the user name and password from the shared context. It never calls the callback handler.
tryFirstPass	false	If set to true, the login module first attempts to retrieve the user name and password from the shared context before attempting the callback handler.
clearPass	false	If set to true, the login module clears the user name and password in the shared context when calling either commit or abort.
storePass	false	If set to true, the login module stores the user name and password in the shared context after successfully authenticating.

### *NoSecurity Configuration Properties*

A NoSecurity provider offers pass-through security for Unwired Server, and should be typically be reserved for development or testing. Sybase strongly encourages you to avoid using this provider in production environments — either for administration or device user authentication.

- The NoSecLoginModule class provides open authentication services
- The NoSecAuthorizer class provides authorization services
- The NoSecAttributer provides attribution services

You need to configure only the authentication properties for the NoSecurity provider.

**Table 11. Authentication Properties**

Property	Default Value	Description
useUsernameAsIdentity	true	If this option is set to true, the user name supplied in the callback is set as the name of the principal added to the subject.
identity	nosec_identity	The value of this configuration option is used as the identity of the user if either of these conditions is met: <ul style="list-style-type: none"> <li>• No credentials were supplied.</li> <li>• The useUsernameAsIdentity option is set to false.</li> </ul>
useFirstPass	false	If set to true, the login module attempts to retrieve only the user name and password from the shared context. It never calls the callback handler.
tryFirstPass	false	If set to true, the login module first attempts to retrieve the user name and password from the shared context before attempting the callback handler.
clearPass	false	If set to true, the login module clears the user name and password in the shared context when calling either commit or abort.

Property	Default Value	Description
storePass	false	If set to true, the login module stores the user name and password in the shared context after successfully authenticating.

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**Note:** When you create a new security configuration, Sybase Unwired Platform sets the NoSecurity provider by default. Sybase recommends that after you add, configure, and validate your providers, you remove the NoSecurity provider. For more information, see *Creating a Security Configuration*.

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### *Certificate Authentication Properties*

Add and configure authentication provider properties for CertificateAuthenticationLoginModule, or accept the default settings.

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**Note:** This provider cannot be used for administrative security (in the "admin" security configuration).

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**Table 12. CertificateAuthenticationLoginModule properties**

Property	Description
Implementation class	The fully qualified class that implements the login module. <code>com.sybase.security.core.CertificateAuthenticationLoginModule</code> is the default class.
Provider type	LoginModule is the only supported value.
Control flag	Determines how success or failure of this module affects the overall authentication decision. <code>optional</code> is the default value.
Clear password	(Optional) If true, the login module clears the user name and password from the shared context. The default is false.
Store password	(Optional) If true, the login module stores the user name and password in the shared context. The default is false.
Try first password	(Optional) If true, the login module attempts to retrieve user name and password information from the shared context, before using the callback handler. The default is false.
Use first password	(Optional) If true, the login module attempts to retrieve the user name and password only from the shared context. The default is false.

Property	Description
Enable revocation checking	<p>(Optional) Enables online certificate status protocol (OCSP) certificate checking for user authentication. If you enable this option, you must enable OCSP in Unwired Server. This provider uses the values defined as part of the SSL security profile. Revoked certificates result in authentication failure when both of these conditions are met:</p> <ul style="list-style-type: none"> <li>• revocation checking is enabled</li> <li>• OCSP properties are configured correctly</li> </ul>
Regex for username certificate match	<p>(Optional) By default, this value matches that of the certificates common name (CN) property used to identify the user.</p> <p>If a mobile application user supplies a user name that does not match this value, authentication fails.</p>
Trusted certificate store	<p>(Optional) The file containing the trusted CA certificates (import the issuer certificate into this certificate store). Use this property and <code>Store Password</code> property to keep the module out of the system trust store. The default Unwired Server system trust store is <code>SUP_HOME\Servers\UnwiredServer\Repository\Securitytruststore\truststore.jks</code>. If you do not specify a store location::</p> <ul style="list-style-type: none"> <li>• Unwired Server checks to see if a store used by the JVM (that is, the one defined by the <code>javax.net.ssl.trustStoreType</code> system property).</li> <li>• If the system property is not defined, then this value is used: <code>{java.home}/lib/security/jssecacerts</code></li> <li>• If that location also doesn't exist, then this value is used: <code>{java.home}/lib/security/cacerts</code></li> </ul> <p><b>Note:</b> This property is required only if <code>Validate certificate path</code> is set to true.</p>

Property	Description
Trusted certificate store password	<p>(Optional) The password required to access the trusted certificate store. For example, import the issuer of the certificate you are trying to authenticate into the shared JDK cacerts file and specify the password using this property.</p> <hr/> <p><b>Note:</b> This property is required only if Validate certificate path is set to true. However, you do not need to configure this value if the default is used.</p> <hr/> <p>The default value is the value of the <code>java.net.ssl.trustStorePassword</code> property.</p>
Trusted certificate store provider	<p>(Optional) The keystore provider. For example, "SunJCE."</p> <hr/> <p><b>Note:</b> This property is required only if Validate certificate path is set to true. However, you do not need to configure this value if the default is used.</p> <hr/> <p>The default value is the value of the <code>java.net.ssl.trustStoreProvider</code> property. If it is not defined, then the most preferred provider from the list of registered providers that supports the specified certificate store type is used.</p>
Trusted certificate store type	<p>(Optional) The type of certificate store. For example, "JKS."</p> <hr/> <p><b>Note:</b> This property is required only if Validate certificate path is set to true. However, you do not need to configure this value if the default is used.</p> <hr/> <p>The default value is the value of the <code>java.net.ssl.trustStore</code> property. If this value is not defined, then default value is the keystore type as specified in the Java security properties file, or the string "jks" (Java keystore) if no such property exists.</p>



Property	Description
Validate certificate path	If true (the default), performs certificate chain validation of the certificate being authenticated, starting with the certificate being validated. Verifies that the issuer of that certificate is valid and is issued by a trusted certificate authority (CA), if not, it looks up the issuer of that certificate in turn and verifies it is valid and is issued by a trusted CA. In other words, it builds up the path to a CA that is in the trusted certificate store. If the trusted store does not contain any of the issuers in the certificate chain, then path validation fails. For information about adding a certificate to the truststore, see <i>Using Keytool to Generate Self-Signed Certificates and Keys</i> in <i>Security</i> .

### Certificate Validation Properties

Add and configure provider properties for `CertificateValidationLoginModule`, or accept the default settings. `CertificateValidationLoginModule` can be used in conjunction with other login modules that support certificate authentication (for example, `LDAPLoginModule`) by configuring `CertificateValidationLoginModule` before the login modules that support certificate authentication.

You can only use this provider to validate client certificates when an HTTPS listeners is configured to use mutual authentication.

**Table 13. CertificateValidationLoginModule properties**

Property	Description
Implementation class	The fully qualified class that implements the login module. <code>com.sybase.security.core.CertificateValidationLoginModule</code> is the default class.
crl.[index].uri	Specifies the universal resource identifier for the certificate revocation list (CRL). Multiple CRLs can be configured using different values for the index. The CRLs are processed in index order. For example:  <pre>crl.1.uri=http://crl.verisign.com/ThawtePersonalFreemailIssuingCA.crl crl.2.uri=http://crl-server/</pre>
Provider type	<code>LoginModule</code> is the only supported value.

Property	Description
Validated certificate is identity	<p>(Optional) Determines if the certificate should be set the authenticated subject as the user ID. If the CertificateValidationLoginModule is used in conjunction with other login modules that establish user identity based on the validated certificate, set this value to <code>false</code>. If you are implementing this provider with a DCN security configuration, and it's also not used with SSO, then set this property to <code>true</code>. <code>false</code> is the default value.</p>
Enable revocation checking	<p>(Optional) Enables online certificate status protocol (OCSP) certificate checking for user authentication. If you enable this option, you must enable OCSP in Unwired Server. This provider uses the values defined as part of the SSL security profile. Revoked certificates result in authentication failure when both of these conditions are met:</p> <ul style="list-style-type: none"> <li>• revocation checking is enabled</li> <li>• OCSP properties are configured correctly</li> </ul>
Trusted certificate store	<p>(Optional) The file containing the trusted CA certificates (import the issuer certificate into this certificate store). Use this property and <code>Store Password</code> property to keep the module out of the system trust store. The default Unwired Server system trust store is <code>SUP_HOME\Servers\UnwiredServer\Repository\Securitytruststore\truststore.jks</code>. If you do not specify a store location::</p> <ul style="list-style-type: none"> <li>• Unwired Server checks to see if a store used by the JVM (that is, the one defined by the <code>javax.net.ssl.trustStoreType</code> system property).</li> <li>• If the system property is not defined, then this value is used: <code>{java.home}/lib/security/jssecacerts</code></li> <li>• If that location also doesn't exist, then this value is used: <code>{java.home}/lib/security/cacerts</code></li> </ul> <p><b>Note:</b> This property is required only if <code>Validate certificate path</code> is set to <code>true</code>.</p>

Property	Description
Trusted certificate store password	<p>(Optional) The password required to access the trusted certificate store. For example, import the issuer of the certificate you are trying to authenticate into the shared JDK cacerts file and specify the password using this property.</p> <hr/> <p><b>Note:</b> This property is required only if Validate certificate path is set to true. However, you do not need to configure this value if the default is used.</p> <hr/> <p>The default value is the value of the <code>java.net.ssl.trustStorePassword</code> property.</p>
Trusted certificate store provider	<p>(Optional) The keystore provider. For example, "SunJCE."</p> <hr/> <p><b>Note:</b> This property is required only if Validate certificate path is set to true. However, you do not need to configure this value if the default is used.</p> <hr/> <p>The default value is the value of the <code>java.net.ssl.trustStoreProvider</code> property. If it is not defined, then the most preferred provider from the list of registered providers that supports the specified certificate store type is used.</p>
Trusted certificate store type	<p>(Optional) The type of certificate store. For example, "JKS."</p> <hr/> <p><b>Note:</b> This property is required only if Validate certificate path is set to true. However, you do not need to configure this value if the default is used.</p> <hr/> <p>The default value is the value of the <code>java.net.ssl.trustStore</code> property. If this value is not defined, then default value is the keystore type as specified in the Java security properties file, or the string "jks" (Java keystore) if no such property exists.</p>

Property	Description
Validate certificate path	If true (the default), performs certificate chain validation of the certificate being authenticated, starting with the certificate being validated. Verifies that the issuer of that certificate is valid and is issued by a trusted certificate authority (CA), if not, it looks up the issuer of that certificate in turn and verifies it is valid and is issued by a trusted CA. In other words, it builds up the path to a CA that is in the trusted certificate store. If the trusted store does not contain any of the issuers in the certificate chain, then path validation fails. For information about adding a certificate to the truststore, see <i>Using Keytool to Generate Self-Signed Certificates and Keys</i> in <i>Security</i> .

### HTTP Basic Authentication Properties

The `HttpAuthenticationLoginModule` provider authenticates the user with given credentials (user name and password) against the secured Web server using a GET against a URL that requires basic authentication, and can be configured to retrieve a cookie with the configured name and add it to the JAAS subject to facilitate single sign-on (SSO).

Configure this provider to authenticate the user by:

- Using only the specified user name and password.
- Using only the specified client value or values.
- Attempting token authentication. If that fails, revert to basic authentication using the supplied user name and password. You may find this helpful when using the same security configuration for authenticating users with a token, such as device users hitting the network edge, and when DCN requests from within a firewall present a user name and password but no token.

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**Note:** The `HttpAuthenticationLoginModule` allows token validation by connecting to an HTTP server capable of validating the token specified in the HTTP header and cookie set in the session.

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**Table 14. HttpAuthenticationLoginModule Configuration Options**

Configuration Option	Default Value	Description
URL	None	The HTTP or HTTPS URL that authenticates the user. For SSO, this is the server URL from which Unwired Server acquires the SSO cookie/token.

Configuration Option	Default Value	Description
Disable certificate validation	False	(Optional) The default is false. If set to true, this property disables certificate validation when establishing an HTTPS connection to the SWS using the configured URL. Set to true only for configuration debugging.
SSO cookie name	None	<p>(Optional) Name of the cookie set in the session between the LoginModule and the secured Web server, and holds the SSO token for single sign-on. The provider looks for this cookie in the connection to the secured Web server. If the cookie is found, it is added to the authenticated subject as a named credential.</p> <p>The authentication provider ignores the status code when an SSO cookie is found in the session; authentication succeeds regardless of the return status code.</p>
Roles HTTP header	None	(Optional) The name of an HTTP header that the server may return. The header value contains a comma-separated list of roles to be granted.
Successful connection status code	200	HTTP status code interpreted as successful when connection is established to the secured Web server.

Configuration Option	Default Value	Description
HTTP connection timeout interval	60 seconds	The value, in seconds, after which an HTTP connection request to the Web-based authentication service times out. If the HTTP connection made in this module (for either user authentication or configuration validation) does not have a timeout set, and attempts to connect to a Web-based authentication service that is unresponsive, the connection also becomes unresponsive, which could potentially cause Unwired Server to become unresponsive. Setting the timeout interval ensures that authentication failure is reported without waiting indefinitely for the server to respond.
SendClientHttpValuesAs	None	<p>Comma-separated list of strings that indicate how to send ClientHttpValuesToSend to the HTTP server. For example:</p> <pre>SendClientHttpValuesAs=header:header_name, cookie: cookie_name</pre> <p>This property does not apply if the user is to be authenticated using only the supplied user name and password .</p>

Configuration Option	Default Value	Description
ClientHttpValuesToSend	None	<p>A comma-separated list of client HTTP values to be sent to the HTTP server. For example:</p> <pre>ClientHttpValues- ToSend=<i>client_per- sonalization_key</i>, <i>client_cookie_name</i></pre> <p>Set this property if you are using token authentication.</p> <p>Setting this property triggers token authentication. Only token authentication is attempted, unless TryBasicAuthIfTokenAuthFails is configured to true in conjunction with ClientHttpValuesToSend.</p> <p>This property does not apply if the user is to be authenticated using only the supplied user name and password .</p>

Configuration Option	Default Value	Description
SendPasswordAsCookie	None	<p>Deprecated. Use only for backward compatibility. New configurations should configure token authentication using SendClientHttpValuesAs and ClientHttpValuesToSend.</p> <p>Sends the password to the URL as a cookie with this name. If not specified, the password is not sent in a cookie. This property is normally used when there is a cookie-based SSO mechanism in use (for example, SiteMinder), and the client has put an SSO token into the password. The token can be propagated from the personalization keys and HTTP header and cookies to the secured Web server without impacting the password field.</p>
TryBasicAuthIfTokenAuthFails	False	<p>Specifies whether the provider should attempt basic authentication using the specified user name and password credentials if token authentication is configured and fails. This property is applicable only if token authentication is enabled.</p> <p>This property does not apply if the user is to be authenticated using only the supplied user name and password .</p>



Configuration Option	Default Value	Description
UsernameHttpHeader	None	<p>HTTP response header name returned by the HTTP server with the user name retrieved from the token. Upon successful authentication, the retrieved user name is added as a SecNamePrincipal.</p> <p>This property does not apply if the user is to be authenticated using only the supplied user name and password .</p>
regexForUsernameMatch	None	<p>Regular expression used for matching the supplied user name with the user name returned by the HTTP server in the UsernameHttpHeader. The string "{username}" in the regex is replaced with the specified user name before using it. If specified, it matches the user name retrieved from the UsernameHttpHeader to the user name specified in the callback handler. If the user names do not match, authentication fails. If the user names match, both the specified user name and the retrieved user name are added as SecNamePrincipals to the authenticated subject.</p> <p>This property does not apply if the user is to be authenticated using only the supplied user name and password .</p>

Configuration Option	Default Value	Description
TokenExpirationTimeHttpHeader	None	<p>HTTP response header name that is returned by the HTTP server with the validity period of the token in milliseconds since the start of January 1, 1970. If the header is returned in the HTTP response from the secured Web server, the token is cached for the duration it remains valid unless TokenExpirationInterval is also configured. If this response header is not returned with the token, it might result in unintended use of the token attached to the authenticated context even after it has expired.</p> <p>This property does not apply if the user is to be authenticated using only the supplied user name and password .</p>

Configuration Option	Default Value	Description
TokenExpirationInterval	0	<p>Specifies the interval, in milliseconds to be deducted from the actual expiration time returned in TokenExpirationTimeHttpHeader. This ensures that the token credential retrieved from the authenticated session remains valid until it is passed to the SWS for single sign-on to access MBOs.</p> <hr/> <p><b>Note:</b> This property does not apply if the user should be authenticated using only the supplied user name and password.</p> <hr/> <p><b>Note:</b> If the configured TokenExpirationInterval value exceeds the amount of time the token is valid, authentication by the HttpAuthenticationLoginModule fails even if the token is validated successfully by the secured Web server.</p> <hr/>
CredentialName	None	<p>Name to set in the authentication credential that contains the token returned in SSOCookieName. If this property is not configured, the SSOCookieName is set as the name of the token credential.</p>

*SAP SSO Token Authentication Properties*

The `SAPSSOTokenLoginModule` has been deprecated, Use the `HttpAuthenticationLoginModule` when SAP SSO2 token authentication is required. This authentication module will be removed in a future release.

**Table 15. SAPSSOTokenLoginModule properties**

Property	Description
Implementation class	(Required) – the fully qualified class that implements the login module. <code>com.sybase.security.sap.SAPSSOTokenLoginModule</code> is the default class.
Provider type	(Required and read-only) – <code>LoginModule</code> is the only supported value.
Control flag	(Required) – <code>optional</code> is the default value. Determines how success or failure of this module affects the overall authentication decision.
SAP server URL	<p>(Required) – the SAP server URL that provides the SSO2 token. This may or may not be the same server that authenticates the user. If providing and authenticating servers are different, you must import the SAP Token provider server certificate or one of its CA signers into the Unwired Server truststore in addition to that of the authenticating server to enable HTTPS communication. In environments where the servers are different, the basic flow is:</p> <ol style="list-style-type: none"> <li>1. Unwired Server passes credentials over HTTPS to the token granting service.</li> <li>2. An SSO2Token cookie is returned to Unwired Server.</li> <li>3. The SSO2Token flows to the authenticating server, which could be an SAP EIS or a server that hosts a Web service bound to SAP function modules.</li> </ol> <p><b>Note:</b> The SAP Server URL must be configured to require <u>BASIC authentication, not just FORM based authentication.</u></p>
Clear password	(Optional) – if set to <code>True</code> , the login module clears the username and password in the shared context.

Property	Description
Disable server certificate validation	(Optional) – the default is False. If set to True, disables certificate validation when establishing an HTTPS connection to the SAP server using the configured URL. Set to True only for configuration debugging.
SAP server certificate	(Optional) – name of the file containing the SAP certificate's public key in .pse format. This is required only when token caching is enabled by setting a SAP SSO token persistence data store value.
SAP server certificate password	(Optional) – password used to access the SAP server certificate.
SAP SSO token persistence data store	<p>(Optional) – JNDI name used to look-up the data source to persist the retrieved SSO2 tokens.</p> <p>Set to "jdbc/default" to store tokens in the Unwired Server CDB. If unconfigured, some caching is still done based on the "Authentication cache timeout interval" property associated with the security configuration setting.</p> <p>If you use the default setting, you do not need to set SAP SSO token persistence data store, SAP server certificate, SAP server certificate password, or Token expiration interval properties.</p> <p>To enable token caching through the SAPSSOTokenLoginModule:</p> <ol style="list-style-type: none"> <li>1. Set the SAP SSO token persistence data store value to "jdbc/default."</li> <li>2. Download and install the SAP SSO2 token files. See <i>Installing the SAP Cryptographic Libraries</i> in the <i>Security</i> guide.</li> <li>3. Specify the correct value for the SAP server certificate, SAP server certificate, SAP server certificate password and Token expiration interval properties.</li> </ol>
Store password	(Optional) – if set to true, the login module stores the username/password in the shared context after successfully authenticating the user.

Property	Description
Token expiration interval	<p>(Optional) – this property is ignored when the SAP SSO token persistence data store property is not configured. It specifies the token validity period, after which time a new token is retrieved from the SAP EIS. The default value is 120 seconds.</p> <p>Keep in mind that:</p> <ul style="list-style-type: none"> <li>• The "Token expiration interval" cannot exceed the "Token validity period", which is the amount of time defined in the back-end SAP server for which the token is valid.</li> <li>• The "Authentication cache timeout" property must be less than the "Token expiration interval" property value.</li> </ul>
Try first password	(Optional) – if set to <code>True</code> , the login module attempts to retrieve the username/password from the shared context, before calling the callback handler.
Use first password	(Optional) – if set to <code>True</code> , the login module attempts to retrieve the username/password only from the shared context, and never calls the callback handler.
HTTP connection timeout interval	The value, in seconds, after which an HTTP(s) connection request to the EIS times out. If the HTTP connection made in this module (for either user authentication or configuration validation) does not have a time out set, and attempts to connect to an EIS that is unresponsive, the connection hangs, which could potentially cause Unwired Server to hang. Setting the timeout interval ensures authentication failure is reported without waiting for ever for the server to respond.

### *Preconfigured User Authentication Properties*

The `PreConfiguredUserLoginModule` authenticates the Unwired Platform Administrator user whose credentials are specified during installations.

This login module is recommended only to give the Platform administrator access to Sybase Control Center so it can be configured for production use. Administrators are expected to replace this login module immediately upon logging in for the first time. For details on how to setup administrator authentication in a production deployment, see *Enabling Authentication and RBAC for Administrator Logins* in the *Security* guide.

The `PreConfiguredUserLoginModule`:

- Provides role based authorization by configuring the provider `com.sybase.security.core.RoleCheckAuthorizer` in conjunction with this authentication provider.
- Authenticates the user by comparing the specified username/password against the configured user. Upon successful authentication, the configured roles are added as Principals to the Subject.

**Table 16. PreConfiguredUserLoginModule properties**

Property	Description
User name	A valid user name. Do not use any of these restricted special characters: <code>, = : ' " * ? &amp; .</code>
Password	The encoded password hash value.
Roles	<p>Comma separated list of roles granted to the authenticated user for role-based authorization. Platform roles include "SUP Administrator", "SUP Domain Administrator", and "SUP Helpdesk".</p> <p>Roles are mandatory for "admin" security configuration. For example, if you define "SUP Administrator" to this property, the login id in the created login module has Platform administrator privileges.</p> <p>The "SUP Helpdesk" role has the fewest privileges. If multiple roles are defined for this property, a role with more privileges ("SUP Administrator" or "SUP Domain Administrator") is used for authorizing users.</p> <hr/> <p><b>Note:</b> If you use other values, ensure you map Unwired Platform roles to the one you define here.</p>

### *Audit Provider Properties*

The security configuration for Sybase Unwired Platform includes an audit provider with three components: audit filter, audit formatter, and audit destination.

An auditor consists of one destination, one filter, and one formatter.

- The supported value for destination is `com.sybase.security.core.FileAuditDestination`. Optionally, you can develop a custom provider and configure it as the audit destination, formatter, and filter. See *CSI Audit Generation and Configuration*.
- The only supported value for the filter is `com.sybase.security.core.DefaultAuditFilter`.

- The only supported value for the formatter is  
`com.sybase.security.core.XmlAuditFormatter`.

For information on developing a custom provider and configuring it as the audit destination, formatter, and filter, see *Security API* in *Developer Guide: Unwired Server Runtime*.

For detailed information on the audit packages, see *Security Configuration* in *Developer Guide: Unwired Server Runtime > Management API*.

### *DefaultAuditFilter Properties*

The audit filter component configures the resource classes for which the audit records should be routed to the associated destination.

Filter resource classes require a specific syntax. The audit token identifies the source for core audit requests of operations, such as auditing the results for authorization and authentication decisions, in addition to placing information such as active provider information into the audit trail. The audit records have their resource class prefixed by the prefix `core`. The CSI core is able to audit multiple items.

### **DefaultAuditFilter Configuration Properties**

The property name default value description is:

```
(1) caseSensitiveFiltering false set to true to use case sensitivity
when matching resource classes and actions
(2) filter
default
value=" (ResourceClass=core.subject,Action=authorization.role)
(ResourceClass=core.subject,Action=authorization.resource)
(ResourceClass=core.subject,Action=authentication)
(ResourceClass=core.subject,Action=logout)
(ResourceClass=core.profile)
(ResourceClass=providers.*) (ResourceClass=clients.*) "
description = the filter string that determines whether an audit
record should be written out to the audit destination.
```

### **Syntax**

Filter resource classes consist of one or more filter expressions that are delimited by parenthesis ( ). Square brackets ([]) denote optional values. The syntax is:

```
[key1=value [,key2=value...]]
```

The allowed keys are: `ResourceClass`, `Action`, or `Decision`.

This table describes core auditable items:



Resource Class	Action	Description	Attributes
provider	activate	Called when a provider is activated by CSI. The resource ID is the provider class name.	Generated unique provider identifier.
subject	authentication.provider	<p>The result of a provider's specific authentication request. Depending on the other providers active, the actual CSI request for authentication may not reflect this same decision.</p> <p>This resource class is not a provider-generated audit record. CSI core generates this audit record automatically after receiving the provider's decision. The resource ID is not used.</p>	<ul style="list-style-type: none"> <li>• Provider identifier</li> <li>• Decision (yes or no)</li> <li>• Failure reason (if any)</li> <li>• Context ID</li> </ul>
subject	authentication	The aggregate decision after considering each of the appropriate provider's authentication decisions. This record shares the same request identifier as the corresponding authentication provider records. The resource ID is the subject identifier if authentication is successful.	<ul style="list-style-type: none"> <li>• Decision (yes or no)</li> <li>• Context ID</li> </ul>

Resource Class	Action	Description	Attributes
subject	authorization.role.provider	The result of a provider's specific role authorization request. The resource ID is the subject ID.	<ul style="list-style-type: none"> <li>Provider identifier</li> <li>Decision (yes, no or abstain)</li> <li>Role name</li> <li>Supplied subject identifier, if different from context subject</li> <li>Context ID</li> </ul>
subject	authorization.role	The result of a resource-based authorization request. The resource ID is the subject ID.	<ul style="list-style-type: none"> <li>Resource name</li> <li>Access requested</li> <li>Decision (yes or no)</li> <li>Supplied subject identifier, if different from context subject</li> <li>Context ID</li> </ul>
subject	logout	Generated when an authenticated context is destroyed. The resource ID is the subject ID.	<ul style="list-style-type: none"> <li>Context ID</li> </ul>
subject	create.provider	Provider-level record issued for anonymous self-registration requests. The resource ID is the subject identifier.	<ul style="list-style-type: none"> <li>Provider identifier</li> <li>Decision</li> <li>Subject attributes</li> </ul>
subject	create	Aggregate, generated when an anonymous self-registration request is made. The resource ID is the subject identifier.	<ul style="list-style-type: none"> <li>Decision</li> <li>Subject attributes</li> </ul>

Resource Class	Action	Description	Attributes
subject	authorization.resource	The aggregate authorization decision, which is made after considering each of the appropriate provider's result. The resource ID is the subject ID.	<ul style="list-style-type: none"> <li>Resource ID</li> <li>Access requested</li> <li>Decision (yes or no)</li> <li>Subject ID supplied, if different from context subject</li> <li>Context ID</li> </ul>

### Examples

- Example 1** – enables auditing of all the CSI core resource classes that involve a deny decision:

```
(ResourceClass=core.*,Decision=Deny)
```

- Example 2** – enables auditing for all core resource classes where the action is the subject modification action:

```
Resource=core.*,Action=subject.modify.*)
```

### FileAuditDestination Properties

The FileAuditDestination is a simple file-based provider that logs the audit records to a file which is rolled over upon reaching a specified size.

This provider can safely share access to a file between multiple instances as long as they are all in the same VM. To integrate with a customer's existing audit infrastructure, a custom audit destination provider can be developed and deployed. See *com.sybase.security.core.FileAuditDestination* in *Developer Guide: Unwired Server Runtime*.

**Table 17. File Audit Destination Configuration Options**

Configuration Option	Description
auditFile	The absolute path of the file to write the audit records.
encoding	The character encoding used when writing the audit data (default=UTF-8).
logSize	This option may be supplied to specify the maximum audit log file size before a rollover occurs.

Configuration Option	Description
compressionThreshold	This option may be supplied to specify the number of uncompressed audit log rollover files that are created, before compression is used to archive the audit data.
deleteThreshold	This option may be supplied to specify the number of audit log files that will be preserved. This value includes the main audit log, so a value of "3" allows an audit.log, audit.log.0 and audit.log.1 before deleting old logs.
errorThreshold	This option may be supplied to specify the maximum number of audit log files that are allowed. When this threshold is reached, an error occurs and all auditing fails. For example, with this value set to "3", audit.log, audit.log.0 and audit.log.1 will be created according to the maximum log size value. If another audit log rollover is triggered, then all audit operations will fail until one of the rollover files is removed. This value is mutually exclusive with the deletion threshold, and the smallest value of the two takes effect.

### *XMLAuditFormatter Properties*

The audit formatter component formats an audit record from its component parts. An audit formatter is supplied to the active audit destination upon initialization, where the audit destination can use the formatter if required.

The default provider com.sybase.security.core.XmlAuditFormatter formats audit data into an XML record. The audit records generated by this provider are of the format

```
<AuditRecord Action="[action]" Decision="[decision]"
When="[timestamp]"> <Resource Class="[resource classname]"
ID="[resource id]" /> <Attribute Name="[attribute1 name]"
Value="[attribute1 value]" /> <Attribute Name="[Map attribute name]"
Key="[Map Key1 name]" Value="[Map value associated with the key1]" />
<Attribute Name="[Map attribute name]" Key="[Map Key2 name]"
Value="[Map value associated with the key2]" /> <Attribute
Name="[List attribute name]" Value="[List value1]" /> <Attribute
Name="[List attribute name]" Value="[List value2]" /> </AuditRecord>
```

### **Creating Logical Roles for a Security Configuration**

You can use logical roles to control access and/or group a large number of users who use the same security configuration. You create the required logical roles and map them to one or more physical role, then assign both a security configuration and a logical role to an

application (through the application connection template). Users must have one of the physical roles that the logical role is mapped to in order to access the application..

1. In the left navigation pane of Sybase Control Center, select **Security > Security configuration name**.
2. In the right administration pane, click the **Role Mappings** tab.
3. Click **New**.
4. Enter a name for the logical role you wish to create.
5. Select one of the following options:

State	Description
AUTO	To map the logical role to a physical role of the same name.
NONE	To disable the logical role, which means that the logical role is not authorized.
MAP	To manually map the logical role when the physical and logical role names do not match. See <i>Mapping a Physical Role Manually</i> .

6. Click **OK**.

### See also

- *Mapping a Physical Role Manually* on page 228
- *Security Configurations* on page 183

### Mapping Roles for a Security Configuration

Map logical roles to physical roles for a security configuration by setting the mapping state. Role mappings performed at the security configuration level are applied to all domains that are assigned the security configuration.

### Prerequisites

Unwired Platform cannot query all enterprise security servers directly; to perform authentication successfully, know the physical roles that are required.

### Task

1. In the left navigation pane of Sybase Control Center, select **Security > Security configuration name**.
2. In the right administration pane, click the **Role Mappings** tab.
3. Select a logical role and select one of the following in the adjacent list:

State	Description
AUTO	To map the logical role to a physical role of the same name.
NONE	To disable the logical role, which means that the logical role is not authorized.
MAP	To manually map the logical role when the physical and logical role names do not match. See <i>Mapping a Physical Role Manually</i> .

### Mapping a Physical Role Manually

Use the Role Mappings dialog to manually map required physical roles for a logical role when physical and logical role names do not match. If names do not match, the AUTO mapping state does not work.

### Prerequisites

Unwired Platform cannot query all supported enterprise security servers directly; for successful authentication, you must know the physical roles your back-end systems require.

### Task

You can map a logical role to one or more physical roles. You can also map multiple logical roles to the same physical role. If a role does not exist, you can also add or delete names as needed.

- Review the list of existing physical role names that you can map to the logical role you have selected. If the list retrieved is too long to locate the name quickly, either:
  - Click the banner of Available Roles list to sort names alphanumerically.
  - Start typing characters in the box, then click the Search button to filter the available list.
- If a role that you require still does not appear, enter the **Role name** and click the + button. The role name appears in the **Available roles** list with an asterisk (\*). This asterisk indicates that an available role was added by an administrator, not a developer.
- To remove a role you no longer require from the **Available roles** list, select the name and click the **x** button adjacent to the **Role name** field. The role is removed and can no longer be mapped to a logical role.
- To map a logical role that appears in the text area of the Role Mappings dialog to a physical role:
  - Select one or more **Available roles**.
  - Click **Add**.
- To unmap a role:
  - Select one or more **Mapped roles**.
  - Click **Remove**.  
The roles are returned to the **Available roles** list.

6. Click **OK** to save these changes.

Once a logical role has been manually mapped, the mapping state changes to MAPPED. The roles you have mapped appear in the active Physical Roles cell for either a package-specific or server-wide role mappings table.

### Mapping State Reference

The mapping state determines the authorization behavior for a logical name instance.

State	Description
AUTO	Map the logical role to a physical role of the same name. The logical role and the physical role must match, otherwise, authorization fails.
NONE	Disable the logical role, which means that the logical role is not authorized. This mapping state prohibits anyone from accessing the resource (MBO or Operation). Carefully consider potential consequences before using this option.
MAPPED	A state that is applied after you have actively mapped the logical role to one or more physical roles. Click the cell adjacent to the logical role name and scroll to the bottom of the list to see the list of mapped physical roles.

### **Mapping Logical Roles to a Technical User in a Repository**

Mapping the SUP Push User or SUP DCN User logical role binds it to another physical user identity rather than a role.

1. In the navigation pane of Sybase Control Center, select the security configuration that is assigned to the Push or DCN domain.
2. Locate the logical role.
3. Select **Map Role**.
4. In the Role Mapping dialog, enter the technical role name in the **Role name** box.  
user:supuser, where *supuser* is the technical user in the repository.
5. Click **Add (+)**.
6. Select the newly added technical role.

Technical role can be based on basic authorization or certificate (client).

7. Click **Add**.

If you are using ActiveDirectory, and are using an e-mail address for the technical user names, the definition appears as

username@myaddress@DomainSecurityConfigName.

The logical role now shows the mapping state changes to MAPPED. In the **Physical Roles** drop-down, verify that the new technical role is added.

*SUP Roles to Support EIS Operations: SUP DCN User and SUP Push User*

SUP DCN User SUP Push User roles are the mechanisms by which illicit EIS DCN or push notification operations are prevented. Like other built-in platform roles, SUP DCN User and SUP Push User are logical roles that are available to all new security configurations.

Before any DCN event is submitted, the person or group mapped to this role must be authorized (after first being authenticated) by a security provider you define as part of a named security configuration. Submitted DCN events that require authorization include:

- Cache updates
- Operation performance

The SUP Push user role is mandatory; with this role the EIS cannot deliver push notifications to Unwired Server for a registered application connection. Before any push event is submitted by the EIS, the authenticated user performing the push must be authorized by being in the SUP Push User logical role. Push events that require authorization include:

- Triggering a Hybrid App package

You can choose different physical role mapping targets to authorize, or authenticate and authorize EIS events using the logical roles. Depending the authorization method used, the implementation varies:

- **Certificate authorization** – Sybase recommends that you use CertificateValidationLoginModule for maximum security. CertificateValidationLoginModule validates the user certificate passed during mutual certificate authentication. Unlike other methods, it confers no physical roles; therefore, the platform administrator must create a logical role mapping. Typically, the user has a certificate that includes a Subject distinguished name containing a common name (cn=TechnicalUser), so creates a logical role mapping between the logical role and `user:TechnicalUser` in the CN. To implement certificate authorization, see *Setting Up Authorization with Certificate Validation in Security*.

---

**Note:** While explicitly mapping a certificate user name for SUP Push User role in \Sybase Control Center, ensure there is a space after every comma. Example: `user:CN:PushTest, OU=SSL Server, O=SAP-AG, C=DE`. Furthermore, if you are using push notification with strong mutual authentication, you can only use the “Admin” security configuration. Ensure you add a CertificateValidationLoginModule to the Admin security configuration and use it as the default security configuration in the push-enabled domain. If any other security configuration is used, a `user not in Required role` error is generated in the client log.

---

- **Technical user authorization** – if the role cannot be mapped to a real user in the security repository of the configured security provider used by the security configuration, you may need to create a new technical user or use an existing technical user for EIS operation role mappings. In this case, no authentication is required as the user is not a real user in the traditional sense. To implement technical user authorization, Sybase recommends that you



create a security configuration that includes an LDAP provider. To implement technical user authentication, see *Setting Up Authorization with a Technical User Role Stored in a Repository* in *Security*.

- **Real user authorization** – (Applies only to DCN) if the role must be mapped to a real user, you can authenticate and authorize the user mapped to the SUP DCN User role. You can also use PreconfiguredUserLogin module to perform HTTP Basic authentication, where the module extracts the user information from the request parameter in a URL. To implement real user authentication, see *Setting Up Authorization with PreConfiguredUserLogin Values* in *Security*

Once you have multiple providers configured, especially when implementing authorization with single sign-on, you can stack them so they are processed in correct order. See *Stacking Providers to Authenticate using SSO Before Authorizing* in *Security*.

## **Assigning a Security Configuration to a Domain**

Assign security configurations to one or more domains. This allows the supAdmin to offer a security repository for application user authentication and authorization, as well as to share security providers across domains in case one tenant uses multiple domains.

### **Prerequisites**

A supAdmin must already have created one or more security configurations in the Security node of Sybase Control Center.

### **Task**

1. In the left navigation pane, navigate to *ClusterName* > **Domains** > *DomainName* > **Security**
2. In the right administration pane, select the **Security Configurations** tab and click **Assign**.
3. From the list of available security configurations, select the appropriate configuration for domain security, and click **OK**.  
If successful, an Assigned successfully message appears, and the newly added security configuration is listed in the domain-level Security node.

### **See also**

- *Creating a Security Configuration* on page 185

## **Viewing Security Configuration Usage**

You can view the security configurations and logical roles used to access applications. This enables you to assess the impact of changing a security configuration or logical role.

1. In the left navigation pane of Sybase Control Center select **Security > Security configuration name**.
2. In the right administration pane, click the **Role Mappings** tab.
  - To view the applications that the security configuration provides access to, click **Usage** and review the information on the **Domains and Packages** and **Application Connection Templates** tabs.
  - To view the applications that a specific role in a security configuration provides access to, select a roles, click **Usage**, and review the information on the **Application Connection Templates** tab.

---

**Note:** The **Domains and Packages** tab lists all MBO packages that the security configuration provides access to, no matter what logical role is selected.

---

## **Anonymous Access Security Configuration**

Allow unauthenticated users access to application data, for example, applications that allow users to browse a read-only product catalog without logging in by assigning the anonymous security configuration to the application.

The anonymous security configuration:

- Is a preconfigured user name/password login module that accepts the user name "anonymous" and the password "anonymous". User name is not case sensitive, but password is.
- Cannot be modified.
- Can be enabled when manually creating an application with anonymous access or when setting anonymous access for an existing application by creating an application connection template for it that uses the anonymous security configuration.

## **SiteMinder Authentication with Sybase Unwired Platform**

Configure your SiteMinder environment for authentication in Sybase Unwired Platform.

CA SiteMinder enables policy-based authentication and single sign-on with Sybase Unwired Platform. You can configure SiteMinder and Sybase Unwired Platform integration in a number of ways, depending on your environment. For detailed examples focusing on SiteMinder-specific configurations for Sybase Unwired Platform, see *How-To: Set up SUP with SiteMinder* at <http://scn.sap.com/docs/DOC-29574>.

### **SiteMinder Client Authentication**

SiteMinder provides various client authentication options for Sybase Unwired Platform, including single sign-on (SSO), tokens, and Network Edge.

SiteMinder client authentication includes:

- Network Edge – when a reverse proxy or Relay Server in the DMZ is protected by SiteMinder, the Sybase Unwired Platform client is challenged for basic authentication credentials. If the credentials are valid, an SMSESSION cookie is issued and the client is

allowed through to the Sybase Unwired Platform server. The client begins a session (RBS, MBS, or OData) by sending an HTTP(S) request to the reverse proxy. The reverse proxy detects the unauthenticated request, and challenges using basic authentication. After the 401 challenge, the client may already have network credentials configured, or executes a callback to prompt for credentials.

- Non-Network Edge – the Network Edge (reverse proxy or Relay Server) is not protected. The client's request is allowed to flow to Sybase Unwired Platform, where a LoginModule presents the basic credentials to a SiteMinder-protected Web server on behalf of the client. Sybase Unwired Platform server retains the SMSESSION cookie and credentials for the client.
- External tokens – the Sybase Unwired Platform client application obtains an SMSESSION cookie external to the Sybase Unwired Platform libraries using custom application processing. This SMSESSION token passes into the Sybase Unwired Platform libraries as a cookie. Sybase Unwired Platform libraries add the cookie to subsequent HTTP requests to Sybase Unwired Platform server. The cookie may or may not be checked at the Network Edge.
- SAP SSO2 integration – the Sybase Unwired Platform user is initially authenticated by SiteMinder, resulting in an SMSESSION for the user. This SMSESSION is forwarded along with the SAP user ID to a SiteMinder SAP agent running inside of NetWeaver as a LoginModule. The SMSESSION is revalidated, and the TokenIssuingLoginModule is allowed to issue an SSO2 ticket for the specified SAP user ID. This ticket returns to Sybase Unwired Platform as an MYSAPSSO2 cookie. Sybase Unwired Platform now has both an SMSESSION and an SSO2 ticket to use for SSO purposes with various EIS depending on which SSO mechanism the EIS requires.

---

**Note:** In any of these authentication patterns, you can add the SMSESSION token as a credential to the authenticated Sybase Unwired Platform subject for use in single sign-on to SiteMinder-protected systems.

---

### **Single Sign-on to a SiteMinder-protected EIS**

SiteMinder single sign-on (SSO) provides integration between a SiteMinder-protected EIS and Sybase Unwired Platform.

**Table 18. SiteMinder Single Sign-on Integration**

Accessed Service	Details
SiteMinder-protected Web service	When an EIS Web service is protected by SiteMinder, Sybase Unwired Platform sends the current Sybase Unwired Platform user's SMSESSION cookie when executing the Web service. For more information on sending the SMSESSION cookie to the SiteMinder-protected Web service, see <i>Single Sign-on Using NamedCredential</i> in the <i>Security</i> guide.

Accessed Service	Details
SSO2-protected JCo RFC or SAP Web service	<p>The SAP server is configured to use SSO2 tickets for single sign-on. Sybase Unwired Platform sends the user's current MYSAPSSO2 ticket along with the request. SAP validates that the SSO2 ticket is valid and was issued by a trusted peer, and executes the request as that user.</p> <p><b>Note:</b> You must have a SiteMinder agent for SAP installed in a NetWeaver server. Sybase Unwired Platform sends the SMSESSION cookie to NetWeaver, the SAP SiteMinder agent validates the cookie, and then the TokenIssuingLoginModule generates an SSO2 ticket and returns it to Sybase Unwired Platform as a MYSAPSSO2 cookie.</p>
Web service hosted on NetWeaver requiring both SSO2 and SMSESSION	Sybase Unwired Platform sends both SSO credentials when executing the Web service call.

### **Authentication Cache Timeout and Token Authentication**

To reduce the load, Sybase Unwired Platform uses an authentication cache to reduce the load it places on your back-end identity management and security systems. Depending on your security configuration, you can adjust the authentication cache timeout to avoid authentication failures and errors.

By default, the authentication cache holds a user's subject, principals, and credentials used for single sign-on to an EIS for 3600 seconds (one hour). If the user name and password contained inside subsequent Sybase Unwired Platform requests are unchanged, the request is considered authenticated and uses the cached security information for access control and single sign-on to EIS operations.

**Note:** When using token-based authentication, clients should use a hash code of the token as the password, so Sybase Unwired Platform proceeds through the login modules and replaces the cached token credential. This prevents using an expired token in single sign-on to an EIS.

If you cache an SMSESSION for a user and the token expires before the cache entry, you get authentication failures during the single sign-on EIS operations. This leads to either synchronization errors or operation replay errors.

Configure the authentication cache to avoid errors and failures. If needed, you can disable the authentication cache entirely by setting the cache timeout to 0. Every Sybase Unwired Platform request is reauthenticated. For non-Network Edge basic authentication, you can set the cache interval to slightly less than the Idle Timeout for your SiteMinder session policy.

For Network Edge authentication, you must set the authentication cache timeout to 0. If the URL configured to validate the SMSESSION token also returns an HTTP header with the

expiration time for the token expressed in milliseconds since the epoch (1/1/1970), the `HttpAuthenticationLoginModule` can use that value to adjust the authentication cache expiration for this subject's entry so it expires at an appropriate time. Use the `TokenExpirationTimeHTTPHeader` to specify the name of the header containing this expiration value. Additionally, you can use `TokenExpirationInterval` property to reduce time from the expiration so it does not expire while Sybase Unwired Platform is processing a request.

For detailed examples, including how to configure the timeout in the SiteMinder Admin, see *How-To: Set up SUP with SiteMinder* at <http://scn.sap.com/docs/DOC-29574>.

### **SiteMinder Web Agent Configuration for Sybase® Unwired Platform**

When integrating with Sybase Unwired Platform, SiteMinder uses default settings for the Web agent to stop cross-site scripting (XSS) attacks. The SiteMinder default settings do not allow use of special characters and can lead to integration issues with Sybase Unwired Platform.

By default, the Web agent does not allow certain characters, often seen in XSS attacks, to be including in the URLs it processes. The Web agent allows only legal characters, according to the defined HTTP standard.

Native HTTP OData applications, typically use, and sometimes require, URLs that contain characters within a left and right parenthesis ( ) and within single quotes '. The left and right parenthesis and single-quotes characters are prohibited.

The SiteMinder administrator must modify the Web agent configuration in the policy server to either disable XSS filtering entirely or change the default forbidden characters.

### **Security Configuration to a SiteMinder-protected EIS**

With Sybase Unwired Platform, SiteMinder authentication is used in Network Edge and non-Network Edge configurations to authenticate the client of a Web service, SAP JCo, or NetWeaver service.

In your security configuration that integrates with SiteMinder applications, you need a `ClientValuePropagatingLoginModule` so you can save your SMSESSION cookie as a credential for EIS single sign-on. If the SiteMinder agent adds an `sm_user` header to client requests, use that header in the `ClientValuePropagatingLoginModule` to set a user Principal. If the SiteMinder agent does not add an `sm_user` header, then disable impersonation checking.

You should also have an `HttpAuthenticationLoginModule` configured for a SiteMinder-protected URL where Sybase Unwired Platform can verify the validity of the user's SMSESSION cookie.

For a detailed example focusing on SiteMinder specific configurations for Sybase Unwired Platform, see *How-To: Set up SUP with SiteMinder* at <http://scn.sap.com/docs/DOC-29574>.

Configuring Security for SiteMinder Token and Basic Authentication

Use Sybase Control Center to create a security configuration for your single sign-on (SSO) applications.

1. In Sybase Control Center, navigate to the **Unwired Platform Cluster** pane and select **Security**.
2. In the **General** tab, click **New** and name your security configuration.
3. Open the **Security** folder and select your configuration. In the **Authentication** tab, click **Add** to add a LoginModule.
4. Choose the **ClientValuePropagatingLoginModule** and add these properties:
  - **Implementation Class** –  
com.sybase.security.core.ClientValuePropagatingLoginModule
  - **ClientHttpValuesAsPrincipals** – sm\_user
  - **ClientHttpValuesAsNamedCredentials** – smsession:SMSESSION2
  - **Control Flag**: optional

---

**Note:** ClientHttpValuesAsNamedCredentials ensures that if the client application picked up an SMSESSION cookie either using Network Edge authentication or an external token, it is saved as a credential named SMSESSION2 on the subject so it can be used for SSO to a SiteMinder-protected EIS. Therefore, the credential.a.name property is SESSION2. Also, ClientHttpValuesAsPrincipals uses the sm\_user HTTP header if the client has used Network Edge authentication and enables you to perform impersonation checking.

---

5. Click **OK**.
6. In the **Authentication** tab, select the default **NoSecLoginModule** and click **Delete**. LoginModule allows logins without credentials, and you must remove it for security integrity.
7. In the **Authentication** tab, click **New** to add a provider.
8. Select and configure the **HttpAuthenticationLoginModule**:
  - a) Select **com.sybase.security.http.HttpAuthenticationLoginModule** and click **Yes** in the Duplicate Authentication Provider warning.
  - b) Configure the module's properties so the SiteMinder-protected URL has the same policy server that issued the SMSESSION cookie to the client.
    - **ClientValuesToSend** = SMSESSION
    - **SendClientValuesAs** = cookie:SMSESSION

This causes Sybase Unwired Platform to forward the cookie to the specified SiteMinder-protected URL. If the HTTP status response code is 200, then the SMSESSION cookie is valid and the user is considered authenticated.
9. In the **Authorization** tab, select the **NoSecAuthorizer** provider type and click **Delete**.
10. In the **Settings** tab, adjust the properties as follows:

- **Authentication cache timeout(seconds)** – 0
- **Maximum number of failed authentications** – 5
- **Authentication lock duration(in seconds)** – 600

11. Click **Apply**.

12. In the **General** tab, click **Validate** to check your configuration.

13. With successful validation, click **Apply** to save all changes.

For detailed examples focusing on SiteMinder specific configurations for Sybase Unwired Platform, see *How-To: Set up SUP with SiteMinder* at <http://scn.sap.com/docs/DOC-29574>.

### Configuring Network Edge Authentication with a SiteMinder-Protected Web Service

Configure the SMSESSION cookie for Network Edge authentication to a SiteMinder Web service.

Network Edge authentication for SiteMinder requires the Web service endpoint to be changed in Sybase Control Center to use the SMSESSION cookie for single sign-on. By default, the application connection template is configured with the server name set to your SiteMinder-protected server.

1. In the left navigation pane, select **Cluster**, then expand **Domains**, and select the domain for which you want to create a new connection.
2. Select **Connections**.
3. In the right administration pane, select the **Connections** tab.
4. Select the EIS connection pool that is a Web service connection for the SiteMinder-protected service, and click **Properties**.
5. In the **Edit Connection Pool** pane, configure these properties:

Property	Value
credential.a.mapping	Cookie:SMSESSION
credential.a.name	SMSESSION

6. Click **Save**.

For detailed examples focusing on SiteMinder specific configurations for Sybase Unwired Platform, see *How-To: Set up SUP with SiteMinder* at <http://scn.sap.com/docs/DOC-29574>.

### Configuring Non-Network Edge Authentication with a SiteMinder-Protected Web Service

Configure the SMSESSION cookie and application connection template for non-Network Edge authentication to a SiteMinder-protected Web service.

Similar to Network Edge authentication for SiteMinder, non-Network Edge authentication requires the Web service endpoint to be changed in Sybase Control Center to use the SMSESSION cookie for single sign-on. However, for non-Network Edge authentication, by

default the application connection template is configured with the server name set to the Sybase Unwired Platform server or a reverse proxy, depending on your configuration.

1. In the left navigation pane, select **Cluster**, then expand **Domains**, and select the domain for which you want to create a new connection.
2. Select **Connections**.
3. In the right administration pane, select the **Connections** tab.
4. Select the EIS connection pool that is a Web service connection pointing to the SiteMinder-protected service, and click **Properties**.
5. In the **Edit Connection Pool** pane, configure these properties:

Property	Value
credential.a.mapping	Cookie:SMSESSION
credential.a.name	SMSESSION

6. Click **Save**.

For detailed examples focusing on SiteMinder specific configurations for Sybase Unwired Platform, see *How-To: Set up SUP with SiteMinder* at <http://scn.sap.com/docs/DOC-29574>.

## Applications

---

An application consists of two parts: the software user interface that consumes enterprise data from one or more data sources, and the definition created in Sybase Control Center that allows the mobile application to be recognized by the runtime. The application definition on the server establishes the relationship among packages used in the application, the domain that the application is deployed to, the activation code for the application, and other application specific settings.

A native application is the single client binary provisioned then installed to the device. It is associated with one or more MBO packages. The native Hybrid App is a collection of Hybrid App packages and typically constitutes one application. A non-native application uses no packages and therefor requires no package association.

While developers create the client application using either a native development tool for Unwired Platform or a third-party tool for non-native application types, applications must be defined, then managed and monitored by administrators in Sybase Control Center.

### See also

- *Application and User Management Overview* on page 5
- *Considerations for Application Connection Registration* on page 262
- *Application ID and Template Guidelines* on page 241



## **Activating and Maintaining Applications**

The activation stage defines all activities that relate to the startup of and formal entry of an application and a known or anonymous user into the Unwired Platform runtime. It ties all entities together by associating a user with the application and its resources (connections, customizations, and packages).

The activation of applications is essential to their functionality. It is critical that you understand this activation process. Sybase encourages you to read *Understanding the Activation Process* in *Mobile Application Life Cycle*. Once you understand what activation is and how it works, follow the administrator workflow in *Enabling Application Activation with Sybase Control Center* of this same document.

## **Defining Applications**

Applications are recognized by Unwired Server by the properties that define them. Administrators define applications with a unique application ID and other key application properties, such as domain, packages, security configuration, and connection templates.

An application cannot register a connection unless a definition has been created for it. If your development team has not yet set these application properties, administrators must do so before the application connection can be registered.

### **1. *Launching the Application Creation Wizard***

Use the Application Creation wizard to register an application.

### **2. *Setting General Application Properties***

Provide general application properties such as the application ID, description, security configuration and domain details while registering the application.

### **See also**

- *Application Connection Properties* on page 269

## **Launching the Application Creation Wizard**

Use the Application Creation wizard to register an application.

1. In the left navigation pane of Sybase Control Center, click the **Applications** node and select the **Applications** tab in the right administration pane.
2. To register an application, click **New**.  
The Application Creation wizard is displayed.

### **Setting General Application Properties**

Provide general application properties such as the application ID, description, security configuration and domain details while registering the application.

1. In the Application Creation Wizard, enter a unique **Application ID**.

---

**Note:**

- Sybase recommends that application IDs contain a minimum of two dots ("."). For example, the following ID is valid: `com.sybase.mobile.app1`.
  - Application IDs cannot start with a dot ("."). For example, the following ID is invalid: `.com.sybase.mobile.app1`.
  - Application IDs cannot have two consecutive dots ("."). For example, the following ID is invalid: `com..sybase.mobile.app1`.
- 

2. Enter a **Display name** and **Description** for the application.
3. Select the appropriate security configuration from the **Security Configuration** drop-down list.

For applications that do not require authentication, select the **anonymous** security configuration or the **Anonymous access** checkbox.

4. Select the appropriate domain from the **Domain** drop-down list.
5. (Optional) Assign one or more packages as desired.

---

**Note:** When an application ID is intended for use by Online Data Proxy, packages do not need to be assigned. .

---

6. (Optional) Modify application connection template settings.
  - a) Select **Configure additional settings**, and click **Next**.
  - b) To reuse the configuration of an existing template, select a **Base template** from the drop-down list.
  - c) Configure the application connection template properties as required.

---

**Note:** ODP applications require a proxy type connection endpoint. When modifying application connection template settings for an ODP application, you can automatically create the proxy connection endpoint by entering an OData URL as the Application Endpoint value in the connection template Proxy properties. This creates a proxy connection endpoint with the same name as the Application ID. If the ODP application uses an anonymous security configuration, the newly created connection endpoint will have the Allow Anonymous Access property set to True and the Address (URL) property set to the Application ID. If you want to create the proxy connection endpoint manually, leave the Application Endpoint property empty. You manually create the proxy connection endpoint through the Sybase Control Center Domains node.

---

7. Click **Finish** to register the application with the configured settings.

**See also**

- *Application ID and Template Guidelines* on page 241
- *Application Connection Properties* on page 269

**Application ID and Template Guidelines**

Choose an appropriate application ID while registering application connection for use by native MBO, Hybrid App, or Online Data Proxy clients. Using an incorrect application ID results in failure when the client tries to activate itself.

Application Type	Guidelines
Hybrid App	<ul style="list-style-type: none"> <li>• 2.0.1 or earlier – leave the application ID empty.</li> <li>• 2.1 or later – use preexisting HWC template, or, if you are using your own template, make sure that HWC is set as the application ID in the template.</li> <li>• iOS sample container 2.1 or later – use the template you have created. The application ID used by the iOS sample container should match the application ID specified in registration.</li> </ul>
Native MBO application	<ul style="list-style-type: none"> <li>• Previous to 2.1.2 – leave the application ID empty. This applies to native messaging-based application clients.</li> <li>• 2.1.2 or later – (recommended) use the application connection template that is automatically created for the application. Otherwise, ensure you register the application connection with the correct template by verifying that application ID matches, and that the correct security configuration and domain are selected. Also, if using replication, set other template properties (such as synchronization-related properties in Connection category) as required. For Android native MBO applications, this recommendation applies starting with version 2.1.1.</li> </ul>
Online Data Proxy	Register the application connection using the template created for the application. Existing templates can be found in the <b>Applications &gt; Application Connection Template</b> tab.

**See also**

- *Setting General Application Properties* on page 240
- *Registering or Reregistering Application Connections* on page 258

- *Considerations for Application Connection Registration* on page 262

## **Maintaining Activated Applications**

Activated applications can be managed and have usage monitored.

### **Viewing Assigned Connections**

View the properties of the connections assigned to an application.

1. In the right administration pane, select the **Applications** tab.
2. Select the application from the list.
3. Click **Application Connections**.
4. Click **Refresh** to refresh the list that displays the application connections.
5. To filter the list, click **Show filter** and add filters.
6. To define a filter.
  - a) Select the type of information you want to filter on.
  - b) Enter the filter criteria.
  - c) Click +.
  - a) Repeat for additional filters, as required.
  - b) When you have defined all your filters, click **Refresh**.

Different types of filters are combined using a logical AND. If the same type of filter is added multiple times with different criteria, the filters are combined using a logical OR

If you defined the following filters:

- Security Configuration = Security1
- User = User1
- User = User2

The filtered list would return results that matched both Security1 and either User1 or User2.

### **See also**

- *Viewing Assigned Application Users* on page 243
- *Viewing Correlated Application Details* on page 243
- *Refreshing the Application View* on page 244
- *Deleting Applications* on page 244
- *Modifying Application Properties* on page 245
- *Searching for Applications* on page 253
- *Monitoring Users of Applications* on page 254

## **Viewing Assigned Application Users**

View the list of the users assigned to an application

1. In the right administration pane, select the **Applications** tab.
2. Select the application from the list.
3. Click **Application Users**.
4. Click **Refresh** to refresh the list that displays the
5. To define a filter.
  - a) Select the type of information you want to filter on.
  - b) Enter the filter criteria.
  - c) Click +.
  - a) Repeat for additional filters, as required.
  - b) When you have defined all your filters, click **Refresh**.

Different types of filters are combined using a logical AND. If the same type of filter is added multiple times with different criteria, the filters are combined using a logical OR

If you defined the following filters:

- Security Configuration = Security1
- User = User1
- User = User2

The filtered list would return results that matched both Security1 and either User1 or User2.

### **See also**

- *Viewing Assigned Connections* on page 242
- *Viewing Correlated Application Details* on page 243
- *Refreshing the Application View* on page 244
- *Deleting Applications* on page 244
- *Modifying Application Properties* on page 245
- *Searching for Applications* on page 253
- *Monitoring Users of Applications* on page 254

## **Viewing Correlated Application Details**

Select one or more applications, then view correlated application details in several categories, including packages, application users, and application connections.

1. In the left navigation pane, click the **Applications** node.
2. In the right administration pane, click the **Application** tab.  
You can view the list of registered applications.

3. Select one or more applications from the list.
4. Select one of the buttons to view related packages, application users, or application connections.
  - **Packages** – view correlated domains and packages.
  - **Application Users** – view correlated applications.
  - **Application Connections** – view correlated applications.
5. In Review Assignment, check the information.
6. Click **OK**.

### See also

- *Viewing Assigned Connections* on page 242
- *Viewing Assigned Application Users* on page 243
- *Refreshing the Application View* on page 244
- *Deleting Applications* on page 244
- *Modifying Application Properties* on page 245
- *Searching for Applications* on page 253
- *Monitoring Users of Applications* on page 254

### **Refreshing the Application View**

Refresh the list of all available applications registered through the Sybase Control Center.

1. In the right administration pane, select the **Applications** tab.
2. To view the list of registered applications, click **Refresh**.

### See also

- *Viewing Assigned Connections* on page 242
- *Viewing Assigned Application Users* on page 243
- *Viewing Correlated Application Details* on page 243
- *Deleting Applications* on page 244
- *Modifying Application Properties* on page 245
- *Searching for Applications* on page 253
- *Monitoring Users of Applications* on page 254

### **Deleting Applications**

Delete an application to remove all the registered users, connections, and subscriptions associated with those connections. Delete an application to remove all associated runtime artifacts on the server. Deleting applications removes application definitions, application users and connections associated with the application, and package-level subscriptions of the application connections. Delete applications with care to avoid adversely impacting users.

1. In the left navigation pane of Sybase Control Center, click the **Applications** node and select the **Applications** tab in the right administration pane.
2. Select the application and click **Delete**.

### See also

- *Viewing Assigned Connections* on page 242
- *Viewing Assigned Application Users* on page 243
- *Viewing Correlated Application Details* on page 243
- *Refreshing the Application View* on page 244
- *Modifying Application Properties* on page 245
- *Searching for Applications* on page 253
- *Monitoring Users of Applications* on page 254

### **Modifying Application Properties**

Associate the application with one or more domains and packages. (Optional for OData SDK Android and iOS clients) Associate the application with one or more customization resource bundles.

1. In the left navigation pane of Sybase Control Center, click the **Applications** node, and, in the right administration pane, select the **Applications** tab.
2. Select an application, and click **Properties**.
3. Click the **Domains and Packages** tab.
  - a) Select the domains to associate with the application.  
To see more domains, click +. In Available Domains, select one or more domains from the list.
  - a) Select the packages to associate with the application.  
To see more packages, click +. In Available Packages, select one or more packages from the list.
4. (Optional: For OData applications) Click the **Customization Resource Bundles** tab.
  - a) Select the customization resource bundles to associate with the application.  
To see more customization resource bundles, click +. In Select File to Upload, select a JAR file.
5. Click the **Push Configurations** tab.  
Select the native notifications to associate with the application.
6. Click the **Application Connection Templates** tab.  
If there is more than one application connection template associated with the application, you can re-order the connection templates using the arrow buttons. The first application connection template in the list will be the first one used to authorize application access. If

authorization fails, the next application connection template in the list will be used, and so on.

### 7. Click **OK**.

#### See also

- *Viewing Assigned Connections* on page 242
- *Viewing Assigned Application Users* on page 243
- *Viewing Correlated Application Details* on page 243
- *Refreshing the Application View* on page 244
- *Deleting Applications* on page 244
- *Searching for Applications* on page 253
- *Monitoring Users of Applications* on page 254

#### Application Customization Resource Bundles

(Applies only to Object API SDK clients and OData SDK (Android and iOS) clients) For supported application types, customization resource bundles enable you to associate deployed client applications with different versions of customization resources.

A customization resource bundle is a JAR file that includes a manifest file of name and version properties. The customization resource bundle does not contain any information that binds or helps bind to applications; it can be uploaded or exported during the definition of an application with Sybase Control Center. A deployed customization resource bundle is read-only.

Implementing a customization resource bundle requires the coordination of various roles:

1. (Application developer) Invokes the SDK API that downloads the customization resource bundle. Use the `onCustomizationBundleDownloadComplete` (in the Application Callback API) and `BeginDownloadCustomizationBundle` (in the `SUPApplication` class) methods to pair the application with the device, and reach the client application. See *Developer Guide: OData SDK* or any of the *Object API Developer Guides*.

For example, for an application called `Sybase.Mobile.Application`, you might implement the customization resource bundle invocation as follows:

```
/// <summary>
/// start downloading default resource bundle associated with the
/// application. The resource bundle would be saved into
/// writer stream provided by user.
/// an application only bundle a resource
/// </summary>
/// &lt; param name="writer">a writer stream provided by user
/// </param> public void
BeginDownloadCustomizationBundle(System.IO.Stream writer) { }
/// <summary>
/// start downloading resource bundle named customizationBundleID.
/// The resource bundle would be saved into writer stream
/// provided by user.
```



```

///</summary>
///<param name="customizationBundleID">the resource bundle name
///</param>
///<param name="writer">a writer stream provided by user
///</param> public void BeginDownloadCustomizationBundle
(string customizationBundleID, System.IO.Stream writer) { }
Sybase.Mobile.IApplicationCallback

/// <summary>
/// Invoked when download resource bundle complete.
/// </summary>
/// <param name="customizationBundleID">! the resource bundle
name. if null, application default resource bundle is downloaded
/// </param> void OnCustomizationBundleDownloadComplete(string
customizationBundleID, int errorCode, string errorMessage);

```

2. (Developer) Generates the JAR with the MANIFEST.MF, which includes these required properties:
  - Customization-Resource-Bundle-Name
  - Customization-Resource-Bundle-Version
3. (Administrator) Uses Sybase Control Center to upload the customization resource bundle to Unwired Server then assign it to an application connection.
4. Once the application activation process completes, the application is directed to the appropriate version of the resource bundle.

### *Application Customization Resource Bundle Recommendations*

There are a variety of recommendations for working with customization resource bundles.

- You can use customization resource bundles only for Object API SDK clients and OData SDK (Android and iOS) clients.
- The expected format of the customization resource bundle is a JAR archive that contains MANIFEST.MF.
  - The manifest file must include these properties:
    - Customization-Resource-Bundle-Name
    - Customization-Resource-Bundle-Version
  - Property values cannot include a colon (":").
  - File size should not exceed 5MB. File size is not enforced, but the larger the file, the slower the performance, and can be subject to device platform hardware capabilities.

See *Managing Application Customization Resource Bundles* in *Developer Guide: Unwired Server Runtime* for information about the administration API that allows programmatic access to this functionality.

- You can assign the same customization resource bundle to different application connections, and it is treated independently for each application that is paired with the connection template that identifies the bundle and version. The primary key is: application ID, customization resource bundle name, and version.

- Each customization resource bundle:
  - Belongs to one and only one application. If you delete an application, all associated customization resource bundles are deleted as well. This implies that the actual binary is stored twice when assigned to two application IDs.
  - Is applicable only to:
    - The application to which it belongs.
    - The application connections that have the same application ID.
    - The application connection templates that have the same application ID.
  - Takes effect only when it is assigned to one or more application connections.
  - Is by default, not assigned to either application connections or application connection templates.
  - Must be assigned explicitly by configuring an application connection or application connection template to use a customization resource bundle.

---

**Note:** The application connection assignment configuration overrides that of the application connection template.

---

- Can be exported to the same JAR file being uploaded to Unwired Server, meaning the format does not change.
- Can upload more than one customization resource bundles, as long as the name and version combination is unique.
- Can assign only one primary customization resource bundle in an application definition. However, any uploaded customization resource bundle is accessible to any application connection.
- You can delete a customization resource bundle only if it is not assigned to any application connection and application connection template with the same application.

### *Uploading Application Customization Resource Bundles*

Before you can assign application customization resource bundles, you must upload them to Unwired Server with Sybase Control Center.

Only platform administrators can upload bundles to Unwired Server.

1. In the left navigation pane, click the cluster-level **Applications** node, and, in the right administration pane, select the **Applications** tab.
2. Select one application, and click **Properties**. In the dialog, select the **Customization Resource Bundles** tab.
3. (Optional) Click **Refresh** to update the list of deployed customization resource bundles for this application.
4. (Optional) Add another customization resource bundle to the list.
  - a) Click **Add**.

- b) In the file dialog, navigate to and select the customization resource bundle JAR file, and click **OK**. The name and version of the newly deployed customization resource bundle is added to the list.
- c) (Optional) In the Confirm dialog, select one or more check boxes to assign the newly uploaded bundle to application connections or application connection templates with the same application ID. If no check boxes are selected, there is no automatic assignment.

---

**Note:** You can make these assignments at a later time.

---

5. (Optional) Add another customization resource bundle to the application.
6. Click **OK**.

#### *Assigning an Application Customization Resource Bundle to a Connection and Template*

Assign a customization resource bundle to an individual application connection and application connection template.

1. In the left navigation pane, click the cluster-level **Applications** node, and, in the right administration pane, select the **Applications** tab.
2. Select the **Application Connections** or **Application Connection Templates** tab.
3. Select an application connection (user) or application connection template, depending on the tab selected, and click **Properties**.
4. Select **Application Settings**.
5. Select a value from Customization Resource Bundles. These are customization resource bundles that are deployed to the selected application identifier. To unselect a customization resource bundle, select an empty item.
6. Click **OK**.

#### *Assigning an Application Customization Resource Bundle to All Connections Associated with an Application*

Assign a customization resource bundle to all application connections and application connection templates associated with a specific application identifier.

1. In the left navigation pane, click the cluster-level **Applications** node, and, in the right administration pane, select the **Applications** tab.
2. Select one application, and click **Properties**. In the dialog, select the **Customization Resource Bundles** tab.
3. (Optional) Click **Refresh** to update the list of deployed customization resource bundles for this application.
4. Select one customization resource bundle to enable the Assign and Unassign buttons.
5. Click **Assign** to launch the dialog. The list of assignable application connections and application connection templates appears in the respective tabs.

Click **OK** to confirm the assignment for the customization resource bundle, then **Yes**.

### *Unassigning Application Customization Resource Bundles*

Unassign a customization resource bundle from an application.

1. In the left navigation pane, click the cluster-level **Applications** node, and, in the right administration pane, select the **Applications** tab.
2. Select one application, and click **Properties**. In the dialog, select the **Customization Resource Bundles** tab.
3. (Optional) Click **Refresh** to update the list of deployed customization resource bundles for this application.
4. Click **Unassign** to launch the dialog. The list of unassignable application connections and application connection templates appears in the respective tabs.

Click **Yes** to confirm the unassignment for the customization resource bundle.

### *Managing Deployed Application Customization Resource Bundles*

Use Sybase Control Center to view deployed customization resource bundles, and to export and delete customization resource bundles.

### *Viewing Deployed Application Customization Resource Bundles*

View the customization resource bundles deployed to an application.

1. In the left navigation pane, click the cluster-level **Applications** node, and, in the right administration pane, select the **Applications** tab.
2. Select one application, and click **Properties**. In the dialog, select the **Customization Resource Bundles** tab.
3. You can view the list of deployed customization resource bundles (if any) for the selected application.
4. (Optional) Click **Refresh** to update the list.

### *Exporting Application Customization Resource Bundles*

Export a customization resource bundle from an application.

1. In the left navigation pane, click the cluster-level **Applications** node, and, in the right administration pane, select the **Applications** tab.
2. Select one application, and click **Properties**. In the dialog, select the **Customization Resource Bundles** tab.
3. (Optional) Click **Refresh** to update the list of deployed customization resource bundles for this application.
4. Select a single customization resource bundle in the list and click **Export**.
5. Click **Next**, and then **Finish**.

6. In the file dialog, enter a file location and click **OK** to create a customization resource bundle JAR file.
7. (Optional) Export another customization resource bundle JAR file for the application.

### *Deleting an Application Customization Resource Bundle*

Delete a customization resource bundle from an application. You cannot delete a customization resource bundle if it is assigned to an application connection or application connection template; you must unassign it first.

---

**Note:** You may have multiple versions of an application in use at once, so it is acceptable to have multiple customization resource bundle versions in the repository. However it is good practice to delete customization resource bundles once you know they are not used.

---

1. In the left navigation pane, click the cluster-level **Applications** node, and, in the right administration pane, select the **Applications** tab.
2. Select one application, and click **Properties**. In the dialog, select the **Customization Resource Bundles** tab.
3. (Optional) Click **Refresh** to update the list of deployed customization resource bundles for this application.
4. Select a single customization resource bundle in the list and click **Delete**.
5. Click **Yes** to confirm deletion.
6. If the customization resource bundle JAR file is not assigned, it is deleted from the file repository. Otherwise, you must unassign the customization resource bundle first.

### *Configuring Native Notifications*

Configure a new or edit an existing native notification properties for an application based on application ID and domain.

1. In the left navigation pane, select **Applications**.
2. In the right pane, select the **Applications** tab.
3. Select the **application ID** for which you are configuring native notification and select **Properties**.
4. Select the **Push Configurations** tab and click **Add**.
5. Configure the native configuration settings:
  - a) Name - name of the configuration.
  - b) Domain - the domain to which the configuration applies. A domain can have only one configuration for Apple (APNS) or Google (GCM) type notifications, but can have multiple Blackberry (BES) type configurations. .

---

**Note:** You must specify a domain when configuring push notifications for a Hybrid Web Container application.

---

- c) Type - the type of notification service determines the other configuration properties.
- 6. Configure native notification properties for the type of notification service you are enabling and click **OK**.
- 7. Define the notification mode for the application.
  - To set the notification mode for a specific application connection template of the application, select the **Application Connection Templates** tab, and select the application connection template.
  - To set the notification mode for a specific application connection, select the **Application Connections** tab, and select the application connection.
- a) Select **Properties**.
- b) Select **Application Settings**.
- c) Select a value for **Notification Mode** that determines the way in which the notifications are delivered to the device:
  - Only native notifications - send notifications through native third party channels only (APNS for Apple devices, GCM for Android devices, BES for BlackBerry devices, and so on).
  - Only online/payload push - send reliable push messages (with business data as payload) through Sybase Unwired Platform messaging channel only when the device is online.
  - Online/payload push with native notification - send reliable push messages (with business data as payload) through Sybase Unwired Platform messaging channel when the device is online, and use native notification through third party channels only if the device is off-line.

### *APNS Native Notification Properties*

Set Apple Push Notification Service (APNS) native notification properties to allow delivery of notifications through an Unwired Server HTTP listener to Apple devices.

**Note:** When configuring the Apple Push Notification Service native notification properties, change the push notification server, push notification port, feedback server, and feedback port values only when configuring notifications in a development environment. To enable Apple push notifications, the firewall must allow outbound connections to Apple push notification servers on default ports 2195 and 2196.

Property	Description
Server	The push notification server.
Port	Push notification server port.
Feedback server	If a feedback service is enabled, the server to which APNS routes feedback information.

Property	Description
Feedback port	The feedback service port.
Certificate (encoded)	The security certificate used for authentication.
Certificate password	The security certificate password.

### *BES Native Notification Properties*

Set BlackBerry Enterprise Server (BES) native notification properties to allow delivery of notifications through an Unwired Server HTTP listener to BlackBerry devices.

These properties are used to authenticate your Sybase Unwired Platform to BES Push Service for addressing push request messages to the push-enabled application.

Property	Description
Server URL	Address in the form <i>http://&lt;DNS or IP address&gt;:&lt;portNumber&gt;/pap</i> to push notifications to the device.
User	(Optional) User accessing the URL.
Password/Confirmed Password	(Optional) User password used to connect to the URL.

### *GCM Native Notification Properties*

Set Google Cloud Messaging (GCM) native notification properties to allow delivery of notifications through an Unwired Server HTTP listener to Android devices.

Property	Description
URL	The URL of the push notification server. This field is read-only, and the default value is <a href="https://android.googleapis.com/gcm/send">https://android.googleapis.com/gcm/send</a> .
API key	An API key that is saved on Unwired Server that grants Sybase Unwired Platform authorized access to Google services.

## **Searching for Applications**

Search for registered applications from the default view, or perform an advanced search. The advanced search enables you to search through applications, users, application connections, packages, and subscriptions, filtering out results at each level until you obtain very specific results.

### **See also**

- *Viewing Assigned Connections* on page 242

- *Viewing Assigned Application Users* on page 243
- *Viewing Correlated Application Details* on page 243
- *Refreshing the Application View* on page 244
- *Deleting Applications* on page 244
- *Modifying Application Properties* on page 245
- *Monitoring Users of Applications* on page 254

### Searching from the Default View

Search for applications that are registered in the Sybase Control Center.

1. In the right administrations pane, select the **Applications** node.
2. To set the search criteria, select the criteria from the **Search** drop-down list.
3. Add a search string.
4. Click **Go**.  
All the applications that match the search criteria provided are populated in the table.

### **See also**

- *Performing an Advanced Search* on page 254

### Performing an Advanced Search

search through applications, users, application connections, packages, and subscriptions, filtering out results at each level until you obtain very specific results.

1. In the right administrations pane, select the **Applications** node.
2. Select **Advanced Search**.
3. In Advanced Search, enter an application ID, then click **Go**, or click **Go** to display a list of applications.
4. Select an application, and click **Search**.  
The **Users**, **Application Connections**, **Packages**, and **Subscriptions** tabs remain.
5. Select one of the remaining tabs, select the search criteria, and click **Search**.
6. Continue this process until you have the information you seek. Each time you search in a one of the categories, the tab is removed. In this way you refine your search.

### **See also**

- *Searching from the Default View* on page 254

### Monitoring Users of Applications

Track and modify application usage by user, and maintain application users as required.



**See also**

- *Viewing Assigned Connections* on page 242
- *Viewing Assigned Application Users* on page 243
- *Viewing Correlated Application Details* on page 243
- *Refreshing the Application View* on page 244
- *Deleting Applications* on page 244
- *Modifying Application Properties* on page 245
- *Searching for Applications* on page 253

**Deleting Application Users**

Delete a user to remove the entry as well as personalization data from the cache database.

1. In the left navigation pane of Sybase Control Center, click the **Applications** node and select the **Application Users** tab in the right administration pane.
2. Select the user and click **Delete**.

The user entry and data are removed.

**Checking Application User Assignments**

Check which applications are used by registered users.

1. In the left navigation pane of Sybase Control Center, click the **Applications** node and select the **Application Users** tab in the right administration pane.
2. Select an application user and click **Applications**.

All applications used by the user are listed in the dialog.

**Searching for Application Users**

Search for application users according to the criteria you specify.

1. In the right administration pane, select the **Applications Users** node.
2. Choose the criteria from the **Search** drop-down list for which you want to search for the required user.
3. Click **Go**.

The user information is populated according to the criteria you have specified.

**Refreshing the Application Users View**

Refresh the application user list to display current information about registered users.

1. In the right administration pane, select the **Applications** node, then the **Application Users** tab.

2. Click **Refresh** to view the current information of all users.

## **Transporting Applications Between Environments Using Export and Import**

You can transport applications between different server environments by exporting them from one server before importing them into another one. This sequence of events is typically performed by administrators when transporting applications from a development local server environment to a test network environment, or from a test or pilot environment to a production cluster environment.

### **Exporting Applications**

Export applications to create a deployment archive that can be used to transport applications between Unwired Servers.

### **Prerequisites**

Before beginning, review import requirements and best practices.

### **Task**

1. In the left navigation pane of Sybase Control Center, select **Applications**.
2. In the right navigation pane, click the **Applications** tab.
3. Select the box adjacent to the application and click **Export**.
4. Click **Next**.
5. Click **Finish**.
6. Select the file system target for the exported contents and click **Save**.

---

**Note:** Ensure that you do not hide the file type extension when you name the export archive; otherwise, the \*.zip extension becomes invisible, which adversely affects the outcome of the export process.

---

A status message indicates the success or failure of the export transaction. If the transaction succeeds, a ZIP file is created in the location you specified. You can then import this file on another Unwired Server.

### **Next**

Deliver the file to the appropriate person, or deploy or transport the exported application to the appropriate server.

### **Importing Applications**

Import applications after they have been exported from another Unwired Server.

### **Prerequisites**

Review import requirements and best practices before beginning.

## Task

---

**Note:** Only platform administrators can import applications at the cluster level.

---

1. In the left navigation pane of Sybase Control Center, select **Applications** .
2. In the right administration pane, click the **Applications** tab and click **Import**..
3. Click **Browse** to navigate to the file.
4. Click **Import**.
5. After the import is complete, check the import details and click **OK**.

## Next

If the application connection template does not exist on the target server, it is imported. You may need to change the connection and proxy settings to match the target server configuration. If the application connection template already exists on the target server, connection and proxy settings are not imported; the target server template settings are used for connection and proxy settings.

## Import Requirements and Best Practices

Import is typically used to move a package or application from a development environment to a test environment, and after testing to a production environment.

### *MBO Package Imports*

- **Domain requirements** – all server connections and security configurations referenced by the MBO package must exist in the target domain.
- **Versioning recommendations** – if a developer has updated the package version number:
  1. (Required) Verify that this new package version is added to the application.
  2. (Recommended) Whenever possible, use the update instead of import. Otherwise, delete the existing package first, to remove all runtime data for the package including cached data, registered subscriptions, subscription templates, client log, MBO and operation histories, and registered package users. Delete these items only after serious consideration.

### *Application Imports*

Make sure the target system has resources that match those referenced in the export archive file:

- Domains, security configurations, logical roles assigned to application connection templates, proxy endpoint connections (used by ODP applications)
- If MBO packages are included, the domains, security configurations and connections referenced by the MBO package archives

### *Hybrid App Imports*

If MBO packages are referenced in the export archive file, make sure that the MBO packages have already been deployed to the target system.

---

**Note:** If the Hybrid App has matching rules, all matching rule search expressions are imported as regular expression types. Other expression types such as `Begins with` or `Equals` are imported as `Regular expression`.

---

## **Application Connections**

Application connections define the manner in which the application connects to Unwired Server and interacts with the runtime services the application requires. Connections are defined by the properties that are configured for it, frequently saved as a reusable template.

The connection registration process is either manual or automatic. Without successful registration, a connection is not activated, and an application cannot consume the data, the customizations, or the packages it requires.

Sybase recommends that you use templates to store and reuse connections. At minimum, you should create one template per security configuration.

### **See also**

- *EIS Data Source Connection Properties Reference* on page 159
- *Creating Connections and Connection Templates* on page 157

### **Registering or Reregistering Application Connections**

Registering an application connection groups the user, device, and application to create a unique connection in Sybase Control Center, so the registered connection activity can be monitored. Use Sybase Control Center to manually register an application connection. You can also reregister an application connection when the association between the user, device and application breaks or requires a different pairing.

For more information on registering and reregistering application connections, see *How Connections Are Registered* in *Mobile Application Life Cycle*.

1. In the left navigation pane, click the **Applications** node.
2. In the right administration pane, click the **Application Connections** tab.
3. Choose an action:
  - Click **Register** to register a new application connection. Using the Activation Code, this application is then paired with a user and a device.
  - Click **Reregister** to associate the application with a new device and user pairing. For example, reregister the application connection if someone loses their device. By reregistering the application connection, the user then receives the same applications and workflows as the previous device.

---

**Note:** If the client application does not support reregistration, you cannot reregister the application connection. To determine if the client application supports reregistration, review the **Capabilities** properties for the application connection. If the **Application Supports Client Callable Components** property has a value of `False`, reregistration is not supported.

---

4. In the Register Application Connection or the Reregister Application Connection dialog.
  - a) For new device registration only, type the name of the user that will activate and register the device. For reregistrations or clones, the same name is used and cannot be changed.
  - b) (Not applicable to reregistration.) Select the name of the template for initial application connection registration. The template you use supplies initial values in the subsequent fields.
    - Default – a default template that you can use as is, or customize.
    - HWC – a default template for Hybrid Web Container. Use as is, or customize. If you use the HWC template, Application ID must be set to HWC.
    - Custom - customized templates are listed.

---

**Note:** You cannot change the application connection template for an application connection after registration.

---

5. Change the default field values for the template you have chosen.

If you are using Relay Server, ensure the correct values are used.

- **Application ID**- the application ID registered for the application. The value differs according to application client type - native application, Hybrid App, or Online Data Proxy client. See *Application ID Overview* for guidelines.

---

**Note:** If the template you have chosen supplies the Application ID, then this field is read-only.

---

- **Security Configuration**- select the security configuration relevant for the application connection.
- **Logical Role**- (not applicable to reregistration) select the logical role that users must belong to in order to access the application.
- **Domain**- select the domain for which you want to register the application connection with. A domain is not required for registering application connections for Hybrid Web Container applications.

---

**Note:** This value is sent to and used by the device application, and is automatically derived from the application ID you select. Therefore, you must set this value correctly when using a domain with an application ID.

---

- **Activation code length** - the number of characters in the activation code. If you are reregistering or cloning a device, this value cannot be changed.
- **Activation expiration**- the number of hours the activation code is valid.

6. (Optional) Select the check box adjacent to **Specify activation code** to enter the code sent to the user in the activation e-mail. This value can contain letter A - Z (uppercase or lowercase), numbers 0 - 9, or a combination of both. Acceptable range: 1 to 10 characters.
7. Click **OK**

The application is registered or reregistered. SAP applications that have connections registered with Unwired Server, can also have licenses counted by SAP License Audit service. For a list of SAP applications for which licenses are counted, see *SAP Applications Tracked with SAP License Audit* in *System Administration*..

### See also

- *Application ID and Template Guidelines* on page 241
- *Considerations for Application Connection Registration* on page 262
- *Application Connection Properties* on page 269

### **Assigning and Unassigning Hybrid Apps to Application Connections**

Assign Hybrid App packages to application connections to make them available to device users.

1. In the left navigation pane of Sybase Control Center, click **Applications**.
2. In the right administration pane, click the **Application Connections** tab.
3. Select the application connection to assign a Hybrid App package to.
4. Click **Hybrid Apps**.
5. Select the Hybrid App package or packages that you want to assign to the application connection.
6. Click **Assign**.

---

**Note:** If the client application does not support Hybrid Apps , you cannot assign a Hybrid App to the application connection. To determine if the client application supports Hybrid Apps, review the **Capabilities** properties for the application connection. If the **Application Supports Hybrid App** property has a value of `False` , Hybrid Apps are not supported.

---

7. To set a Hybrid App package as the default application for the application connection, select the package and click **Set default**.

Set a Hybrid App package as the default to run that application on the device as a single-purpose application. Single-purpose applications launch automatically when the user opens the Hybrid Web Container. You can only select one default per application connection.

8. To unassign a Hybrid App package, select the package and click **Unassign**.

---

**Note:** If you unassign the Hybrid App package that is set as the default for the application connection, you may want to select a new default package.

---

9. Click **OK**.

### **Maintaining Registered Connections**

Connections that are registered can be maintained and managed. Perform any connection maintenance tasks as needed.

#### **Searching for Application Connections**

Set search criteria to filter connections viewed in the Application Connections tab

1. In the right navigation pane, click the **Applications** node.
2. In the right administration pane, click the **Application Connections** tab.
3. To set the search criteria, configure these search elements:
  - Choose the connection information column name you want to enter a search value for.
  - Type or choose the value for the column name you selected.
4. To search based on multiple filter criteria, select **Multi filters** and add filters.
5. To define a filter:
  - a) Select the type of information you want to filter on
  - b) Enter the filter criteria.
  - c) Click +.
  - d) Repeat for additional filters, as required.

You can define only one filter criteria for each type of information. The filters are combined using a logical AND.

6. To define a filter.
  - a) Select the type of information you want to filter on.
  - b) Enter the filter criteria.
  - c) Click +.
  - a) Repeat for additional filters, as required.
  - b) When you have defined all your filters, click **Refresh**.

Different types of filters are combined using a logical AND. If the same type of filter is added multiple times with different criteria, the filters are combined using a logical OR

If you defined the following filters:

- Security Configuration = `Security1`
- User = `User1`
- User = `User2`

The filtered list would return results that matched both `Security1` and either `User1` or `User2`.

### Considerations for Application Connection Registration

An application connection can be registered automatically, manually or anonymously.

Information and guidelines:

- Application templates hold default connection properties that can be assigned to an application during the connection registration process. However, these templates are configured differently depending on what type of connection registration you enable for applications. See the recommendations documented in *Creating Application Connection Templates* in the *Mobile Application Life Cycle* guide.

When a client application connects to Unwired Server its application ID is used to look up a matching template. If that template allows automatic registration (the Automatic Registration Enabled property is set to true), then the security configuration in the template is used to authenticate the user and establish an identity against which the connection is registered. If the template also specifies a logical role, then user is authorized using the mapped physical role(s) of the logical role in the security configuration. When there are templates with different logical roles for the same application id and security configuration, the priority of the template determines the order of evaluation of the associated logical roles.

---

**Note:** If no templates are detected, the registration request fails. If multiple templates are detected, the client application registers using the template with the highest priority. If there is more than one template with the highest priority, the application registers using one of the templates with the highest priority, selected at random. For details on how user names and security configuration names are processed when an email address is used, see *Considerations for Using E-mail Addresses as User Names* in the *Security* guide.

---

- Supported device client activation options:

Device Client Type	Automatic Registration	Manual Registration	Anonymous Registration
Workflow	X	X	X
Native	X	X	
Online Data Proxy	X	X	X

### See also

- *Registering or Reregistering Application Connections* on page 258

### Deleting Application Connections

Delete an application connection to remove a user assignment to an application connection.

1. In the left navigation pane of Sybase Control Center, click the **Applications** node and select the **Application Connections** tab in the right administration pane.



2. Select the application connection and click **Delete**.

### Editing the Application Connection Properties

Modify or update the properties of an application connections

1. In the left navigation pane, click the **Applications** node.
2. In the right administration pane, click the **Applicaton Connections** tab.
3. Select an application connection from the list.
4. Click **Properties**.
  - a) In the Application Connection Properties dialog, select the category from the left pane.
  - b) Update or modify the property and its value.

---

#### **Note:**

- You cannot update or modify the **Capabilities** properties. These properties are set by the client application.
  - If the client application does not support a password policy, you cannot update or modify the **Password Policy** properties. To determine if the client application supports a password policy, review the **Application Supports Password Policy** property under **Capabilities**. A value of `False` means a password policy is not supported.
- 

- c) Click **OK**.

---

**Note:** When the application end-point for a registered application is modified under the **Proxy** property, you have to manually update the **Address** in the proxy properties of the connection pool.

---

### Cloning Application Connections

Create a duplicate copy of an application connection configuration settings. This allows you to retain user information and pair it with a different device in the event that a user gets a new or alternate device.

1. In the left navigation pane, click the **Applications** node.
2. In the right administration pane, click the **Application Connections** tab.
3. Check the box adjacent to the connection you want to clone and click **Clone**.

---

**Note:** If the client application does not support cloning, you cannot clone the application connection. To determine if the client application supports cloning, review the **Capabilities** properties for the application connection. If the **Application Supports Client Callable Components** property has a value of `False`, cloning is not supported.

---

4. Edit the configuration settings associated with the application connection.
  - **Application ID**- the application ID registered for the application.

- **Security Configuration**- select the security configuration relevant for the application connection.
  - **Domain**- select the domain for which you want to register the application connection with.
  - **Activation expiration**- the number of hours the activation code is valid.
5. (Optional) Select the check box adjacent to **Specify activation code** to enter the code sent to the user in the activation e-mail. This value can contain letter A - Z (uppercase or lowercase), numbers 0 - 9, or a combination of both. Acceptable range: 1 to 10 characters.
  6. Click **OK**

#### Viewing Package Users for Application Connections

View users of packages associated with a registered application connection. Users can only be viewed following connection registration. Connection registration creates a pairing between the user, the application ID, and the connection.

1. In the left navigation pane, click the **Applications** node.
2. In the right administration pane, click the **Application Connections** tab.
3. Check the box adjacent to the connection you want to review package users for and click **Package Users**.

---

**Note:** If the client application does not support package users, you cannot review package users for the application connection. To determine if the client application supports package users, review the **Capabilities** properties for the application connection. If the **Application Supports Client Callable Components** property has a value of `False`, package users are not supported.

---

4. View package user information. Select and delete users if required.
5. Click **OK**.

#### Locking and Unlocking Application Connections

Lock or unlock connections to control which users are allowed to synchronize data. Locking an application connection is an effective way to disable a specific user without making changes to the security profile configuration to which he or she belongs. Locking an application connection blocks delivery of generated data notifications to the replication-based synchronization clients.

1. In the left navigation pane, select the **Applications** node.
2. In the right administration pane, select the **Application Connections** tab.
3. Select the application connection you want to manage, and:
  - If the connection is currently unlocked and you want to disable synchronization, click **Lock**.

- If the connection is currently locked and you want to enable synchronization, click **Unlock**.
4. In the confirmation dialog, click **OK**.

### Tracing Application Connections

Send a request to Unwired Server to retrieve log files for an application connection.

1. In the left navigation pane, select the **Applications** node.
2. In the right administration pane, click **Application Connections** tab.
3. Select an application connection, and click **Get Trace**.

---

**Note:** If the client application does not support tracing, you cannot trace the application connection. To determine if the client application supports tracing, review the **Capabilities** properties for the application connection. If the **Application Supports Client Callable Components** property has a value of `False`, tracing is not supported.

---

The application connection status must be "online" to retrieve the logs.

4. Click **OK**.
5. When the application connection is online, check the application connection log. The default location for single node and cluster installations is  
`<UnwiredPlatform_InstallDir>\UnwiredPlatform\Servers  
 \UnwiredServer\logs\ClientTrace.`

### Viewing Default Hybrid Apps

Set a Hybrid App package as the default application for an application connection to run on the device as a single-purpose application. A single-purpose application launches automatically when the user opens the Hybrid Web Container and is the only Hybrid App available on the device.

1. In the left navigation pane of Sybase Control Center, click **Applications**.
2. In the right administration pane, click the **Application Connections** tab.
3. Select the application connection you want to view the default Hybrid App for.
4. Click **Hybrid Apps**.  
 The Hybrid Apps assigned to the connection are listed. The default application is identified with a check mark in the **Default** column.
5. To change the default, select the current default Hybrid App and click **Unset default**, then select the new default Hybrid App and click **Set default**.  
 You can only select one default per application connection.
6. Click **OK**.

### **Setting Anonymous Access for Applications**

To provide anonymous access to a manually created or existing application, select the anonymous security configuration and the Anonymous access checkbox.

1. To set anonymous access for an existing application, select the application and create an application connection template with the Anonymous security configuration.
2. For either new or existing ODP applications, you must also manually create a connection for the application where the:
  - connection pool name is the application ID
  - connection pool type is Proxy
  - Allow Anonymous Access property = true

### **Application Connection Templates**

An application connection template is a model or pattern used to standardize properties and values for application connections. When application share many of the same connection properties and values save them to a connection template. The application connection template assigned during application connection registration sets the default connection with common properties and values. You can then override the default template properties and specific values.

You can also assign Hybrid App packages to an application connection template. When you assign Hybrid App packages to an application connection template, all application connections that use the template are automatically assigned the Hybrid App packages.

Commonly used application properties include: application ID, security configuration, and logical role (used for automatic application connection registration for role based access), and domain. Together, the application ID, security configuration, and logical role form a unique key. An application may have multiple templates that use the same security configuration but different logical roles. During the course of automatic registration and application activation, the **Template Priority** property of in template's **Application Settings** defines the order in which the logical roles are evaluated for user authorization.

Use the built-in templates or create new ones as dictated by your deployment environment. You can also use these built-in templates to customize templates beyond those created from development property values:

- **Default** – Registers application connections without an application ID. Use this option for backward compatibility scenarios, or with previous versions of client runtime for native messaging clients.
- **HWC** – Registers application connections for Hybrid Web Container clients only.
- **\$diagtool** – Registers application connections to verify a valid end-to-end configuration.

### **Creating Application Connection Templates**

Create application connection templates by setting appropriate properties and values.

1. In the left navigation pane, click the **Applications** node.
2. In the right administration pane, click the **Application Connection Templates** tab.
3. Click **New**.
4. Enter the **Template name** and **Description** for the application connection template.
5. Select the **Base template** from the drop-down list.
6. You can configure any of the following profiles. See *Application Connection Properties*:
  - Apple Push Notifications
  - Application Settings
  - BlackBerry Push Notifications
  - Android Push Notifications
  - Connection
  - Custom Settings
  - Device Advanced
  - Device Info
  - Password Policy
  - Proxy
  - Security Settings
  - User Registration
7. Click **OK**.

#### **See also**

- *Application Connection Properties* on page 269
- *Application Settings* on page 271

### **Assigning and Unassigning Hybrid Apps to Application Connection Templates**

When you assign Hybrid App packages to an application connection template, all registered application connections are automatically assigned Hybrid App packages.

You can also assign Hybrid App packages directly to an application connection. The set of packages assigned to an application connection will be a combination of packages assigned indirectly through the application connection template and directly through the application connection..

1. In the left navigation pane, select **Applications** .
2. In the right navigation pane, click the **Application Connection Templates** tab.  
All the application connection templates are listed.

3. Select a template and click **Hybrid Apps**.

---

**Note:** The selected template must have an application ID.

---

4. Select one or more Hybrid App packages that you want to assign to the template.
5. To set a Hybrid App package as the default for the application connection template, select the Hybrid App package and click **Set default**.

Set a Hybrid App package as the default to if you want it to launch automatically when the user opens the Hybrid Web Container. This will be the only Hybrid App available on the device. You can only select one default per application connection template.

---

**Note:** If the same application connection has a default Hybrid App package assigned to it directly (not through the application connection template), the direct assignment default takes precedence.

---

6. To unassign a Hybrid App, select the Hybrid App and click **Unassign**.

---

**Note:** If you unassign the default Hybrid App, you may want to select a new default Hybrid App.

---

### **Changing Properties of Application Connection Template**

Change existing property values used in application connection templates.

---

**Note:** Changes made to application connection template properties are applied to all application connections that use that template, except where the properties have been overridden for a specific application connection.

---

1. In the left navigation pane, click the **Applications** node.
2. In the right administration pane, click the **Application Connection Templates** tab.
3. Select the application connection template from the list and click **Properties**.
4. In the Template dialog, select the category you want to edit and modify the property and value.

---

**Note:** Some properties are read-only and cannot be changed by the administrator. Some read-only properties are set by the application developer or the device. Other read-only properties are set by the administrator but cannot be changed after the template has been used to register an application connection.

---

5. Click **OK**.

### **Deleting an Application Connection Template**

When an application connection template is no longer needed, delete the template.

Understand the risks and outcomes of this action before proceeding:

- If an application was defined using a template targeted for deletion, then deleting a template prevents future connections from registering. Therefore, before you delete a template, always ensure it is not used in any existing application definition.
  - If the application connection template is used by a registered application connection, you cannot delete the template.
1. In the left navigation pane, click the **Applications** node.
  2. In the right administration pane, click the **Application Connection Templates** tab.
  3. Select the application connection template from the list and click **Delete**.
  4. Click **OK** on the confirmation dialog.

## **Application Connection Properties**

Application connection properties are used to define the values used for an registered application connection. You can create a set of single-use properties or save a base set of defaults for an application connection templates if you have a set of values used by many applications.

### **See also**

- *Setting General Application Properties* on page 240
- *Registering or Reregistering Application Connections* on page 258
- *Application Settings* on page 271
- *Creating Application Connection Templates* on page 267
- *Defining Applications* on page 239

## **Native Notification Properties**

The Unwired Server HTTP listener provides a notification interface through which delivery of both native notifications and payload push notifications is configured for a connection. Configure each set of properties accordingly.

Use native notifications to allow third-party applications or an EIS to deliver notifications/payload directly through the Unwired Platform HTTP notification channel to the device. For example, BlackBerry (BES), Apple (APNS), or Android (GCM). Do not confuse native notifications with Unwired Server initiated push notifications.

**Android Push Notification Properties**

Android push notification properties allow Android users to install messaging client software on their devices.

Property	Description
Enabled	Enables Google Cloud Messaging (GCM) push notifications to the device if the device is offline. This feature sends a push notification over an IP connection only long enough to complete the Send/Receive data exchange. Android Push notifications overcome issues with always-on connectivity and battery life consumption over wireless networks. Acceptable values: true (enabled) and false (disabled). If this setting is false, all other related settings are ignored.
Registration ID	The registration ID that the device acquires from Google during GCM registration.
Sender ID	GCM sender ID used by Unwired Server to send notifications. Used by the client to register for GCM.

**Apple Push Notification Properties**

Apple push notification properties allow iOS users to install client software on their devices.

- **APNS Device Token** – the Apple push notification service token. An application must register with Apple push notification service for the iOS to receive remote notifications sent by the application's provider. After the device is registered for push properly, this should contain a valid device token. See the iOS developer documentation.
- **Alert Message** – the message that appears on the client device when alerts are enabled. Default: `New items available`.
- **Delivery Threshold** – the frequency, in minutes, with which groupware notifications are sent to the device. Valid values: 0 – 65535. Default: 1.
- **Sounds** – indicates if a sound is made when a notification is received. The sound files must reside in the main bundle of the client application. Because custom alert sounds are played by the iOS system-sound facility, they must be in one of the supported audio data formats. See the iOS developer documentation.

Acceptable values: true and false.

Default: true

- **Badges** – the badge of the application icon.

Acceptable values: true and false

Default: true

- **Alerts** – the iOS standard alert. Acceptable values: true and false. Default: true.
- **Enabled** – indicates if push notification using APNs is enabled or not.

Acceptable values: true and false.



Default: true

### See also

- *Configuring Messaging Subscription Settings* on page 299

### BlackBerry Push Notification Properties

BlackBerry push notification properties enable the server to send notifications to BlackBerry devices using Blackberry Enterprise Server (BES).

Property	Description
Enabled	Enables notifications to the device if the device is offline. This feature sends a push notification over an IP connection only long enough to complete the Send/Receive data exchange. BlackBerry Push notifications overcome issues with always-on connectivity and battery life consumption over wireless networks. Acceptable values: true (enabled) and false (disabled). If this setting is false, all other related settings are ignored. Default: true
Delivery threshold	The minimum amount of time the server waits to perform a push notification to the device since the previous push notification (in minutes). This controls the maximum number of push notifications sent in a given time period. For example, if three push notifications arrive 10 seconds apart, the server does not send three different push notifications to the device. Instead they are sent as a batch with no more than one push notification per X minutes (where X is the delivery threshold). Acceptable values: 0 – 65535. Default: 1
BES Push Listener Port	The listener port for BES notifications. The port is discovered and set by the client, and is read-only on the server.
Device PIN	Every Blackberry device has a unique permanent PIN. During initial connection and settings exchange, the device sends this information to the server. Unwired Server uses this PIN to address the device when sending notifications, by sending messages through the BES/MDS using an address such as: Device="Device PIN" + Port="Push Listener port". Default: 0
BES Notification Name	The BES server to which this device's notifications are sent. In cases where there are multiple BES servers in an organization, define all BES servers.

### Application Settings

Application settings display details that identify the Application Identifier, Domain, Security Configuration, and Customization Resource of an application connection template

- **Automatic Registration Enabled** – set to **True** to automatically register the application using a connection template. Be sure you understand the security ramifications of setting this value to true. See *Registering Applications, Devices, and Users* in the *Security* guide.
- **Application Identifier** – the application identifier registered on SCC.

- **Customization Resource Bundles** – the application configuration (customization resource bundles) associated with the application. Values include:
  - A single name, such as `Appmc:1.2.1`, indicates a single customization resource bundle.
  - Blank means no customization resource bundles are assigned.

---

**Note:** Application configuration is only used for OData SDK clients (Android and iOS), and is not used for Hybrid Web Container connections.

---

- **Domain** – the domain selected for the connection template.

The domain is not required when automatic registration is enabled.
- **Notification Mode** – the notification mode through which native notifications and payload push notifications to registered devices are delivered:
  - Only native notifications – allows third party applications or EIS to deliver native notifications directly through the HTTP notification channel: BlackBerry (BES), Apple (APNS), or Android (GCM) to the device.
  - Only online/payload push – allows third party applications or EIS to deliver data payload push notifications to an online device.
  - Online/payload push with native notifications – allows both payload and native notifications to be delivered to the device.

---

**Note:** Apple and Google do not recommend payload delivery over their systems:

- Data may not be delivered.
- Data is delivered out of sequence.
- If enabled, the actual payloads must be small.

For example, GCM makes no guarantees about delivery or order of messages. While you might use this feature to inform an instant messaging application that the user has new messages, you probably would not use it to pass actual messages.

RIM supports guaranteed delivery, including callbacks to notify Unwired Server that the message was delivered or when it failed. However, this is a different message format. RIM messaging has many limitations including packet size, number of packets for a single user that BES keeps, number of packets BES keeps for all users, and so on. Therefore, BES should also only be used to send the notification, but not to send payloads.

Refer to the appropriate platform documentation (APNS, BES, or GCM) for additional information.

- 
- **Security Configuration** – the security configuration defined for the connection template.

The security configuration of the application connection template is used to authenticate users when automatic registration is enabled. The user name for authentication can be included in the security configuration, for example, `supAdmin@admin`. If a security configuration is provided, the server looks for the application connection template according to both the appId and security configuration. If a security configuration is not

provided, the server looks for the unique application connection template according to the appId. If there are multiple templates with different security configurations for the same appId, the server reports an exception, as it does not know which template should be used to authenticate the user.

- **Logical Role** – the logical role that users must belong to in order to access the application.
- **Template Priority** – the priority in which the application connection template will be used by the application, if the application has more than one application connection template associated with it.

### See also

- *Application Connection Properties* on page 269
- *Creating Application Connection Templates* on page 267

### Connection Properties

Connection properties define the connection information for a client application so it can locate the appropriate Unwired Server synchronization service.

Typically, production client applications connect to the synchronization server via Relay Server or some other third-party intermediary reverse proxy server. In those cases, the settings for the synchronization host, port, and protocol need to use Relay Server property values. For more information on how these properties are used in a synchronization environment, see *Replication in System Administration*.

- **Activation Code** – (not applicable to replication clients) the original code sent to the user in the activation e-mail. Can contain only letters A – Z (uppercase or lowercase), numbers 0 – 9, or a combination of both. Acceptable range: 1 to 10 characters.
- **Farm ID** – a string associated with the Relay Server farm ID. Can contain only letters A – Z (uppercase or lowercase), numbers 0 – 9, or a combination of both. Default: 0.
- **Server Name** – the DNS name or IP address of the Unwired Server, such as "myserver.mycompany.com". If using Relay Server, the server name is the IP address or fully qualified name of the Relay Server host.
- **Server Port** – the port used for messaging connections between the device and Unwired Server. If using Relay Server, this is the Relay Server port. Default: 5011.
- **Synchronization Server Host** – the server host name used for synchronization.
- **Synchronization Server Port** – the port used for synchronization.
- **Synchronization Server Protocol** – the synchronization protocol - HTTP or HTTPS.
- **Synchronization Server Stream Parameters** – the synchronization server stream parameters that are used to explicitly set client-specific values. After the client application successfully registers with the Unwired Server, it receives the trusted certificate configured in the Server configuration (either the Secure Sync Port Public Certificate or Trusted Relay Server Certificate). If you are using Relay Server, ensure the Trusted Relay Server Certificate property is configured to point to a file that has the server's public certificate.

You can configure these parameters as one or more `name=value` entries.

- **trusted\_certificates** – the file containing trusted root certificate file.
- **certificate\_name** – the name of the certificate, which is used to verify certificate.
- **certificate\_unit** – the unit, which is used to verify certificate.
- **certificate\_company** – the name of the company issuing the certificate, which is used to verify certificate.

For more information about certificates, see *Security*.

- **Synchronization Server URL Suffix** – the server URL suffix. For Relay Server, suffixes vary depending on the Web Server used. For example, `/cli/iarelayserver/FarmName` for Apache, or `ias_relay_server/client/rs_client.dll/FarmName` for IIS.

### See also

- *Configuring Messaging Subscription Settings* on page 299

### Custom Settings

Define one of four available custom strings that are retained during reregistration and cloning.

Change the property name and value according to the custom setting you require. The custom settings can be of variable length, with no practical limit imposed on the values. You can use these properties to either manually control or automate how Hybrid App-related messages are processed:

- Manual control – an administrator can store an employee title in one of the custom fields. This allows employees of a specific title to respond to a particular message.
- Automated – a developer stores the primary key of a back-end database using a custom setting. This key allows the database to process messages based on messaging device ID.

### See also

- *Configuring Messaging Subscription Settings* on page 299

### Device Advanced Properties

Advanced properties set specific behavior for messaging devices.

- **Relay Server URL Prefix** – the URL prefix to be used when the device client is connecting through Relay Server. The prefix you set depends on whether Relay Server is installed on IIS or Apache. For IIS, this path is relative. Acceptable values include:
  - For IIS – use `/ias_relay_server/client/rs_client.dll`.
  - For Apache – use `/cli/iasrelayserver`.

---

**Note:** The value used in the client application connection for the URL suffix must match what the administrator configures in the URL suffix. Otherwise, the connection fails. Use

the Diagnostic Tool command line utility to test these values. See *Diagnostic Tool Command Line Utility (diagtool.exe) Reference* in *System Administration*.

- **Allow Roaming** – the device is allowed to connect to server while roaming. Acceptable values: true and false. Default: true.
- **Debug Trace Size** – the size of the trace log on the device (in KB). Acceptable values: 50 to 10,000. Default: 50.
- **Debug Trace Level** – the amount of detail to record to the device log. Acceptable values: 1 to 5, where 5 has the most level of detail and 1 the least. Default: 1.
  - 1: Basic information, including errors
  - 2: Some additional details beyond basic
  - 3: Medium amount of information logged
  - 4: Maximum tracing of debugging and timing information
  - 5: Maximum tracing of debugging and timing information (currently same as level 4)
- **Device Log Items** – the number of items persisted in the device status log. Acceptable values: 5 to 100. Default: 50.
- **Keep Alive (sec)** – the Keep Alive frequency used to maintain the wireless connection, in seconds. Acceptable values: 30 to 1800. Default: 240.

### See also

- *Configuring Messaging Subscription Settings* on page 299

### Device Info Properties

Information properties display details that identify the mobile device, including International Mobile Subscriber identity (IMSI), phone number, device subtype, and device model.

- **IMSI** – the International Mobile Subscriber identity, which is a unique number associated with all Global System for Mobile communication (GSM) and Universal Mobile Telecommunications System (UMTS) network mobile phone users. To locate the IMSI, check the value on the SIM inside the phone.
- **Phone Number** – the phone number associated with the registered mobile device.
- **Device Subtype** – the device subtype of the messaging device. For example, if the device model is a BlackBerry, the subtype is the form factor (for example, BlackBerry Bold).
- **Model** – the manufacturer of the registered mobile device.

### See also

- *Configuring Messaging Subscription Settings* on page 299

### Password Policy Properties

Create a password policy for device application logins. Only passwords that meet the criteria of the policy can be used to access the sensitive artifacts secured inside a device's data vault.

You can create a password policy as part of an application connection template. Ensure your developers add enforcement code to the application's data vault.

- **Enabled** – Set this value to `True` to enable a password policy for device applications. By default, this property is set to `True`.
- **Default Password Allowed** – Set this value to `True` to allow default passwords. If a default password is allowed in the policy, developers can create the vault using with a default password, by specifying null for both the salt and password arguments. By default, this value is set to `False`
- **Expiration Days** – Sets the number of days the existing password can be used before it must be changed by the user. By default, this value is set to 0, or to never expire.
- **Has Digits | Lower | Special | Upper** – Determines what combination of characters must be used to create a password stringency requirements. The more complex the password, the more secure it is deemed to be. Set the value to `True` to enable one of these password stringency options. By default they are set to `false`.
- **Lock Timeout** – Determines how long a successfully unlocked data vault will remain open. When the timeout expires, the vault is locked, and the user must re-enter the vault password to resume using the application. Use this property in conjunction with the `Retry Limit`.
- **Minimum Length** – Sets how long the password chosen by the user must be. By default, this value is set to 8.
- **Minimum Unique Characters** – Determines how many unique characters must be used in the password. By default this property is set to 0. For example, if set that the password has a minimum length of 8 characters, and the number of unique characters is also 8, then no duplicate characters can be used. In this instance a password of `Sm00the!` would fail, because two zeros were used. However, `Sm0the!` would pass because the duplication has been removed.
- **Retry Limit** – Sets the number of times an incorrect password can be retried before the data vault is deleted. A deleted vault means that the database encryption key is lost, and all data in the application is rendered irretrievable. As a result the application becomes unusable. By default this value is set to 20.

### **Proxy Properties**

(Applies only to Online Data Proxy) Proxy properties display details that identify the application and push endpoints.

- **Application Endpoint** – the URL pointing to the EIS.
- **Push Endpoint** – the Sybase Unwired Platform URL used by EIS to forward notifications.

---

**Note:** The application end point should be whitelisted only once as a proxy connection. The proxy connection name should be same as the application ID, if an application is registered to be used for referencing the EIS service end point.

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**Security Settings**

Security settings display the device security configuration.

- E2E Encryption Enabled – indicate whether end-to-end encryption is enabled or not: true indicates encryption is enabled; false indicates encryption is disabled.
- E2E Encryption Type – use RSA as the asymmetric cipher used for key exchange for end-to-end encryption.
- TLS Type – use RSA as the TLS type for device to Unwired Server communication.

---

**Note:** These settings are visible, but not in use by client (replication native application) at this time.

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**User Registration**

User registration specifies details of the activation code that is sent to a user to manually activate an application on the device.

- Activation Code Expiration (Hours) – indicates how long an activation code is valid. The default is 72 hours.
- Activation Code Length – indicates the length of the activation code, as in number of alphanumeric characters. The default is 3.





# Deploy

Deployment is a routine administration task that manages the life cycle of a mobile business object (MBO) package on the Unwired Server. Deployment makes a package available to the runtime environment, so that it can be administered or accessed by client devices. Deployment is similar to, but not the same as, exporting and importing packages between multiple cluster environments.

Unwired Platform supports the development and subsequent deployment of:

- Package archives
- Hybrid App archives

Depending on the package type, the deployment steps can vary.

## MBO Packages

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MBO packages are collections of MBOs that are related by application use and authorship and grouped according to maintenance or distribution. Packages are initially created by developers, but are deployed and maintained on a production Unwired Server by administrators.

Administrators cannot change the name of a package if one has been defined by the development team. You can, however, create new package versions when you make an upwardly incompatible change to an existing application. In this case, leave both versions of the package running until every one of the remote client applications has been upgraded to the latest version; only then should you delete the old package version.

Although each mobile business object (MBO) type has unique properties and data sources, MBOs within a package used by an application may be of different types.

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**Note:** You must deploy a package before you can configure or manage it. Package administration tasks vary, depending on the type of package you deploy.

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### See also

- *DOE-C Packages* on page 304
- *Hybrid App Packages* on page 307

## Deploying MBO Packages

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Deploying is the process whereby whole or part of a mobile package is loaded onto an Unwired Server as one or more deployment units. Unwired Server can then make these units accessible to users via a client application that is installed on a mobile device. There are different methods you can use to deploy an MBO package to Unwired Server.

### Prerequisites

If your developers have created a custom filter for the mobile business object you are deploying, you must copy class files to the primary server before you deploy the package that uses those filters. If you copy the filters to a slave server by mistake, they are deleted when you deploy the package to the primary server.

To locate the name of the master, look at the server list in Sybase Control Center. If a particular server is the master server of a cluster, it will be labeled as "primary" in the left navigation pane.

### Task

Because the deployment unit file contains package name and other information, you do not need to select a package from the list of available packages; Unwired Server creates the package automatically according to what has been defined in the deployment file.

#### 1. *Deploying with the Deploy Wizard*

Use the Deploy wizard when packages have already been created for a known domain in a particular development or runtime environment, or when you want Unwired Server to create a package for you from a deployment unit file for that known domain.

#### 2. *Transporting Packages Between Environments with Export and Import*

If you are trying to transfer deployment packages among disparate server environments, you can export packages from one server environment before importing them into another one. This sequence of events is typically performed by administrators when transporting packages from a development local server environment to a test network environment, or from a test or pilot environment to production cluster environment.

### Deploying with the Deploy Wizard

Use the Deploy wizard when packages have already been created for a known domain in a particular development or runtime environment, or when you want Unwired Server to create a package for you from a deployment unit file for that known domain.

### Prerequisites

---

**Note:** If the connection properties of an MBO or operation use credentials that have been customized manually by a developer, the back-end data sources connection properties of these MBOs and operations cannot be updated by an administrator when using the Deploy Wizard.

Instead, the administrator can update these properties after the MBO or operation is deployed to an Unwired Server. When the server connection is created on Unwired Server, the administrator can then change connection properties in Sybase Control Center by clicking on the Connections node in the left navigation pane.

---

## Task

1. In the left navigation pane, expand the **Domains** folder.
2. Choose a domain name, then select **Packages**.
3. In the right administration pane, click the **General** tab.
4. Click **Deploy**.

Follow the instructions in the wizard to configure a package so it can be deployed.

## See also

- *Transporting Packages Between Environments with Export and Import* on page 286

### Configuring Deployment Properties

Set the properties for packages being deployed on Unwired Server.

A deployment file and an optional deployment descriptor file are created by developers in Unwired Workspace. These files are typically delivered for deployment to a production version of the Unwired Server by an administrator.

---

**Note:** If the package is deployed to the primary server, it is cluster-level operation.

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1. When the **Deploy** wizard loads, click **Next**.
2. Review the **Deployment File** name, or click **Browse** to navigate to the appropriate file.  
You can select either a single deployment unit ( . XML) or an archive file ( . JAR).

The name of the **Package Name** appears. If this package does not already exist, the wizard displays a message that indicates the new package will be created. The name cannot exceed 64 characters or include any periods (".").

3. Select a **Deployment Mode**.

The deployment mode determines how the deployment process handles the objects in a deployment unit and package. The value you choose depends on whether or not a package of the same name exists on Unwired Server. Allowed values are:

- **UPDATE** – updates the target package with updated objects. After deployment, objects in the server's package with the same name as those being deployed are updated. By default, deploymentMode is UPDATE.
- **NOCLOBBER** – deploys the package only if there are no objects in the target server's package that have the same name as any of those objects being deployed.
- **REPLACE** – replaces any of the target objects with those in the package. After deployment, the server's package contains only those objects being deployed.
- **VERIFY** – do not deploy package. Only return errors, if any. Used to determine the results of the `<code>UPDATE</code>` deployment mode.

If the deployment mode is specified both in the descriptor file and the Deploy wizard, the Deploy wizard deploymentMode option overrides the deployment mode specified in the descriptor file.

4. If you did not choose a deployment archive as your deployment file, you can browse and select an optional deployment **Descriptor File**.
5. Click **Next**.
6. Select a **Domain** to deploy the package to.
7. Select a **Security Configuration** for the package.
8. Click **Next**.  
The Configure Role Mapping page appears.

### *Deployment Archives*

An archive is produced after a developer creates a package profile and executes a build on a package. This archive can only be created in the Eclipse edition of Unwired WorkSpace.

In Unwired WorkSpace, a developer executes a build process so that it creates a `.jar` archive file, which contains both a deployment unit and a corresponding descriptor file. A deployment archive can be delivered to an administrator for deployment to a production version of the Unwired Server.

### *Deployment Descriptors*

A deployment descriptor is an XML file that captures changes to the deployment unit during deployment. Those changes are then used when a package is redeployed.

A deployment descriptor is not required to deploy the deployment unit.

A deployment descriptor is created either after a developer creates a package profile and executes a build on a package, or when the developer deploys a package to a development edition server from Unwired WorkSpace. The file contains this information:

- The deployment mode
- The target package that descriptor applies to
- The endpoint information that overrides specific endpoints defined for MBOs or operations in the deployment unit
- The domain and named security that the package applied to
- Role mappings

This information is specific to each deployment unit; therefore, you cannot apply a descriptor from another package to a deployment unit.

### *Mapping Roles for a Package*

Unwired Platform uses a role mapper to map logical and physical roles during an access control check. This allows developers to create applications that incorporate a logical access control policy. When the application is deployed, a security administrator can work with the developer to understand what the logical roles in the application were intended to do and map these logical roles to physical roles that exist in the real security system. Role mappings performed at the package level override the mappings set at the global level. Package-level role mappings apply to all packages that use the same security configuration, even if the

package is deployed in multiple domains. You can set the mapping state either when managing roles, or after package deployment.

### Prerequisites

Unwired Platform cannot query all enterprise security servers directly; to perform authentication successfully, know the physical roles that are required.

### Task

1. For package-specific role mapping, select and deploy an available package. Follow the wizard prompts until you reach the Configure Role Mapping page for the target package.
2. Select a logical role and select one of the following in the adjacent list:

State	Description
AUTO	To map the logical role to a physical role of the same name.
NONE	To disable the logical role, which means that the logical role is not authorized.
MAP	To manually map the logical role when the physical and logical role names do not match. See <i>Mapping a Physical Role Manually</i> .

3. Click **Next**.

The Server Connection page appears.

Deployment-time role mapping is done at the package level. Once the package is deployed, you can change the role mapping by going to the Role Mapping tab for the desired package.

### *Mapping a Physical Role Manually*

Use the Role Mappings dialog to manually map required physical roles for a logical role when physical and logical role names do not match. If names do not match, the AUTO mapping state does not work.

### Prerequisites

Unwired Platform cannot query all supported enterprise security servers directly; for successful authentication, you must know the physical roles your back-end systems require.

### Task

You can map a logical role to one or more physical roles. You can also map multiple logical roles to the same physical role. If a role does not exist, you can also add or delete names as needed.

1. Review the list of existing physical role names that you can map to the logical role you have selected. If the list retrieved is too long to locate the name quickly, either:

- Click the banner of Available Roles list to sort names alphanumerically.
  - Start typing characters in the box, then click the Search button to filter the available list.
2. If a role that you require still does not appear, enter the **Role name** and click the + button. The role name appears in the **Available roles** list with an asterisk (\*). This asterisk indicates that an available role was added by an administrator, not a developer.
  3. To remove a role you no longer require from the **Available roles** list, select the name and click the **x** button adjacent to the **Role name** field. The role is removed and can no longer be mapped to a logical role.
  4. To map a logical role that appears in the text area of the Role Mappings dialog to a physical role:
    - a) Select one or more **Available roles**.
    - b) Click **Add**.
  5. To unmap a role:
    - a) Select one or more **Mapped roles**.
    - b) Click **Remove**.  
The roles are returned to the **Available roles** list.
  6. Click **OK** to save these changes.

Once a logical role has been manually mapped, the mapping state changes to MAPPED. The roles you have mapped appear in the active Physical Roles cell for either a package-specific or server-wide role mappings table.

### *Mapping State Reference*

The mapping state determines the authorization behavior for a logical name instance.

State	Description
AUTO	Map the logical role to a physical role of the same name. The logical role and the physical role must match, otherwise, authorization fails.
NONE	Disable the logical role, which means that the logical role is not authorized. This mapping state prohibits anyone from accessing the resource (MBO or Operation). Carefully consider potential consequences before using this option.
MAPPED	A state that is applied after you have actively mapped the logical role to one or more physical roles. Click the cell adjacent to the logical role name and scroll to the bottom of the list to see the list of mapped physical roles.

### Updating Server Connection Properties

Configure the production version of server connection properties. Typically, the endpoint and role mapping a developer would use are not the same for a production system. Administrators must reset these properties accordingly.

This step allows you to change connection profiles used for development (design time) to an appropriate server-side connection. For example, your development environment might permit access to certain systems that the Unwired Server prohibits.

---

**Note:** If the connection properties of an MBO or operation use credentials that have been customized manually by a developer, the back-end data sources connection properties of these MBOs and operations cannot be updated by an administrator when using the Deploy Wizard.

---

1. Review the connection properties.
2. Depending on how the properties are configured, choose an appropriate option:
  - If the properties are configured by the developer as a set of connection properties, you can edit properties as needed. To edit a property, click a field in the **Value** column and change the value as required.
  - If the properties are configured as an endpoint, choose an existing server connection to use. You cannot alter any of these properties.
3. If you want the changes to apply to operations only, click the corresponding check box at the bottom of the table.
4. Click **Next**.

The connection properties are updated. The changes you make are displayed in the Summary page in the Endpoint Updates section.

### Reviewing the Deployment Summary

Review the properties you have supplied before deploying the package to Unwired Server. This allows you to change errors before making the deployment units available via the package created for that purpose.

1. Review all three sections of the deployment summary. If anything is incorrect, click **Back** and correct errors.
2. To create a deployment descriptor:
  - a) Click **Create deployment descriptor**.
  - b) Browse to the location you want to save the file and change the default name if required.
  - c) Click **OK**.

You can use the deployment descriptor to redeploy the deployment unit without having to repeat these steps in the deployment wizard.

3. Click **Finish** to deploy the file and create the package on Unwired Server.

Deploying to the server may take some time to complete. However, a status message appears above the **General** tab indicating the success or failure of the attempt.

### **Transporting Packages Between Environments with Export and Import**

If you are trying to transfer deployment packages among disparate server environments, you can export packages from one server environment before importing them into another one. This sequence of events is typically performed by administrators when transporting packages from a development local server environment to a test network environment, or from a test or pilot environment to production cluster environment.

### **See also**

- *Deploying with the Deploy Wizard* on page 280

### **Exporting MBO Packages**

Export an MBO package to bundle one or more MBOs and package options to create a new instance of a deployment archive. Use the deployment archive to transport the package between Unwired Servers.

### **Prerequisites**

Before beginning, review import requirements and best practices.

### **Task**

1. In the left navigation pane of Sybase Control Center, expand **Domains** > *Domain name* > **Packages**.
2. In the right administration pane, select the box adjacent to the name of the package and click **Export**.
3. Click **Next**.
4. Click **Finish**.
5. Select the file system target for the exported contents and click **Save**.

---

**Note:** Ensure that you do not hide the file type extension when you name the export archive; otherwise, the \*.zip extension becomes invisible, which adversely affects the outcome of the export process.

---

A status message indicates the success or failure of the export transaction. If the transaction succeeds, a ZIP file is created in the location you specified. You can then import this file on another Unwired Server.

### **Next**

Deliver the file to the appropriate person, or deploy or transport the exported package to the appropriate server.



**See also**

- *Importing MBO Packages* on page 287
- *Import Requirements and Best Practices* on page 287

**Importing MBO Packages**

Import MBO packages after they have been exported from another Unwired Server.

**Prerequisites**

Review import requirements and best practices before beginning.

**Task**

1. In the left navigation pane of Sybase Control Center, expand **Domains** > *Domain name* > **Packages** .
2. In the right administration pane, click **Import**
3. Click **Browse** to navigate to the file.
4. Click **Import**.
5. After the import is complete, check the import details and click **OK**.

**See also**

- *Exporting MBO Packages* on page 286
- *Import Requirements and Best Practices* on page 287

**Import Requirements and Best Practices**

Import is typically used to move a package or application from a development environment to a test environment, and after testing to a production environment.

*MBO Package Imports*

- **Domain requirements** – all server connections and security configurations referenced by the MBO package must exist in the target domain.
- **Versioning recommendations** – if a developer has updated the package version number:
  1. (Required) Verify that this new package version is added to the application.
  2. (Recommended) Whenever possible, use the update instead of import. Otherwise, delete the existing package first, to remove all runtime data for the package including cached data, registered subscriptions, subscription templates, client log, MBO and operation histories, and registered package users. Delete these items only after serious consideration.

*Application Imports*

Make sure the target system has resources that match those referenced in the export archive file:

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- Domains, security configurations, logical roles assigned to application connection templates, proxy endpoint connections (used by ODP applications)
- If MBO packages are included, the domains, security configurations and connections referenced by the MBO package archives

### *Hybrid App Imports*

If MBO packages are referenced in the export archive file, make sure that the MBO packages have already been deployed to the target system.

---

**Note:** If the Hybrid App has matching rules, all matching rule search expressions are imported as regular expression types. Other expression types such as `Begins with` or `Equals` are imported as `Regular expression`.

---

### See also

- *Exporting MBO Packages* on page 286
- *Importing MBO Packages* on page 287

## **MBO Package Management**

There are common package management activities used by all package types: replication, messaging, unified, DOE-C, or ODATA.

These activities include:

### See also

- *DOE-C Packages* on page 304

### **Deleting a Package**

Delete a package when you want to permanently remove all elements deployed on an Unwired Server. If you do not want to permanently prohibit access by removing these files, consider disabling the package instead.

Deleting a package removes all runtime data for the package including cached data, registered subscriptions, subscription templates, client log, MBO/Operation history, and registered package users. All clients must re-sync as a result. Therefore, deletion action should be taken after careful consideration.

1. In the left pane, click the Unwired Server you are currently logged in to.  
This expands the list of Unwired Platform components you can manage, provided that you have the correct permissions to do so.
2. Click **Domains > DomainName > Packages**.
3. To delete a package from the this list, select one or more packages and click **Delete**.  
A confirm dialog box appears.
4. Click **OK** to confirm the deletion.

The package is removed from Unwired Server.

### **Enabling and Disabling a Package**

Enable or disable a package to allow or prohibit device access to the package. Disabled packages are still available to Sybase Control Center for Unwired Server. By default, all packages are enabled.

When you disable a package, the server unloads all of its elements from memory. Disabling a package prevents the Unwired Server from loading that package at start-up.

---

**Note:** You cannot disable a SAP Data Orchestration Engine Connector (DOE-C) package.

---

1. In the left navigation pane, click **Packages**.
2. In the right administration pane, select the **General** tab.
3. Select the box adjacent to the package you want to enable or disable.  
You can select more than one package to apply the same change to multiple components.
4. Depending on the current status of the package, perform one of:
  - Enable – if the package listed shows a status of disabled, click **Enable**.
  - Disable – if the package listed shows a status of enabled, click **Disable**. The package remains disabled until you or another administrator enables it; restarting Unwired Server does not enable the package.

### **Configuring Synchronization Groups**

Configure a synchronization group when a collection of MBOs must be synchronized at the same time.

The synchronization group defines both the logical unit of synchronization, and generation frequency for data notifications. The latter influences the synchronization frequency for replication synchronization applications, which usually need to perform a synchronization event to download the changes associated with the data notification event.

The synchronization group properties jointly determine the frequency with which data changes are detected, and notifications are generated. The actual data notification delivery to the application is determined by this equation:

```
delivery of data notification = cache schedule repeat value or data
change notification arrival time + synchronization group change
detection interval value + device's subscription push interval
setting
```

There may be an additional 10 second delay, because the internal thread for performing the change detection runs every 10 seconds.

1. In the left navigation pane, expand the **Packages** folder and select the package containing the sync group you want to configure.
2. Select the desired sync group and click **Properties**.

3. Select a change detection interval. This value determines how frequently Unwired Server looks for changes to MBOs, and generates push notifications. The default is 1 hour.

If you set the **Change detection interval** to 0, the change detection task is disabled and the SUP server does not push changed messages or data to the client device.

4. Click **OK**.

### **Configuring a Cache Group**

Select and configure a cache group. The cache is part of the Unwired Server cache database (CDB) that is used to store data that is uploaded and downloaded from EIS servers and mobile clients during synchronization.

Cache group configuration differs depending on whether the cache group is defined as "on demand" or "scheduled" during development.

### **MBO Data in the CDB**

A data cache is a copy of MBO data that is stored in a specific area of the cache database (CDB). It is used as the data repository for replication and messaging MBOs that are deployed to Unwired Server. "CDB" and "cache" and "MBO data" can sometimes be used interchangeably, even though the CDB includes runtime data as well.

When cache data is updated (either with an on-demand or scheduled cache refresh), the remote client database eventually retrieves the updated data from the server's copy of MBO data in the CDB by synchronization.

By giving applications a normalized and uniform view of corporate data, organizations can:

- Lower the barrier to data behind corporate firewalls
- Support development of mobile applications that interact with multiple enterprise back-ends
- Reduce back-end load caused by device client requests

### **Configuring On Demand Cache Group Properties**

Specify the duration of cache data validity by configuring Unwired Server updates to mobile business object (MBO) data for an on demand cache group.

### **Prerequisites**

You can configure on demand updates for a cache only if the developer enables the cache group as "on demand" during development. Otherwise, the Cache tab is not configurable in the Cache Group Properties dialog.

### **Task**

1. In the left navigation pane, expand the **Packages** folder, and select the package for which you want to configure cache settings.
2. In the right administration pane, click the **Cache Group** tab.

3. Select the cache group you want to configure and click **Properties**.
4. In the **Cache Properties** dialog, enter an expiry for the **Cache Interval** in seconds, minutes, or hours.

The cache interval determines how frequently Unwired Server updates the cache database with changes to enterprise data. See *On Demand Cache Refreshes* in the list of links below.

5. Click **OK**.

### *On Demand Cache Refreshes*

Cache groups designated as "on demand" during development use cache intervals to balance how frequently the object updates enterprise data with the amount of network traffic required to maintain that data.

Unwired Server keeps a local copy of enterprise data in the cache database (CDB), and uses an intricate mechanism to manage updates between the CDB and the EIS servers. When data is updated, the remote client database eventually gets updated data from this local copy in the CDB. The caching mechanism allows MBOs to retrieve updated data even if back-end servers fail.

You must choose an appropriate cache interval for your system, since this value determines how frequently the CDB is updated with data from the EIS. The cache interval must be configured according to business needs. A higher value for the cache may retain stale data, however, a lower value increases the backend EIS load and may impede the client application's performance, because Unwired Server queries the back-end information servers more frequently to look for changes and possibly update the CDB copy.

Frequent queries typically put a higher load on the servers, as well as use more network bandwidth on the server side. While the cache interval does not affect the bandwidth required between the synchronization server and device client applications, nor the performance characteristics of the client applications, the interval you choose can delay synchronization if Unwired Server must first update many records in the CDB.

For example, if the cache interval is 0, each time a client application synchronizes, there is a pause while the Unwired Server rereads data from the EIS and updates the CDB. If, however, the cache interval is greater than 0, then the wait time depends on how long ago the data was refreshed. If the synchronization falls within a recent cache update, synchronization is almost immediate.

### *Configuring Scheduled Cache Group Properties*

Specify the duration of cache data validity by configuring Unwired Server updates to mobile business object (MBO) data for a scheduled cache group.

### **Prerequisites**

You can configure a schedule refresh for a cache only if the developer enables the cache group as "scheduled" during development. Otherwise, the Schedule tab is not configurable in the Cache Group Properties dialog.

### Task

1. In the left navigation pane, expand the contents of the **Packages** folder and select the package for which you want to display properties.
2. In the right administration pane, click the **Cache Group** tab.
3. Select the cache group you want to configure and click **Properties**.
4. In the **Schedule** tab of the Cache Properties dialog, set the frequency of the refresh by selecting an appropriate **Schedule Repeat**: hourly, daily or custom.

This property determines what other schedule properties you must configure. Each option is documented in a separate topic which further discusses the details for each frequency type. For more details, see the corresponding topic.

#### *Scheduling an Hourly or Daily Refresh*

Scheduling an hourly or daily cache refresh means that information is fetched from the enterprise information server (EIS) and populated into the cache on either of these hourly or daily frequencies according to the schedule and range of time you configure.

The Schedule tab in the Cache Property dialog displays options appropriate for configuring this type of schedule.

1. Select either **Hourly** or **Daily** as the **Schedule Repeat** criteria.
2. (Optional) If you want to set a range to control which days the schedule refresh runs, configure a start date and time, an end date and time, or day of week (if applicable).
  - Select **Start Date** to set a date for which the first execution of the scheduled refresh is performed. To be more specific, you can also select **Start Time** to specify a start time. If you do not set a start date and time, then, by default, the date and time that Unwired Server starts is used.
  - Select **End Date** to set a date that ends the repeating refresh transactions for a package. To be more specific, you can also select **End Time** to specify an end time. An end date and time are exclusive. This means that a refresh transaction runs up to, but does not include, the end time. If you do not set an end date and time, then, by default, the date and time that Unwired Server stops is used.
  - Select **Specify Week Days** to select the days of the week that the refresh transaction runs. This means that for the days you select, the refresh runs every week on the day or days you specify. A weekday is inclusive. This means that any day you choose is included in the frequency. All others are excluded.

For example, if a schedule has a start time of 13:00 and an end time of 16:00 and repeats every hour, the refresh task would execute between 13:00 and 16:00 as determined for a custom schedule (based on the interval expiry). For an hourly or daily schedule, the refresh is triggered in that time range on an hourly or daily basis.

When the schedule expires, the automatic refresh you configured terminates, unless the end user initiates a refresh.

3. Click **Save**.

### See also

- *Scheduling a Custom Refresh* on page 293
- *Scheduled Cache Refreshes* on page 294

### *Scheduling a Custom Refresh*

Scheduling a custom cache refresh is the most flexible of all cache refresh schedules. This means that information is fetched from the enterprise information system (EIS) according to the schedule repeat interval you specify.

The Schedule tab in the Cache Property window displays options appropriate for configuring this type of schedule.

1. Select **Custom** as the schedule repeat criteria.
2. Specify a repeat **Interval**, in minutes or seconds, to determine how often the cache refresh occurs.

This interval determines how frequently Unwired Server updates the cache database with changes to enterprise data. The default is 0 seconds, which means the mobile business object retrieves the data from the enterprise information server (EIS) on every playback request. If you choose something other than 0 seconds, the data is held by the cache for the duration of the specified interval.

3. (Optional) To set a range to control which days the schedule refresh runs, configure a start date and time, end date and time, or day of week (if applicable).

- Select **Start Date** to set a date for which the first execution of the scheduled refresh is performed. To be more specific, you can also select **Start Time** to specify a start time. In this case, the refresh cannot begin until a given time on a given day has been reached. A start date and time are inclusive.

If you do not set a start date and time, then, by default, the date and time that Unwired Server starts is used.

- Select **End Date** to set a date that ends the repeating refresh transactions for a package. To be more specific, you can also select **End Time** to specify an end time. An end date and time are exclusive. This means that a refresh transaction runs up to, but does not include, the end time. For example, if a schedule has a start time of 13:00 and an end time of 16:00 and repeats every hour, it runs at 13:00, 14:00, and 15:00, but not at 16:00.

If you do not set an end date and time, then, by default, the date and time that Unwired Server stops is used.

- Select **Specify Week Days** to select the days of the week that the refresh transaction runs. This means that for the days you select, the refresh runs every week on the day or

days you specify. A weekday is inclusive. This means that any day you choose is included in the frequency. All others are excluded.

When the schedule expires, the automatic refresh you configured terminates, unless the end user initiates a refresh.

#### 4. Click **Save**.

### See also

- *Scheduling an Hourly or Daily Refresh* on page 292
- *Scheduled Cache Refreshes* on page 294

### *Scheduled Cache Refreshes*

A schedule-driven cache refresh is a background task that runs between a configured start and endpoint at scheduled intervals during normal server operation.

A schedule-driven cache refresh defines a contract between Unwired Server and back-end information servers. Normally, data is retrieved from a server (for example, a database, and an SAP repository, or a Web service) when a device user synchronizes. If the administrator wants the data to be preloaded, he or she configures the Unwired Server repeat interval to expedite data updates on the device.

Two properties configure the cache refresh schedule, which is used with a subscription to synchronize data for mobile business objects (MBOs).

- **Schedule repeat** – determines the time frame when data is refreshed. If you set up a schedule to repeatedly refresh data, information is always refreshed. Set the schedule to meet business application requirements for data consistency.  
As an administrator, you may also use a schedule repeat to look for data changes and alert subscribed clients to synchronize when there are changes. Keep in mind, however, that the actual detection of changes and sending of data (for messaging payloads) or notifications (for replication payloads) depends on the:
  - **Change detection interval** property of the synchronization group for the package.
  - **Notification threshold** property of subscriptions for replication payloads.
  - Push related device settings for messaging payloads.
- **Repeat interval** – determines how often Unwired Server updates the cache with changes to backend data.

### See also

- *Scheduling an Hourly or Daily Refresh* on page 292
- *Scheduling a Custom Refresh* on page 293



### Online Refresh Policy

MBOs that use an Online refresh policy indicates that the MBOs are to be used only in Hybrid App applications where access to real-time enterprise information system (EIS) data is required (cache validity is zero).

Data is valid in the Unwired Server cache only until delivery and immediately invalid. You cannot modify the cache or schedule of the Online policy. Expired data is purged from the cache based on a schedule at the domain level.

### DCN Refresh Policy

The cache refresh and schedule options are disabled for DCN (data change notification) policy, since data never expires and is not refreshed based on client demand or a schedule.

Cache data does not expire until a cache invalidate operation is invoked or a data change notification request is received from the enterprise information system (EIS).

### Purging a Cache Group

Physically delete data that has been logically deleted from the cache. Cached data is marked as logically deleted when certain activities occur in the client application or back end.

1. In the left navigation pane of Sybase Control Center, expand the **Packages** folder and select the package to configure.
2. In the right administration pane, select the **Cache Group** tab.
3. Click **OK**.

### Purging the Synchronization Cache Manually

You can manually purge the synchronization at the package level. Mobile business objects (MBOs) contained in a cache group using the online policy are deleted.

1. In the left navigation pane, expand the **Domains** folder and select a domain.
2. Navigate to the **Packages** folder, and select a package.
3. In the right pane, select the **Cache Group** tab.
4. On the **Cache Group** tab, click **Purge**.
5. Click **OK** to purge immediately based on your selections.

### Assigning Package-Level Security

Assign security configurations at the package level to override those set at the domain-level.

#### 1. *Selecting a Security Configuration for a Package*

Designate a security configuration for a package in Sybase Control Center. This is a required step during package deployment, but you can later change the security configuration.

### Selecting a Security Configuration for a Package

Designate a security configuration for a package in Sybase Control Center. This is a required step during package deployment, but you can later change the security configuration.

The administrator must create a security configuration in the cluster and assign it to the domain where the package is deployed before the deployer can assign the security configuration to the package.

1. In the left navigation pane, expand the **Packages** folder, and select the package to configure.
2. In the right administration pane, click the **Settings** tab.
3. Select a security configuration.

The security profiles that appear in this list have been created by a platform administrator and assigned to the domain.

4. Click **Save**.

### Viewing Asynchronous Operation Replays

View pending asynchronous operation replays for unified or replication packages already deployed to Unwired Server.

### **Prerequisites**

Asynchronous operation replays are only available if the feature has been enabled as part of the cluster properties. See *Configuring Asynchronous Operation Replay Queue Count*.

### **Task**

1. In the left navigation pane, expand the **Packages** folder and select the deployed package.
2. In the right administration view, click **the Asynchronous Operation Replay** tab.
3. Review the requests displayed in the table for this package.

The number of replays are ordered in sequence along with:

- The user name that performed the operation.
- The name of the operation.
- The name of the MBO.

4. If the list is long, you can search for a particular entry:
  - a) Select the field you want to search for: user, operation, or MBO name.
  - b) Type the text string in the adjacent field.

This file allows the use of wildcards (that is, \*). For example, if you selected a user name search, and you want to return replays for all users that start with A, you type A\* as the search string.

**See also**

- *Configuring Asynchronous Operation Replay Queue Count* on page 62
- *Viewing Cluster Information* on page 62

**Viewing and Changing Package Connection Properties**

View and edit connection properties for deployed MBO and DOE-C packages.

1. In the left navigation pane, expand the **Packages** folder, select the package whose connection properties you want to view or change, and select the mobile business object.
2. In the right navigation pane, click the **Connection** tab.
3. If you wish to change any of the settings:
  - a. In the left navigation pane, click the **Connections** icon.
  - b. Select the checkbox for the **Connection Pool Name** that matches the name of the package whose connection properties you were just viewing.
  - c. Click **Properties**.
  - d. Make desired changes and click **Save**.

---

**Note:** For DOE-C connections, you must save the connection properties first, then test connection. For other connection types, you can test connection without saving.

---

- e. Click **Test Connection**.

If the connection test is not successful, see *Connection Test Errors* in the *Troubleshooting* guide

**MBO Subscription Management**

Manage subscriptions for MBO packages.

Subscription management activities include:

**Configuring Package Subscriptions**

Configure subscriptions and subscription templates to allow the device user to be notified when information is available, depending on the subscription properties configured for a package. Subscription templates allow you to configure predefined properties for a synchronization group. A client's first synchronization for a specified synchronization group results in subscription creation using both the template and client-specified properties.

**Creating Replication Subscription Templates**

Create a subscription template to specify synchronization targets and behavior for subscribed users. A template is useful to create a set of predefined values that are used frequently.

Otherwise, a subscription is still automatically created for each client upon explicit indication of interest for a device notification.

This is an optional step; it is only required if an administrator wants to establish preset subscription properties. The subscription properties can be modified from device application, but only if the **Admin lock** property is disabled.

1. In the left navigation pane, expand the **Packages** folder and select the replication based sync package you want to configure.
2. In the right administration pane, click the **Subscriptions > Replication** tab.
3. From the menu bar, select **Templates**.
4. Click **New**.
5. In the New Template dialog, select settings for these options:
  - Synchronization Group – the group of MBOs that a client receives data change notifications for when data changes occur.
  - Notification Threshold – the length of time that must pass since a client's last synchronization before another notification is sent.
  - Admin Lock – (enable or disable) prevents device users from modifying the push synchronization state or sync interval value configured in the subscription. If the admin lock is disabled, the device client user can change these properties, and these changes take effect the next time the client user synchronizes the package to which the subscription applies.
  - Push – (enable or disable) if enabled, automatic server-initiated notifications are pushed to users when changes occur in the cache. If disabled, device users perform client-initiated synchronizations when they receive an outbound notification.

---

**Note:** If you intend to use push synchronization with BlackBerry devices, enable push synchronization in the BlackBerry server. See the BlackBerry server documentation for details.

---

6. Click **OK**.  
The new subscription template appears in the list of templates.

Notifications are delivered to BlackBerry device clients using push-based notification settings and to Windows Mobile device clients using pull-based notification settings. The "poll every" setting determines the notification delivery behavior. See in Sybase Control Center online help.

### *Configuring Replication Subscription Properties*

View and configure subscription properties for replication device users subscribed to deployed synchronization packages.

1. In the left navigation pane, expand the **Packages** folder and select the replication-based synchronization package you want to configure.

2. In the right navigation pane, click the **Subscriptions > Replication** tab.
3. From the menu bar, select **Devices**.
4. Check the box adjacent to a device user and click **Properties** to view these subscription properties:
  - Application Connection ID – the unique identifier for a user application connection.
  - User – the name of the user associated with the application ID.
  - Package Name – the name of the package to which the subscription belongs.
  - Sync Counts – the total number of synchronizations for the subscription since the synchronization history was last cleared.
  - Notification Threshold – the length of time that must pass since a client's last synchronization before another notification is sent.
  - Last Sync Time – the date and time that the last synchronization for the subscription occurred.
  - Synchronization Group – the group of MBOs that a client receives data change notifications for when data changes occur.
  - Admin Lock – (enable or disable) prevents device users from modifying the push synchronization state or sync interval value configured in the subscription. If the admin lock is disabled, the device client user can change these properties, and these changes take effect the next time the client user synchronizes the package to which the subscription applies.
  - Push – (enable or disable) if enabled, automatic server-initiated notifications are pushed to users when changes occur in the cache. If disabled, device users perform client-initiated synchronizations when they receive an outbound notification.
5. Check the box adjacent to **Clear sync history** in order to erase stored synchronization details for the subscription.
6. If you made changes to subscription properties, click **Save**. Otherwise, click **Cancel** to return to the Subscriptions tab.

### Configuring Messaging Subscription Settings

View and edit user properties for messaging packages that allow you to manage messaging between Unwired Server and application users.

1. In the left navigation pane, expand the **Packages** folder, and select the package you want to configure.
2. In the right navigation pane, click **Subscriptions > Messaging**.
3. Check the box adjacent to an application connection and click **Device Settings**.
4. Configure these property categories, as required:
  - Connection
  - Custom Settings
  - Device Advanced

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- Device Info
- User Registration
- Apple Push Notifications (iPhone only)
- BlackBerry Push Notifications
- Proxy 'Security Settings
- Application Setting

### See also

- *Connection Properties* on page 273
- *Custom Settings* on page 274
- *Device Advanced Properties* on page 274
- *Device Info Properties* on page 275
- *Apple Push Notification Properties* on page 270

### **Managing Subscriptions**

Manage subscriptions to control the messages that application connections receive.

Subscription management tasks include pinging, unsubscribing, recovering, suspending, resuming, resynchronizing, and logging subscriptions. Subscription tasks vary by the package type.

These subscription management tasks apply only to the package types specified in the table below. Perform each task in the Subscriptions tab of the deployed package you are managing.

**Table 19. Subscription management tasks**

<b>Subscription task</b>	<b>Description</b>	<b>Summary</b>	<b>Package type</b>
Ping	Ensure that push information a user provides for a device is configured correctly.  If the ping is successful, notifications and subsequent data synchronizations occur as defined by each subscription. If the ping fails, open the log and check for an incorrect host name or port number.	Select the box adjacent to the device ID, and click <b>Ping</b> .	UNIFIED (replication subscriptions)

Subscription task	Description	Summary	Package type
Subscribe Unsubscribe	Add or remove a subscription from Unwired Server.	<p>Select the box adjacent to the device ID, and click <b>Unsubscribe</b> for UNIFIED packages, messaging packages, and DOE-C packages.</p> <p>For Windows Mobile, the device application must include the <code>DatabaseClass.CleanAllData()</code> method for data to be unsubscribed correctly. If this method is not used, <b>Unsubscribe</b> and <b>Subscribe</b> could work unpredictably.</p>	All
Recover	<p>Reestablish a relationship between the device and Unwired Server. Perform recovery under severe circumstances when a device is unable to successfully synchronize data.</p> <p>During subscription recovery, Unwired Server purges all enterprise data on the device. It retains the device ID and subscription information so that all data can then be resynchronized and loaded onto the device.</p>	Check the box adjacent to the subscription ID of the device, and click <b>Recover</b> .	UNIFIED (messaging subscriptions)
Suspend/resume	<p>Control the deactivation and reactivation of package subscriptions:</p> <ul style="list-style-type: none"> <li>Suspend – temporarily block data synchronization for a device subscribed to a particular package.</li> <li>Resume – reactivate a package subscription after it has been suspended.</li> </ul>	Select the box adjacent to the subscription ID of the device, and click either <b>Suspend</b> or <b>Resume</b> .	UNIFIED (messaging subscriptions) DOE-C

Subscription task	Description	Summary	Package type
Resynchronize	<p>Reactivate subscriptions to a deployed package.</p> <p>If a DOE-C subscription does not respond to the SAP DOE quickly enough, the DOE may mark that subscription's queues as "blocked" and stop sending messages to the DOE-C. Re-synchronize to resume communication from the DOE to the DOE-C subscription.</p>	Check the box adjacent to the subscription ID of the device, and click <b>ReSync</b> .	DOE-C
Purge	Removes subscriptions that are no longer referenced by any active users.	Select the subscription, click <b>Purge</b> , and then select the criteria.	UNIFIED (messaging subscriptions)  UNIFIED (replication subscriptions)

### **Purging Inactive Package Subscriptions Manually**

Purge subscriptions for that have been inactive and remove them from the cache database as well as Sybase Control Center's management view.

**Note:** Devices for which you have purged subscriptions cannot perform any operations. Only purge those subscriptions that are inactive for a long period of time.

1. In the left navigation pane, expand the **Domains** folder and select a domain.
2. Navigate to the **Packages** folder, and select a subscription.
3. In the right pane, select the **Subscriptions** tab.
4. Select the application payload used: replication or messaging.
5. Search for inactive subscriptions for that payload type:
  - a) From **Search**, select **Number of Inactive Days**.
  - b) Type a positive integer, then click **Go**.
6. Select all inactive subscriptions retrieved, then click **Purge**.
7. Click **OK**. The subscriptions that match the purging criteria are physically deleted from cache database.
8. Repeat the step for the alternate payload protocol in a mixed application environment.



## **Reviewing MBO History**

View or clear the error history of a mobile business object (MBO).

1. In the left navigation pane, expand the **Packages** folder and select the package that contains the MBO you want to view.
2. Select the MBO.
3. In the right administration pane, click the **History** tab.
4. To view MBO data from a specific time period, select a **Start date** and **End date** and click **Go**.
5. Review the following data for the MBO:
  - Data refresh time – the time of this data refresh's failure.
  - Failed data refresh counts – the number of failed data refreshes that occurred during the specified time period.
  - Last successful data refresh – the date and time of the most recent successful data refresh of this MBO before this refresh failure.
6. To clean MBO history data, click **Clean**.  
Data is removed from the cache database.

## **Reviewing Operation History**

View the error history of a mobile business object (MBO) create, delete, or update operation.

1. In the left navigation pane, expand the **Packages** folder and select the package that contains the MBO operation you want to view.
2. Expand the desired MBO and select the operation for which you want to view the error history: **create**, **delete**, or **update**.
3. In the right administration pane, click the **History** tab.
4. To view operation data from a specific time period, select a **Start date** and **End date** and click **Go**.
5. Review the following data for the operation:
  - Operation replay time – time of this operation replay's failure.
  - Number of failed operation replays– the number of failed operation replays that occurred during the specified time period.
  - Last successful operation replay – the date and time of the most recent successful replay of this operation before this operation replay failure.
6. Click **Clean** to remove operation history data.  
The lines are removed from the cache database.

## DOE-C Packages

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Sybase Hybrid App for SAP Business Suite and Sybase Mobile Sales for SAP CRM work with Unwired Platform to make parts of SAP Workflow available on your mobile device using SAP Data Orchestration Engine connector (DOE-C) packages.

DOE-C packages implement the messaging payload protocol, so package management that relate to messaging packages also apply to DOE-C packages. The activities listed here only apply to DOE-C.

### See also

- *MBO Packages* on page 279
- *Hybrid App Packages* on page 307
- *MBO Package Management* on page 288

## Deploying and Configuring DOE-C Packages

Unlike Hybrid App or MBO packages that use Sybase Control Center to deploy packages to Unwired Server, you must deploy the DOE-C package to specific domain using the DOE-C command line utility (CLU). Once deployed, the DOE-C package is visible and manageable from Sybase Control Center.

1. Start the command line utility console. See *Starting the Command Line Utility Console* in *System Administration*.
2. Deploy the DOE-C package. During deployment, you can set the domain and security configuration using the **setPackageSecurityConfiguration** command with -d and -sc options. After deployment, you can set the security configuration using the **setPackageSecurityConfiguration** command, or perform this task later from Sybase Control Center.

See *SAP DOE Connector Command Line Utility* in the *System Administration* guide.

### Next

Verify or set the security configuration for the domain or package.

## Viewing and Changing Package Connection Properties

View and edit connection properties for deployed MBO and DOE-C packages.

1. In the left navigation pane, expand the **Packages** folder, select the package whose connection properties you want to view or change, and select the mobile business object.
2. In the right navigation pane, click the **Connection** tab.
3. If you wish to change any of the settings:

- a. In the left navigation pane, click the **Connections** icon.
- b. Select the checkbox for the **Connection Pool Name** that matches the name of the package whose connection properties you were just viewing.
- c. Click **Properties**.
- d. Make desired changes and click **Save**.

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**Note:** For DOE-C connections, you must save the connection properties first, then test connection. For other connection types, you can test connection without saving.

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- e. Click **Test Connection**.

If the connection test is not successful, see *Connection Test Errors* in the *Troubleshooting* guide

## **Setting the Bulk Load Timeout Property**

The Subscribe bulk load timeout property is a package level property targeted to BlackBerry clients for initial server-side subscription operations.

Server-side subscription improves performance and is enabled on the client if the device has a secure digital (SD) memory card enabled. The timeout allows you to set an initial subscription push timeout period. If the timeout period is reached, Unwired Server sends the database file to the device, whether the initial subscribe is complete or not. The timeout window signals that the device has received sufficient import messages to send the server-built database to the client.

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**Note:** This option is only available for Sybase SAP Data Orchestration Engine Connector (DOE-C) packages.

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1. In the left navigation pane of Sybase Control Center, expand the Packages folder and select the package to configure.
2. In the right administration pane, select the **Settings** tab.
3. Set the timeout value. The default value is 3600 seconds.

In addition to the timeout value, you can define the **Subscribe Bulk Load Thread Pool Size** – the maximum number of threads allocated to initial server-side subscription operations. The default value is 5. Setting the thread pool size too high can impact performance. This is a server-side setting that can be set:

- a) In the left navigation pane, select **Configuration**.
- b) In the right administration pane, select the **General** tab.
- c) From the menu bar, select **Performance**.
- d) Restart Unwired Server if you change the **Subscribe Bulk Load Thread Pool Size** value for it to take effect.

## **Checking and Resolving DOE-C User Failures**

If the General tab of a DOE-C package displays an invalid user account error for the Error State property, you must resolve the issue by reconfiguring the username and password in the Connection Pool configured for the SAP package connection.

1. In the default domain, expand the **Packages** folder and click the DOE-C package name.
2. Check the Error State property in the **General** tab.
3. Validate the username and password configured, by clicking the **Connection** tab.
4. Correct the user credentials used by editing the corresponding connection pool properties:
  - a) In the navigation pane, click **Connections**.
  - b) In the administration pane, click the **Connections** tab.
  - c) Select the connection for the DOE-C package, then click **Properties**.
  - d) Set the username and password so that it matches the user account credentials.

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**Note:** If you change the username or password property of a DOE-C connection, you must reopen the same dialog and click **Test Connection** after saving. Otherwise the error state of this DOE-C package cannot be cleaned up. If you do not click **Test Connection**, the username or password is correct, but the error state of the DOE-C package cannot be cleaned up.

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## **Package Subscription Properties**

Review information on SAP Data Orchestration Engine connector (DOE-C) package subscriptions in order to manage the synchronization data that device users receive.

Package subscription properties include:

- Application Connection ID – the unique identifier for a user application connection.
- User – the name of the user associated with the application ID.
- Last Server Response Time – the date and time that the last outbound response was sent from Unwired Server to the client.
- Client ID – the device application ID, which identifies the package database for the application.
- Application Name – the name of the device application used by the subscription.
- Status – the current status of a device. The possible values are: Running, Suspended, Pending Activation, Online, Offline, and Expired.
- Packet Dropped – the current packet dropped state of a device. The values are true or false.

Select Advanced to view these properties:

- Subscription ID – the unique identifier of the subscription.

- Logical ID – the unique identifier of a registered device that is generated and maintained by Unwired Server.

## Hybrid App Packages

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Hybrid App packages support occasionally connected users and solve the replication and synchronization issues such users present with respect to data concurrency. Hybrid App packages are similar to other package types in that an administrator must deploy the package to Unwired Server so that it can be configured and made available to client devices.

### See also

- *MBO Packages* on page 279
- *DOE-C Packages* on page 304
- *Deploying a Hybrid App Package with the Deploy Wizard* on page 307
- *Configuring a Hybrid App Package* on page 311
- *Enabling and Configuring the Notification Mailbox* on page 310

## Deploying Hybrid App Packages

Use Sybase Control Center to deploy Hybrid App packages created by developers, and to perform the configuration tasks required to make them available to application users on messaging devices.

### Prerequisites

If a Hybrid App is needed for a domain, then a developer must configure the context variable for a known domain. The administrator then only needs to change the context variable if the developer defined variable in the Hybrid App is not using the same domain as a named MBO package.

### Deploying a Hybrid App Package with the Deploy Wizard

Use the Deploy wizard to make Hybrid App packages available on Unwired Server.

If you are deploying to a target domain, replicate the value in the context variable. The domain deployment target must match the context variable defined. If the developer has used an incorrect context variable (for example, one used for testing environments), you can change the value assigned to one that is appropriate for production deployments.

1. In the left navigation pane of Sybase Control Center, click **Hybrid Apps**.
2. From the **General** tab, click **Deploy**.
3. Click **Browse** to locate the Hybrid App package.
4. Select the file to upload and click **Open**.
5. Select the deployment mode:

## Deploy

- **New** – deploys an Unwired Server package and its files for the first time.  
If the uploaded file does not contain an Unwired Server, or an Unwired Server with the same name and version is already deployed to Unwired Server, you see an error message.
- **Update** – installs a new Unwired Server package with the original package name and assigns a new, higher version number than the existing installed Unwired Server package. Sybase recommends that you use this deployment mode for major new changes to the Unwired Server package.

During the update operation, Unwired Server:

- Acquires a list of assigned application connections from the original package.
- Installs and assigns the package a new version number.
- Prompts the administrator to specify application connection assignments from the acquired list of assigned application connections.
- Preserves existing notifications.
- Preserves the previous Unwired Server package version.
- **Replace** – replaces an existing Unwired Server package with a new package, but maintains the same name and version. Sybase recommends that you use the replace deployment mode for minor changes and updates to the Unwired Server package, or during initial development.

During the replace operation, Unwired Server:

- Acquires a list of assigned application connections for each user of the original package.
- Uninstalls the original package.
- Installs the new package with the same name and version.
- Assigns the original application connections list to the new package, thus preserving any application connection assignments associated with the original package.

The package is added to the list of deployed packages, which are sorted by Display Name.

### Next

Configure the deployed package if you want it to have a different set of properties in a production environment.

### See also

- *Configuring a Hybrid App Package* on page 311
- *Hybrid App Packages* on page 307

### **Transporting Packages Between Environments with Export and Import**

If you are trying to transfer deployment packages among disparate server environments, you can export packages from one server environment before importing them into another one. This sequence of events is typically performed by administrators when transporting packages

from a development local server environment to a test network environment, or from a test or pilot environment to production cluster environment.

### Exporting Hybrid Apps

Export Hybrid Apps to create a deployment archive that can be used to transport Hybrid Apps between Unwired Servers.

1. In the left navigation pane of Sybase Control Center, select **Hybrid Apps**.
2. In the right navigation pane, click the **General** tab.
3. Select the box adjacent to the Hybrid App and click **Export**.
4. Click **Next**.
5. Click **Finish**.
6. Select the file system target for the exported contents and click **Save**.

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**Note:** Ensure that you do not hide the file type extension when you name the export archive; otherwise, the \*.zip extension becomes invisible, which adversely affects the outcome of the export process.

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A status message indicates the success or failure of the export transaction. If the transaction succeeds, a ZIP file is created in the location you specified. You can then import this file on another Unwired Server.

### **Next**

Deliver the file to the appropriate person, or deploy or transport the exported Hybrid App to the appropriate server.

### **See also**

- *Importing Hybrid Apps* on page 309
- *Import Requirements and Best Practices* on page 310

### Importing Hybrid Apps

Import Hybrid Apps after they have been exported from another Unwired Server.

1. In the left navigation pane of Sybase Control Center, click **Hybrid Apps**.
2. In the right administration pane, click the **General** tab.
3. Click **Browse** to navigate to the file.
4. Click **Import**.
5. After the import is complete, check the import details and click **OK**.

### **See also**

- *Exporting Hybrid Apps* on page 309
- *Import Requirements and Best Practices* on page 310

### Import Requirements and Best Practices

Import is typically used to move a package or application from a development environment to a test environment, and after testing to a production environment.

#### *MBO Package Imports*

- **Domain requirements** – all server connections and security configurations referenced by the MBO package must exist in the target domain.
- **Versioning recommendations** – if a developer has updated the package version number:
  1. (Required) Verify that this new package version is added to the application.
  2. (Recommended) Whenever possible, use the update instead of import. Otherwise, delete the existing package first, to remove all runtime data for the package including cached data, registered subscriptions, subscription templates, client log, MBO and operation histories, and registered package users. Delete these items only after serious consideration.

#### *Application Imports*

Make sure the target system has resources that match those referenced in the export archive file:

- Domains, security configurations, logical roles assigned to application connection templates, proxy endpoint connections (used by ODP applications)
- If MBO packages are included, the domains, security configurations and connections referenced by the MBO package archives

#### *Hybrid App Imports*

If MBO packages are referenced in the export archive file, make sure that the MBO packages have already been deployed to the target system.

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**Note:** If the Hybrid App has matching rules, all matching rule search expressions are imported as regular expression types. Other expression types such as `Begins with` or `Equals` are imported as `Regular expression`.

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#### **See also**

- *Exporting Hybrid Apps* on page 309
- *Importing Hybrid Apps* on page 309

## **Enabling and Configuring the Notification Mailbox**

Configure the notification mailbox settings that allow Unwired Server to transform e-mail messages into Hybrid App.

The notification mailbox configuration uses a listener to scan all incoming e-mail messages delivered to the particular inbox specified during configuration. When the listener identifies



an e-mail message that matches the rules specified by the administrator, it sends the message as a Hybrid App to the device that matches the rule.

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**Note:** Saving changes to the notification mailbox configuration deletes all e-mail messages from the account. Before proceeding with configuration changes, consult your e-mail administrator if you want to back up the existing messages in the configured account.

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1. In the left navigation pane, click **Hybrid Apps**.
2. In the right administration pane, click **Notification Mailbox**.
3. Select **Enable**.
4. Configure these properties:
  - **Protocol** – choose between POP3 or IMAP, depending on the e-mail server used.
  - **Use SSL** – encrypt the connection between Unwired Server and the e-mail server in your environment.
  - **Server** and **Port** – configure these connection properties so Unwired Server can connect to the e-mail server in your environment. The defaults are localhost and port 110 (unencrypted) or 995 (encrypted).
  - **User name** and **Password** – configure these login properties so Unwired Server can log in with a valid e-mail user identity.
  - **Truncation limit** – specify the maximum number of characters taken from the body text of the original e-mail message, and downloaded to the client during synchronization. If the body exceeds this number of characters, the listener truncates the body text to the number of specified characters before distributing it. The default is 5000 characters.
  - **Poll seconds** – the number of seconds the listener sleeps between polls. During each poll, the listener checks the master inbox for new e-mail messages to process. The default is 60 seconds.
5. If you have added at least one distribution rule, you can click **Test** to test your configuration. If the test is successful, click **Save**.

#### See also

- *Hybrid App Packages* on page 307

## Configuring a Hybrid App Package

Configure Hybrid App properties for you production environment.

### Prerequisites

You must deploy a package before you can configure properties for it.

1. *Configuring General Hybrid App Properties*

Configure general properties for a Hybrid App, including display name and icon. Alter these settings to change development environment values to production environment equivalents.

### 2. *Configuring Matching Rules*

Define the parameters and matching rules that determine whether an e-mail message is a regular e-mail, or a Hybrid App e-mail at runtime.

### 3. *Configuring Context Variables for Hybrid App Packages*

The administrator can change some of the values of a selected variable, should the design-time value need to change for a production environment.

### 4. *Assigning and Unassigning a Hybrid App to an Application Connection*

Assign a Hybrid App package to an application connection to make it available to a device user. Unassign the Hybrid App package when it is no longer required.

## See also

- *Deploying a Hybrid App Package with the Deploy Wizard* on page 307
- *Hybrid App Packages* on page 307

## **Configuring General Hybrid App Properties**

Configure general properties for a Hybrid App, including display name and icon. Alter these settings to change development environment values to production environment equivalents.

1. In the left navigation pane, click **Hybrid Apps** and select the Hybrid App for which to configure the properties.

2. In the right administration tab, click **General**.

Only an administrator can change the general properties. All others are configured by the Hybrid App developer and cannot be modified.

- **Display name** – sets the name that appears for the Hybrid App package.
- **Display icon** – select from the list of built-in icons. Any custom icons contained in the Hybrid App package can be viewed but not selected.

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**Note:** The Hybrid App package may contain custom icons to accommodate the different image resolutions required by different devices. The use of custom icons is determined by individual devices. The built-in icon is only used if the device cannot display any of the custom icons; for example, if the device does not support the icon image type.

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3. Click **Lock/Unlock** to lock or unlock a Hybrid App.

You cannot modify or deploy a locked Hybrid App.

4. Click **Save**.

## Configuring Matching Rules

Define the parameters and matching rules that determine whether an e-mail message is a regular e-mail, or a Hybrid App e-mail at runtime.

### Prerequisites

The developer must have created an object query and added an E-mail Subscription starting point when the Hybrid App was designed.

### Task

When a multiplexer, which a user configures for a Notification mailbox, retrieves e-mails from the e-mail server, the "Matching rules" are used to determine if an e-mail is a regular e-mail or a Hybrid App e-mail. If the "matching rules" match, then the e-mail is processed as a Hybrid App e-mail. The e-mail is processed for "Extraction rules" (this processing is not visible in SCC) to extract values from the e-mail. This determines further processing, such as calling MBO object queries, and so forth. Then, a Hybrid App message is constructed with the necessary data of the object query result, and sent to device(s) according to the "Distribution rules" (which determine the devices to which the message should be sent).

You can configure a matching rule at one of two levels:

- At the inbox level to route e-mails for all Hybrid Apps
- At the package level to route e-mails only for a specific Hybrid App

1. In the left navigation pane, click **Hybrid Apps****Hybrid AppName**.

2. In the right administration pane, click the **Matching Rules** tab.

3. Configure matching rules by either:

- Clicking **Add** to create a new rule, or,
- Selecting an existing rule name and clicking **Properties**.

4. In the **Matching Rules** dialog:

- a) Select the field in the e-mail from which the parameter value is extracted. For example, if you choose From, the parameter value is extracted from the line of the e-mail message that indicates the name of the sender of the message.

You can also select one of the custom parameter values. When registering Hybrid App devices, an administrator can choose one of four device settings. The customer then populates the settings with whatever values they like. Custom parameters can also be set programmatically through Web services.

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**Note:** If you are editing properties of a rule created by a developer, you cannot modify the matching rules.

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- b) Choose the type of search expression:

- Equals – the field must exactly match the text in the label.

- Begins with – the field must begin with the text in the label.
  - Ends with – the field must end with the text in the label.
  - Contains – the text in the label must exist somewhere in the field.
  - Regular expression – search for text that matches the pattern defined by the regular expression. You can create an expression with Boolean operators, groups, or wildcards like "?" or "\*". Unwired Platform uses the Boost regular expression engine. See the Boost documentation on regular expression syntax at [http://www.boost.org/doc/libs/1\\_40\\_0/libs/regex/doc/html/boost\\_regex/syntax.html](http://www.boost.org/doc/libs/1_40_0/libs/regex/doc/html/boost_regex/syntax.html).
- c) Configure the text to search against, or define a regular expression in the **Value** field.

### Next

Test all new and changed rules to ensure they work as designed.

### See also

- *Configuring Context Variables for Hybrid App Packages* on page 314

### Testing Configured Matching Rules

Test a new or modified matching rule to ensure it is configured correctly.

1. In the **Matching Rules** tab for a selected Hybrid App package, click **Test**.
2. Populate the fields to create a sample e-mail message against which the rule configuration is tested. Review the results:
  - If a pattern for a corresponding field in the rule matches, the word `Pass` appears adjacent to the field.
  - If a pattern for a corresponding field in the rule does not match, the word `Fail` appears adjacent to the field.
  - Otherwise, `No Rule` appears, indicating that no rule was created for this corresponding e-mail field.

### Configuring Context Variables for Hybrid App Packages

The administrator can change some of the values of a selected variable, should the design-time value need to change for a production environment.

Which values are configurable depends on whether the developer hard-coded a set of user credentials or used a certificate.

1. In the left navigation pane, click **Hybrid Apps<Hybrid App\_Package>:<Hybrid App\_Version>**.
2. In the right administration pane, click the **Context Variables** tab.
3. Select the context variable to configure, then click **Modify**.

Context Variable	Description
SupUser	The valid Hybrid App application user ID that Unwired Server uses to authenticate the user. Depending on the security configuration, Unwired Server may pass that authentication to an EIS.
SupUnrecoverableErrorRetryTimeout	After sending a JSON request to Unwired Server, if you receive an EIS code that indicates an unrecoverable error in the response log, the Hybrid App client throws an exception. A retry attempt is made after a retry time interval, which is set to three days by default. Select this property to change the retry time interval.
SupThrowCredentialRequeston401Error	The default is <b>true</b> , which means that an error code 401 throws a <code>CredentialRequestException</code> , which sends a credential request notification to the user's inbox. If this property is set to <b>false</b> , error code 401 is treated as a normal recoverable exception.
SupRecoverableErrorRetryTimeout	After sending a JSON request to Unwired Server, if you receive an EIS code that indicates a recoverable error in the response log, the Hybrid App client throws an exception. A retry attempt is made after a retry time interval, which is set to 15 minutes by default. Select this property to change the retry time interval.
SupPassword	The valid Hybrid App application user password that Unwired Server uses to authenticate the user. Depending on the security configuration, Unwired Server may pass that authentication to an EIS. An administrator must change development/test values to those required for a production environment.
SupPackages	The name and version of the MBO packages that are used in the Hybrid App. This cannot be changed.

Context Variable	Description
SupMaximumMessageLength	<p>Use this property to increase the allowed maximum Hybrid App message size. Limitations vary depending on device platform:</p> <ul style="list-style-type: none"> <li>• For BlackBerry 5, the limit is 512KB.</li> <li>• For Windows Mobile the limit is 500KB.</li> <li>• For BlackBerry 6 and Android, the limit depends on the memory condition of the device. Large message may result in an out of memory error.</li> </ul>

4. In the Context Variable dialog, change the value of the named variable and click **OK**.

### See also

- *Configuring Matching Rules* on page 313
- *Assigning and Unassigning a Hybrid App to an Application Connection* on page 317

### Changing Hard Coded User Credentials

The administrator can change hard coded user credentials assigned at design time if the design time value needs to change for a production environment.

1. In the left navigation pane, click **Hybrid Apps<Hybrid App\_Package>:<Hybrid App\_Version>**.
2. In the right administration pane, click the **Context Variables** tab.
3. Select one or both of the variables: SupUser or SupPassword, and click **Modify**.
4. Type the new value and click **OK**.

### Adding a Certificate File to the Hybrid App Package

The administrator can change the credential certificate assigned at design time.

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**Note:** Sybase recommends that you use Internet Explorer to perform this procedure.

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1. In the left navigation pane, click **Hybrid Apps<Hybrid App\_Package>:<Hybrid App\_Version>**.
2. In the right administration pane, click the **Context Variables** tab.
3. Select **SupPassword** and click **Modify**.
4. Select **Use certificate-base credentials** and click **Browse** to find and upload a certificate file.
5. Set the value for **Certificate password** and click **OK**.  
On the Context Variables page, the read-only values of SupUser, SupCertificateSubject, SupCertificateNotBefore, SupCertificateNotAfter, and SupCertificateIssuer change to reflect values of the new certificate and password you set.

### **Configuring Client Variables for Hybrid Apps**

Client variables are defined for Hybrid Apps by Hybrid App developers. Administrators can modify client variable values or add new client variables for the production environment.

1. In the left navigation pane, click **Hybrid Apps** and select the Hybrid App to configure the properties for.
2. In the right administration tab, click **Client Variables**.
3. Select the client variable that you want to configure and click **Modify**.
4. Enter the production value for the client variable.

If you want to push the modified value to deployed clients, click **Send notification to deployed client**.

Click **OK**.

To add a new client variable, click **New** and enter the name and value. If you want to push the new property to deployed clients, click **Send notification to deployed client** and click **OK**.

To delete a client variable, select it and click **Delete**. If you want to push the deletion to deployed clients, click **Send notification to deployed client** and click **Yes**.

### **Assigning and Unassigning a Hybrid App to Application Connection Templates**

When you assign a Hybrid App package to an application connection template, all application connections that use that template are automatically assigned the Hybrid App package.

1. In the left navigation pane, expand **Hybrid Apps** and select a Hybrid App.
2. Click the **Application Connection Templates** tab.  
All application connection templates that the Hybrid App package is assigned to are listed.
3. Click **Assign**.  
All available application connection templates are listed.
4. Select one or more application connection templates and click **OK**.

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**Note:** The selected templates must have an application ID.

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5. To unassign a Hybrid App from an application connection template, select the template in the **Application Connection Templates** tab and click **Unassign**.

### **Assigning and Unassigning a Hybrid App to an Application Connection**

Assign a Hybrid App package to an application connection to make it available to a device user. Unassign the Hybrid App package when it is no longer required.

You can also assign Hybrid App packages indirectly through the application connection template. The set of packages assigned to an application connection will be a combination of packages assigned indirectly through the application connection template and directly through the application connection.

1. In the left navigation pane of Sybase Control Center, click **Hybrid Apps** and select the Hybrid App to assign.
2. In the right administration pane, click the **Application Connections** tab.
3. Select the application connection to assign a Hybrid App package to.
4. Click **Assign**.
5. List the activation users to assign the Hybrid App package to.  
By default, there are no users listed. Search for users by selecting the user property you want to search on, then selecting the string to match against. Click **Go** to display the users.
6. Select the user or users from the list that you want to assign the Hybrid App package to.
7. Click **OK**.
8. To set the Hybrid App package as the default application for an application connection, select the connection and click **default**.  
Set a Hybrid App package as the default to run that application on the device as a single-purpose application. Single-purpose applications launch automatically when the user opens the Hybrid Web Container. This will be the only Hybrid App available on the device. You can select only one default per application connection.
9. To unassign a Hybrid App package, select the application connection and click **Unassign**.

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**Note:** If you unassign the Hybrid App package that is set as the default, you may want to select a new default package.

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10. Click **OK**.

### See also

- *Configuring Context Variables for Hybrid App Packages* on page 314

### **Setting and Unsetting a Default Hybrid App**

Set a Hybrid App package as the default application for an application connection to run it on the device as a single-purpose application. A single-purpose application launches automatically when the user opens the Hybrid Web Container and is the only Hybrid App available on the device.

1. In the left navigation pane of Sybase Control Center, click **Applications**.
2. In the right administration pane, click the **Application Connections** tab.
3. Select the application connection to set the default for.
4. Click **Hybrid Apps**.
5. Select the Hybrid App package to set as the default and click **Set default**.  
You can select only one default per application connection.



To remove a Hybrid App package as the default, select the package and click **Unset default**.

6. Click **OK**.

### **Checking Hybrid App Users and Queues**

Check Hybrid App application users and review pending activities for a Hybrid App application.

1. In the left navigation pane, expand the **Hybrid Apps** folder and select the Hybrid App you want to administer.
2. To check Hybrid App users:
  - a) In the right administration pane, select the **Application Connections** tab.
  - b) Review data about Hybrid App device users:
    - User – the name of the user that activates the device.
    - Application Connection ID – the unique identifier for a user application connection.
    - Errors – the total number of errors on the device.
    - Transform Items – the total number of items in the transform queue. The transform queue contains items that Unwired Server has transformed from e-mail messages into Hybrid App messages to be sent to clients.
    - Response Items – the total number of items in the response queue. The response queue contains Hybrid App messages that are sent from the device to Unwired Server.
    - Transform Queue Status – the current status of the transform queue: active, awaiting credentials, or awaiting retry.
    - Response Queue Status – the current status of the response queue: active, awaiting credentials, or awaiting retry.
3. To view pending activities for a Hybrid App:
  - a) Select the **Queue Items** tab.
  - b) Review data about pending Hybrid App activities:
    - User – the name of the user that activates the device.
    - Queue Type – the type of Hybrid App queue: response or transform.
    - Application Connection ID – the unique identifier for a user application connection.
    - Device Number – the unique identifier for a registered mobile device that is generated and maintained by Unwired Server.
    - Queue ID – the unique identifier of the queued item.
    - State – the status of the Hybrid App queue: active, awaiting credentials, or awaiting retry.
    - Creation Date – the date the queue item was created.

- **Retry Date** – the date that the processing of the queue item is scheduled to be retried (if applicable).
4. To manage the Hybrid App queue in the event of non-recoverable errors:
- a) Select the **Queue Items** tab.
  - b) Identify a Hybrid App queue item that requires you to unblock it or delete it.

Errors affecting Hybrid App queue items are either recoverable (where a retry is applicable) or unrecoverable/unknown (where no automatic retry occurs, or there is very long retry interval).

To recover from a long retry interval, an administrator can unblock a queue currently in retry state, so the next work schedule can pick up the blocked item immediately, instead of waiting for the retry timeout.
  - c) Select one or more of the queue items from the same queue type (the queue type for all the selected items must be either Transform or Retry).
  - d) Select one of the following actions:
    - **Delete** – deletes the selected Hybrid App queue item(s).
    - **Unblock** – unblocks the selected Hybrid App queue item(s) that are currently in a retry state.
  - e) Click **OK** to confirm the action.

# Monitor

Monitor availability status, view system and performance statistics, and review system data that allow administrators to diagnose the health and security of the runtime.

Monitored operations include security, replication-based synchronization, messaging-based synchronization, messaging queue, data change notification, device notification, package, user, and cache activity. These aspects of monitoring are important to ensuring that the required data is collected.

The critical aspects of monitoring include:

1. Setting up a monitoring configuration. A monitoring configuration sets the server behavior for writing data to database, automatic purge, and data source where the monitoring data is stored.

A default configuration is created for you, however you will likely want to customize this configuration for your environment. By default, monitoring data is flushed every 5 minutes. In development and debugging scenarios, you may need to set the flush behavior to be immediate. Set the **Number of rows** and **Batch size** properties to a low number. You can also disable flush, which results in immediately persisting changes to monitoring database. If you are setting up immediate persistence in a production environment, you may experience degraded performance. Use persistence with caution.

2. Creating a monitoring profile. A monitoring profile defines one or more domains and packages that need to be monitored.

You can either use the **default** profile to capture monitoring data for all packages in all domains or create specific profiles as required. Otherwise, disable the **default** profile or modify it as needed.

3. Reviewing the captured data. An administrator can review monitoring data (current, historical, and performance statistics) from Sybase Control Center.

Use the monitoring tabs to filter the data by domain, package, and time range. You can also export the data into a CSV or XML file and then use any available reporting or spreadsheet tool to analyze the data.

## Monitoring Usage

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Monitoring information reflects current and historical activity, and general performance during a specified time period.

Monitoring allows administrators to identify key areas of weakness or periods of high activity in the particular area they are monitoring. Access to this data helps administrators make decisions about how to better configure the application environment to achieve a higher level of performance.

The historical data is preserved in the monitor database. Performance data (KPIs for Replication, Messaging, Package Statistics, User Statistics, and Cache Statistics) for the specified time period is calculated upon request using the historical data available for that period. If monitoring data is purged for that time period, the performance data calculations will not factor in that data. It is recommended to purge monitoring data after putting in place mechanisms to export the required historical and/or performance data as needed. By default, monitoring data is automatically purged after seven days.

Also note that the processing times are calculated based on the time the request (or message) arrives on the server, and the time it took to process the request (or message) on the server. The client-side time (request origin time, and time taken to deliver to the server) are not factored into that data.

### See also

- *System Monitoring Overview* on page 322
- *Monitoring Configuration* on page 324
- *Monitoring Profiles* on page 326
- *Monitoring Data* on page 328

## System Monitoring Overview

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(Not applicable to Online Data Proxy) The goal of monitoring is to provide a record of activities and performance statistics for various elements of the application. Monitoring is an ongoing administration task.

Use monitoring information to identify errors in the system and resolve them appropriately. This data can also be shared by platform and domain administrators by exporting and saving the data to a .CSV or .XML file.

The platform administrator uses Sybase Control Center to monitor various aspects of Unwired Platform. Monitoring information includes current activity, historical activity, and general performance during a specified time period. You can monitor these components:

- Security log
- Replication synchronization
- Messaging synchronization
- System messaging queue status
- Data change notifications
- Device notifications (replication)
- Package statistics (replication and messaging)
- User-related activity
- Cache activity

To enable monitoring, platform administrators must set up a monitoring database, configure a monitoring data source or create a new one, and set up monitoring database flush and purge

options. By default the installer created a monitoring database, however you can use another one if you choose.

To control monitoring, platform administrators create monitoring profiles and configurations, which define the targets (domains and packages) to monitor for a configured length of time. A default monitoring profile is created for you by the installer. Monitoring data can be deleted by the platform administrator as needed.

**Table 20. System monitoring tasks**

Task	Frequency	Accomplished by
Create and enable monitoring profiles	One-time initial configuration with infrequent tuning as required	Sybase Control Center for Unwired Platform with the Monitoring node
Enable domain logging	One-time setup with infrequent configuration changes, usually as issues arise	Sybase Control Center for Unwired Platform with the <b>Domains</b> > <DomainName> > <b>Log</b> node.
Review current/historical/performance metrics	Routine	Sybase Control Center for Unwired Platform with the Monitoring node
Identify performance issues	Active	Sybase Control Center for Unwired Platform with the Monitoring node
Monitor application and user activity to check for irregularities	Active	Sybase Control Center for Unwired Platform with the Monitoring node
Troubleshoot irregularities	Infrequent	Reviewing various platform logs
Purge or export data	On demand	Sybase Control Center for Unwired Platform with the Monitoring node

### See also

- *Monitoring Usage* on page 321
- *Monitoring Configuration* on page 324
- *Monitoring Profiles* on page 326
- *Monitoring Data* on page 328

## Monitoring Configuration

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The monitoring configuration identifies the monitoring database endpoint and determines how long data is stored in the database.

The configurable monitoring properties are:

- Auto-purge – configures an automatic purge of the monitoring database to occur on a regular basis.
- Flush threshold – determines how often monitoring data is flushed from the server memory for storage in the monitoring database.
- Flush batch size – divides flushed data into smaller segments, rather than saving all data together according to the flush threshold parameters.
- Monitor database endpoint – sets the database to be used for storage of monitoring data.

### See also

- *Monitoring Usage* on page 321
- *System Monitoring Overview* on page 322
- *Monitoring Profiles* on page 326
- *Monitoring Data* on page 328

## Configuring Monitoring Performance Properties

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Configure auto-purge, flush threshold, and flush batch size settings to determine how long monitoring data is retained, and set a monitoring database to configure where data is stored.

### Prerequisites

Depending on the expected level of monitoring activity, ensure that the monitoring database is adequately prepared to store monitoring data.

### Task

1. In the left navigation pane of Sybase Control Center, select **Monitoring**.
2. In the right administration pane, select the **General** tab.
3. Click **Configuration**.
4. Configure auto purge settings.

Auto purge clears obsolete data from the monitoring database once it reaches the specified threshold.

- a) Select **Enable auto purge configuration** to activate auto purge functionality.
- b) Enter the length of time (in days) to retain monitoring data before it is purged.

5. Configure flush threshold settings.

The flush threshold indicates how often data is flushed from memory to the database. This allows you to specify the size of the data saved in memory before it is cleared. Alternately, if you do not enable a flush threshold, data is automatically written to the monitoring database as it is captured.

- a) Select **Enable flush threshold configuration** to activate flush threshold functionality.
- b) Select one of:

- **Number of rows** – monitoring data that surpasses the specified number of rows is flushed from memory. Enter the desired number of rows adjacent to **Rows**. The default is 100.
- **Time interval** – monitoring data older than the specified time interval is flushed from memory. Enter the desired duration adjacent to **Minutes**. The default is 5.
- **Either rows or time interval** – monitoring data is flushed from memory according to whichever value is reached first: either the specified number of rows or the specified time interval. Enter the desired rows and duration adjacent to **Rows** and **Minutes**, respectively.

6. If you enabled a flush threshold, enter a **Flush batch row size** by specifying the size of each batch of data sent to the monitoring database. The row size must be a positive integer.

The batch size divides flushed data into smaller segments, rather than saving all data together according to the flush threshold parameters. For example, if you set the flush threshold to 100 rows and the flush batch row size to 50, once 100 rows are collected in the monitoring console, the save process executes twice; data is flushed into the database in two batches of 50 rows. If the flush threshold is not enabled, the flush batch row size is implicitly 1.

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**Note:** By default, the monitoring database flushes data every 5 minutes. Alternatively, you can flush data immediately by removing or decreasing the default values, but doing so impacts performance and prevents you from using captured data.

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7. Optional. To change the data source, select an available database from the **Monitor database endpoint** drop down list.

Available databases are those with a JDBC server connection type created in the "default" domain. To create a new monitor database, a platform administrator must set up a database by running the appropriate configuration scripts and creating a server connection for the database in the default domain. The database server connection then appears as an option in the Monitor Database Endpoint drop down list.

8. Click **OK**.

## Monitoring Profiles

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Monitoring profiles specify a monitoring schedule for a particular group of packages. These profiles let administrators collect granular data on which to base domain maintenance and configuration decisions.

A default monitoring profile is automatically created in disabled state on Unwired Server. Administrators can enable or remove the default profile, and enable one or more new monitoring profiles as required.

The same monitoring schedule can be applied to packages across different domains; similarly, you can select individual packages for a monitoring profile.

### See also

- *Monitoring Usage* on page 321
- *System Monitoring Overview* on page 322
- *Monitoring Configuration* on page 324
- *Monitoring Data* on page 328

## Creating and Enabling a Monitoring Profile

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Specify a monitoring schedule for a group of packages.

### Prerequisites

Depending on the expected level of monitoring activity, ensure that the monitoring database is adequately prepared to store monitoring data.

### Task

1. In the left navigation pane, select **Monitoring**.
2. In the right administration pane, select the **General** tab.
3. Click **New** to create a monitoring profile.
4. Enter a name for the new profile.
5. Select the **Domains and Packages** tab and choose packages to be monitored according to these options:
  - Monitor all domains and packages – select **All Domains and Packages**.
  - Monitor all packages from one or more domains – select a domain, then click **Select All Packages**. Perform this step for each domain you want to monitor.
  - Monitor specific packages from one or more domains – select a domain, then select the particular packages you want to monitor from that domain. Perform this step for each domain you want to monitor.



6. Select **View my selections** to view the packages you selected for the monitoring profile. Unselect this option to return to the package selection table.
7. Select **Enable after creation** to enable monitoring for the selected packages immediately after you create the profile. By default, this option is selected. Unselect this option to enable the monitoring profile later.
8. On the **Schedule** tab, select a schedule to specify when monitoring takes place:
  - **Always On** – this schedule requires no settings. Package activity is continually monitored.
  - **Run Once** – specify a length of time during which monitoring occurs, in either minutes or hours. Package activity is monitored for the duration specified for one time only.
  - **Custom** – specify start and end dates, start and end times, and days of the week. Package activity is monitored according to the time frame specified. See *Setting a Custom Monitoring Schedule*.
9. Click **OK**.  
A status message appears in the administration pane indicating the success or failure of profile creation. If successful, the profile appears in the monitoring profiles table.
10. To enable a profile that you did not enable during creation, select the monitoring profile and click **Enable**.

### **Setting a Custom Monitoring Schedule**

Customize the monitoring schedule for packages within a monitoring profile. Setting a custom schedule is the most flexible option; monitoring information is provided according to the time frame you specify.

### **Prerequisites**

Begin creating a monitoring profile in the New Monitor Profile dialog.

### **Task**

1. In the New Monitor Profile dialog, select the **Schedule** tab.
2. Select **Custom** as the monitoring schedule criteria.
3. To set a range to control which days the custom schedule runs, configure a start date and time, end date and time, or day of week (if applicable).
  - Select **Start Date** to set a date for when monitoring of package activity begins. To be more specific, you can also enter a **Start Time**. In this case, monitoring cannot begin until a given time on a given day has been reached.
  - Select **End Date** to set a date that ends the monitoring of package activity. To be more specific, you can also enter an **End Time**.
  - Select the days of the week that package monitoring runs. This means that for the days you select, the schedule runs every week on the day or days you specify.

If you do not indicate a time frame, Unwired Server uses the default custom schedule, which is equivalent to Always On monitoring.

4. Click **OK**.

## Monitoring Data

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Monitoring data is aggregated in the Monitoring node of Unwired Server and organized by activity, including security, replication-based synchronization, messaging-based synchronization, messaging queue, data change notifications, device notifications, packages, users, and cache. The data for each activity is further broken down into current, historical, and performance-related information. View data for each monitored activity to track the performance and health of the system.

You can selectively view data accrued during a specific time period to see a snapshot of system performance during specific periods. The export function allows you to save data to a file outside of Sybase Control Center for reference or logging purposes.

### See also

- *Monitoring Usage* on page 321
- *System Monitoring Overview* on page 322
- *Monitoring Configuration* on page 324
- *Monitoring Profiles* on page 326

## Reviewing System Monitoring Data

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Review data for monitored activities. The monitoring data is retrieved according to the specified time range. Key Performance Indicators (KPIs) are also calculated for the specified time range.

1. In the left navigation pane, select **Monitoring**.
2. In the right administration pane, select one of the following tabs according to the type of monitoring data you want to view:
  - **Security Log**
  - **Replication**
  - **Messaging**
  - **Queue**
  - **Data Change Notifications**
  - **Device Notifications**
  - **Package Statistics**
  - **User Statistics**
  - **Cache Statistics**

**See also**

- *Purging Monitoring Data* on page 329
- *Exporting Monitoring Data* on page 329
- *Searching Monitoring Data* on page 330
- *Monitoring Data Categories* on page 331

## **Purging Monitoring Data**

Clear old data from the monitoring database.

Using the Purge function in Sybase Control Center allows you to perform an ad hoc purge of monitoring data.

1. In the left navigation pane, select **Monitoring**.
2. In the right administration pane, select the **General** tab.
3. Click **Purge**.
4. Indicate the time period for which you want to delete data by specifying a **Start Date**, **Start Time**, **End Date**, and **End Time**.

All monitoring data collected from the start time and date to the end time and date is deleted from the database. If you do not specify a start date, all data acquired prior to the end date and time is purged. Similarly, if you do not specify an end date, all data collected from the start date until the present time is purged. To save the data to file before purging it, see *Exporting Monitoring Data*.

5. Click **OK**.

A status message appears in the right administration pane indicating that the data purge was successfully completed.

**See also**

- *Reviewing System Monitoring Data* on page 328
- *Exporting Monitoring Data* on page 329
- *Searching Monitoring Data* on page 330
- *Monitoring Data Categories* on page 331

## **Exporting Monitoring Data**

Save a segment of monitoring data to a location outside of the monitoring database. Export data to back up information, particularly before purging it from the database, or to perform closer analysis of the data in a spreadsheet application.

This option is especially useful when you need to share monitoring data with other administrators and tenants. Since this task can be time-consuming, depending upon the size of the data being exported, Sybase recommends that you export the data in segments or perform the export at a time when Sybase Control Center is not in use.

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**Note:** The time taken to export the requested data is dependent on the time range specified, and the amount of data in the monitoring database. If the export is taking too long, or the user interface is blocked for too long, another option is to export the monitoring data using the management APIs provided for exporting monitoring data. Please see *Developer Guide: Unwired Server Runtime > Unwired Server Management API* for further details.

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1. In the left navigation pane, select **Monitoring**.
  2. In the right administration pane, select the tab corresponding to the monitoring data you want to view.
  3. Perform a search using the appropriate criteria to obtain the desired monitoring data.
  4. Click **Export**.
  5. Select a file type for the exported data (CSV or XML), and click **Next**.
  6. Click **Finish**.
  7. In the file browser dialog, select a save location and enter a unique file name.
  8. Click **OK**.
- All monitoring data retrieved by the search is saved to the file you specify in step 7.

### See also

- *Reviewing System Monitoring Data* on page 328
- *Purging Monitoring Data* on page 329
- *Searching Monitoring Data* on page 330
- *Monitoring Data Categories* on page 331

## Searching Monitoring Data

Filter monitoring data according to a specified date and time range.

Filter options vary depending upon the type of monitoring data you search.

1. In the left navigation pane, select **Monitoring**.
2. In the right administration pane, select the tab corresponding to the monitoring data you want to view.
3. In the Search pane, indicate the time period for which you want to view data by specifying a date range to search within (that is, Start Date, Start Time, End Date, and End Time) .

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**Note:** You do not need to specify a time period if you are performing a search on Current date.

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4. Filter the system components to include in the search.
  - a) Select **Show filter**.
  - b) Specify the components to include in your search.

If a domain or package does not appear in the search list (for example, if it has been deleted), enter the name and click **Add**.

- From the **Sort By** drop-down list, select a category by which to sort search results.

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**Note:** This field is disabled for some categories.

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- To view the domains and packages you included in the search, select **View my selections**.
- Click **Retrieve**.

Monitoring data for the time period specified appears in the administration console.

### See also

- *Reviewing System Monitoring Data* on page 328
- *Purging Monitoring Data* on page 329
- *Exporting Monitoring Data* on page 329
- *Monitoring Data Categories* on page 331

## Viewing Package-Level Cache Statistics

Use the package tree to view cache statistics at the package, cache group, or mobile business object (MBO) level.

The package tree allows for a granular view of data in all cache statistic categories except for domain-level data. Domain-level data instead uses the Filter by Domain search functionality.

- In the left navigation pane, select **Monitoring**.
- In the right administration pane, select **Cache Statistics**.
- From the cache feature drop-down list, select one of the following, depending on the type of data and level of granularity you require:
  - **Domain level**
  - **Package level**
  - **Package level cache group**
  - **Package level MBO**
- Select **Show Package Tree**.  
The tree view appears on the left side of the right administration pane.
- In the tree view, click the package, cache group, or MBO for which you want to view monitoring data.  
The monitoring data displays in the monitoring console. You can further filter data by specifying a time period in the search panel (for package-level cache performance and package-level MBO status only).

## Monitoring Data Categories

Monitoring data is organized according to object type, allowing administrators to perform focused data analysis on specific activities and Unwired Platform components. Current,

historical, and performance-based statistics facilitate user support, troubleshooting, and performance tracking for individual application environments.

The replication and messaging categories are the primary sources of data relating to application environment performance. The remaining tabs present detailed monitoring data that focuses on various aspects of replication-based applications, messaging-based applications, or both.

### See also

- *Reviewing System Monitoring Data* on page 328
- *Purging Monitoring Data* on page 329
- *Exporting Monitoring Data* on page 329
- *Searching Monitoring Data* on page 330

### **Security Log Statistics**

The security log reflects the authentication history of users either across the cluster, or filtered according to domain, during a specified time period. These statistics allow you to diagnose and troubleshoot connection or authentication problems on a per-user basis. Security log monitoring is always enabled.

User security data falls into these categories:

Category	Description
User	The user name
Security Configuration	The security configuration to which the device user belongs
Time	The time at which the authentication request took place
Result	The outcome of the authentication request: success or failure
Application Connection ID	The application connection ID associated with the user
Package	The package the user was attempting to access
Domain	The domain the user was attempting to access

### See also

- *Replication Statistics* on page 333
- *Messaging Statistics* on page 337
- *Messaging Queue Statistics* on page 341
- *Data Change Notification Statistics* on page 342
- *Device Notification Statistics* on page 344
- *Package Statistics* on page 346
- *User Statistics* on page 348

- *Cache Statistics* on page 350

### **Replication Statistics**

Replication statistics reflect replication synchronization activity for monitored packages. Current statistics monitor the progress of real-time synchronizations, while historical statistics present data from completed synchronizations on a per-package basis. Performance monitoring uses key performance indicators to produce data about synchronization efficiency.

Through statistics that report on the duration and scope of synchronizations, as well as any errors experienced during synchronization, replication monitoring allows you to identify the rate at which synchronizations happen during specified time periods, which users synchronize data, and which mobile business objects are affected.

### **See also**

- *Security Log Statistics* on page 332
- *Messaging Statistics* on page 337
- *Messaging Queue Statistics* on page 341
- *Data Change Notification Statistics* on page 342
- *Device Notification Statistics* on page 344
- *Package Statistics* on page 346
- *User Statistics* on page 348
- *Cache Statistics* on page 350

### **Current Replication Statistics**

Current statistics for replication synchronization provide real-time information about in-progress synchronizations.

Unwired Server monitors replication requests using these statistical categories:

Category	Description
Application ID	The ID associated with the application.
Package	The package name.
Phase	The current synchronization activity: upload or download. During the upload phase, a client initiates operation replays to execute mobile business object (MBO) operations on the back-end system. During the download phase, a client synchronizes with Unwired Server to receive the latest changes to an MBO from the back-end system.
Entity	During the download phase, the name of the MBO with which the client is synchronizing. During the upload phase, the name of the operation that the client is performing.

Category	Description
Synchronization Start Time	The date and time that the synchronization request was initiated.
Domain	The domain to which the package involved in synchronization belongs.
Application Connection ID	The ID number of the connection participating in the synchronization.
User	The name of the user associated with the device ID.

### Replication History Statistics

Historical data for replication-based synchronization consists of past synchronization details for monitored packages.

The summary view provides general information, whereas the detail view presents a more specific view of all request events during each synchronization; each row of data corresponds to a synchronization request from the client in the time frame you define:

- Click either **Details** to see more granular information on each synchronization request, or select the **Detail** option to see all synchronization request details. Detail view allows you to look at the individual messages that make up the summary view.
- Select **Summary** to see aggregated details by domain, package, and user about past synchronization events for the defined time frame.

**Table 21. Detail view information**

Synchronization element	Description
Application ID	The ID number associated with an application.
Package	The package name.
Application Connection ID	The ID number of the connection used in a synchronization request.
User	The user associated with the device ID.
Phase	The sync activity that occurred during this part of synchronization: upload or download. During the upload phase, a client initiates operation replays to change an MBO. During the download phase, a client synchronizes with Unwired Server to receive the latest changes to an MBO.
Entity	During download, the name of the MBO that the client is synchronizing with. During upload, the operation that the client is performing: create, update, or delete.



Synchronization element	Description
Total Rows Sent	The total number of rows sent during package synchronization. This data type is not supported at the MBO level.
Bytes Transferred	The amount of data transferred during the synchronization request.
Start Time	The date and time that the synchronization request was initiated.
Finish Time	The date and time that this part of synchronization completed.
Error	The incidence of errors during this request: true or false.
Domain	The domain to which the package involved in synchronization belongs.

**Table 22. Summary view information**

Category	Description
Application ID	The ID number associated with an application.
User	The name of the user associated with the device ID.
Package	The package name.
Total Rows Sent	The total number of rows sent during package synchronization.
Total Operation Replays	The total number of operation replays performed by clients during synchronization.
Total Bytes Sent	The total amount of data (in bytes) downloaded by clients from Unwired Server during synchronization.
Total Bytes Received	The total amount of data (in bytes) uploaded to Unwired Server by clients during synchronization.
Start Time	The date and time that the synchronization request was initiated.
Total Synchronization Time	The amount of time taken to complete the synchronization.
Total Errors	The total number of errors that occurred for the package during synchronization.
Domain	The domain to which the package involved in synchronization belongs.

**Replication Performance Statistics**

Replication performance statistics consist of key performance indicators (KPIs) that reflect the overall functioning of the application environment.

Performance monitoring highlights key totals and identifies average, minimum, and maximum values for primary activities. These calculations are dynamic, and are based on the data currently available in monitoring database for the specified time period.

All values in this table (totals, averages, maximums, minimums) apply to the specific time period you indicate:

<b>KPI</b>	<b>Description</b>
Total Distinct Package Synchronization	The total number of packages subject to synchronization.
Total Distinct Users	The total number of users who initiated synchronization requests. This value comprises only individual users, and does not count multiple synchronizations requested by the same user.
Average/Minimum/Maximum Sync Time	The average, minimum, or maximum amount of time Unwired Server took to finish a complete synchronization.
Time at Minimum/Maximum Sync Time	The time of day at which the shortest or longest synchronization completed.
Package with Minimum/Maximum Synchronization Time	The name of the package and associated MBO with the shortest or longest synchronization time.
Average/Minimum/Maximum MBO Rows Per Synchronization	The average, minimum, or maximum number of MBO rows of data that are downloaded when synchronization completes.
Average/Minimum/Maximum Operation Replays per Sync (records received)	The average, least, or greatest number of operation replays per synchronization received by Unwired Server from a client.
Total Bytes Sent	The total number of bytes downloaded by clients from Unwired Server.
Total Bytes Received	The total number of bytes uploaded from clients to Unwired Server.
Total Operation Replays	The total number of operation replays performed on the EIS.
Total Errors	The total number of errors that took place across all synchronizations.
Average/Minimum/Maximum Concurrent Users	The average, least, or greatest number of users involved in concurrent synchronizations.

KPI	Description
Time at Minimum/Maximum Concurrent Users	The time at which the least or greatest number of users were involved in concurrent synchronizations.

### **Messaging Statistics**

Messaging statistics report on messaging synchronization activity for monitored packages.

- Current monitoring data tracks the progress of messages from device users presently performing operation replays or synchronizing MBOs.
- Historical data reveals statistics indicating the efficiency of completed transactions.
- Performance monitoring provides an overall view of messaging payload activity intended to highlight areas of strength and weakness in the application environment.

Messaging historical data captures messages such as login, subscribe, import, suspend, resume and so on. The Import type message is a data payload message from server to client (outbound messages), while rest of the messages (login, subscribe, replay, suspend, resume) are sent from the client to server (inbound messages).

### **See also**

- *Security Log Statistics* on page 332
- *Replication Statistics* on page 333
- *Messaging Queue Statistics* on page 341
- *Data Change Notification Statistics* on page 342
- *Device Notification Statistics* on page 344
- *Package Statistics* on page 346
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### **Current Messaging Statistics**

Current statistics for messaging synchronization provide real-time information about in-progress synchronizations. Because messaging synchronizations progress rapidly, there is typically little pending messaging data available at any given time.

Unwired Server monitors messagin requests using these categories:

Category	Description
Application ID	The ID associated with the application.
Package	The package name.
Message Type	The type of message sent by the client to Unwired Server, indicating the current sync activity; for example, import, replay, subscribe, suspend, resume, and so on.

Category	Description
Entity	During the import process, the name of the mobile business object (MBO) with which the client is synchronizing. During replay, the operation that the client is performing. For all other message types, the cell is blank.
Start Time	The date and time that the initial message requesting synchronization was sent by the client.
Domain	The domain to which the package involved in synchronization belongs.
Application Connection ID	The ID number of the application participating in the synchronization.
User	The name of the user associated with the device ID.

### Messaging History Statistics

Historical data for messaging synchronization consists of past synchronization details for monitored packages.

The summary view provides general information, whereas the detail view presents a more specific view of all request events during each synchronization; each row of data corresponds to a synchronization request from the client in the time frame you define:

- Click either **Details** to see more granular information on each synchronization request, or select the **Detail** option to see all synchronization request details. Detail view allows you to look at the individual messages that make up the summary view.
- Select **Summary** to see aggregated details by domain, package, and user about past synchronization events for the defined time frame.

**Table 23. Detail view information**

Data type	Description
Application ID	The ID number associated with an application.
Package	The package name.
Application Connection ID	The ID number of the connection that participated in the synchronization request.
User	The name of the user associated with the device ID.
Message Type	The type of message sent by the client to Unwired Server, indicating the sync activity; for example, import, replay, subscribe, suspend, resume, and so on.

Data type	Description
Entity	During the import process, the name of the mobile business object (MBO) that the client is synchronizing with. During replay, the operation that the client is performing. For all other message types, the cell is blank.
Payload Size	The size of the message (in bytes).
Start Time	The date and time that the message for this sync request is received.
Finish Time	The date and time that the message for this sync request is processed.
Processing Time	The total amount of time between the start time and the finish time.
Error	The incidence of errors during this request; either true or false.
Domain	The domain to which the package involved in synchronization belongs.

**Table 24. Summary view information**

Category	Description
Application ID	The ID number associated with an application.
User	The name of the user associated with the device ID
Package	The package name
Total Messages Sent	The total number of messages sent by Unwired Server to clients during synchronization
Total Messages Received	The total number of messages received by Unwired Server from clients during synchronization
Total Payload Size Sent	The total amount of data (in bytes) downloaded by clients from Unwired Server during synchronization
Total Payload Size Received	The total amount of data (in bytes) uploaded to Unwired Server by clients during synchronization
Total Operation Replays	The total number of operation replays performed by clients during synchronization
Last Time In	The date and time that the last inbound request was received
Last Time Out	The date and time that the last outbound response was sent

Category	Description
Subscription Commands Count	The total number of subscription commands sent during synchronization; for example, subscribe, recover, suspend, and so on
Total Errors	The number of errors that occurred for the package during synchronization
Domain	The domain to which the package involved in synchronization belongs

### Messaging Performance Statistics

Messaging performance statistics consist of key performance indicators (KPIs) that reflect the overall functioning of the application environment.

Performance monitoring highlights key totals and identifies average, minimum, and maximum values for primary activities. These calculations are dynamic, and are based on the data currently available in monitoring database for the specified time period.

All values in this table (totals, averages, maximums, minimums) apply to the specific time period you indicate:

KPI	Description
Total Messages	The total number of messages sent between the server and clients during synchronization.
Total Distinct Devices	The total number of devices involved in synchronization. This total includes the same user multiple times if he or she has multiple devices. The value comprises individual devices, and does not count multiple synchronizations requested by the same device.
Total Distinct Users	The total number of users who initiated synchronization requests. This value comprises individual users, and does not count multiple synchronizations requested by the same user if he or she uses multiple devices.
Average/Minimum/Maximum Concurrent Users	The average, minimum, or maximum number of users involved in simultaneous synchronizations.
Time at Minimum/Maximum Concurrent Users	The time at which the greatest or least number of users were involved in concurrent synchronizations.
Average/Minimum/Maximum Processing Time	The average, minimum, or maximum amount of time Unwired Server took to respond to a sync request message.
Time at Minimum/Maximum Message Processing Time	The time of day at which the shortest or longest message processing event completed.

KPI	Description
MBO for Maximum/Minimum Message Processing Time	The name of the package and associated mobile business object (MBO) with the shortest or longest message processing time.
Average/Minimum/Maximum Message Size	The average, smallest, or largest message sent during synchronization.
Total Inbound Messages	The total number of messages sent from clients to Unwired Server.
Total Outbound Messages	The total number of messages sent from Unwired Server to clients.
Total Operation Replays	The total number of operation replays performed by clients on MBOs.
Total Errors	The total number of errors that took place across all synchronizations.
Average/Minimum/Maximum Concurrent Users	The average, least, or greatest number of users involved in concurrent synchronizations.

---

**Note:** Reporting of KPIs related to concurrent users is based on a background task that takes a periodic snapshot of the messaging activities. Depending on the nature and length of the processing of a request, the background snapshot may not always see all the requests.

---

### **Messaging Queue Statistics**

Messaging queue statistics reflect the status of various messaging queues. The data does not reveal any application-specific information, but provides a historical view of messaging activities that communicates the efficiency of messaging-based synchronization, as well as the demands of device client users on the system.

Based on this data, administrators can calculate the appropriate inbound and outbound message queue counts for the system (configurable in the Server Configuration node of Sybase Control Center).

### **See also**

- *Security Log Statistics* on page 332
- *Replication Statistics* on page 333
- *Messaging Statistics* on page 337
- *Data Change Notification Statistics* on page 342
- *Device Notification Statistics* on page 344
- *Package Statistics* on page 346
- *User Statistics* on page 348
- *Cache Statistics* on page 350

### Messaging Queue Status

Messaging queue status data provides historical information about the processing of messaging-based synchronization requests by Unwired Server. The data indicates areas of high load and times of greatest activity. This data can help administrators decide how to handle queue congestion and other performance issues.

These key indicators monitor messaging queue status:

Statistic	Description
Name	The name of the messaging queue.
Current Queued Items	The total number of pending messages waiting to be processed by Unwired Server.
Average/Minimum/Maximum Queue Depth	The average, minimum, or maximum number of queued messages. For minimum and maximum queue depth, this value is calculated from the last server restart.
Time at Minimum/Maximum Queue Depth	The time and date at which the queue reached its minimum or maximum depth.
Type	The direction of message flow: inbound or outbound.
Total Messages	The total number of messages in the queue at one point since the last server reboot.
Bytes Received	The total number of bytes processed by the queue since the last server reboot.
Last Activity Time	The time at which the most recent message was added to the queue since the last server reboot.

### **Data Change Notification Statistics**

Data change notification (DCN) statistics monitor notifications that are received by Unwired Server from the enterprise information server. Specifically, DCN monitoring reports which packages and sync groups are affected by notifications, and how quickly these are processed by the server.

Monitoring DCN statistics allows you to troubleshoot and diagnose performance issues if, for example, the cache is not being updated quickly enough. These statistics help to identify which packages took longest to process data changes, as well as times of peak performance or strain on the system.

### **See also**

- *Security Log Statistics* on page 332
- *Replication Statistics* on page 333



- *Messaging Statistics* on page 337
- *Messaging Queue Statistics* on page 341
- *Device Notification Statistics* on page 344
- *Package Statistics* on page 346
- *User Statistics* on page 348
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### Data Change Notification History Statistics

Historical information for data change notifications (DCNs) consists of past notification details for monitored packages. Detailed data provides specific information on past notification activity for packages, and identifies which server data was affected.

Details about past notification events are organized into these categories:

Category	Description
Domain	The domain to which the package affected by the DCN belongs.
Package	The name of the package containing data changes.
MBO	The name of the MBO to which the notification applied.
Notification Time	The date and time that Unwired Server received the DCN.
Processing Time	The time that Unwired Server used to process the DCN.

### Data Change Notification Performance Statistics

Data change notification (DCN) performance statistics consist of key performance indicators that reflect the efficiency of notification processing by Unwired Server.

Performance monitoring highlights key totals and identifies average, minimum, and maximum values for primary activities. These calculations are dynamic, and are based on the data currently available in monitoring database for the specified time period.

All values in this table (totals, averages, maximums, minimums) apply to the specific time period you indicate:

Key performance indicator	Description
Total Notifications	The total number of notifications sent by the enterprise information system to Unwired Server.
Average/Minimum/Maximum Processing Time	The average, minimum, or maximum amount of time Unwired Server took to process a DCN.
Time at Minimum/Maximum Message Processing Time	The time of day at which the shortest or longest DCN processing event completed.

Key performance indicator	Description
Time of Last Notification Received	The time at which the most recent DCN was received by Unwired Server.
MBO with Minimum/Maximum Notification Processing Time	The name of the package and associated mobile business object (MBO) with the shortest or longest notification processing time.

### **Device Notification Statistics**

Device notification statistics provide data about the occurrence and frequency of notifications sent from Unwired Server to replication synchronization devices.

Historical device notification monitoring reports on the packages, synchronization groups, and devices affected by replication payload synchronization requests in a given time frame. Performance-related device notification data provides a general indication of the efficiency of notification processing and the total demand of synchronization requests on the system.

### **See also**

- *Security Log Statistics* on page 332
- *Replication Statistics* on page 333
- *Messaging Statistics* on page 337
- *Messaging Queue Statistics* on page 341
- *Data Change Notification Statistics* on page 342
- *Package Statistics* on page 346
- *User Statistics* on page 348
- *Cache Statistics* on page 350

### **Device Notification History Statistics**

Historical information for device notifications provides specific information on past device notifications, indicating which packages, synchronization groups, and devices were involved in synchronization requests.

Details about past device notification events fall into these categories:

Category	Description
Application ID	The ID associated with the application.
Domain	The domain to which the package affected by the device notification belongs.
Package	The name of the package containing data changes.

Category	Description
Synchronization group	The synchronization group that the package belongs to.
Application Connection ID	The ID number of the connection participating in the synchronization request.
Generation time	The date and time that Unwired Server generated the device notification.
User	The name of the user associated with the device ID.

### Device Notification Performance Statistics

Device notification performance statistics provide a general indication of the efficiency of notification processing and the total demand of synchronization requests on the system.

Performance monitoring highlights key totals and identifies average, minimum, and maximum values for primary activities. These calculations are dynamic, and are based on the data currently available in monitoring database for the specified time period.

All values in this table (totals, averages, maximums, minimums) apply to the specific time period you indicate:

KPI	Description
Synchronization Group for Maximum Notifications	The synchronization group for which the maximum number of notifications were sent.
Package for Maximum Notifications	The package for which the greatest number of device notifications were sent.
Total Notifications	The total number of device notifications sent from Unwired Server to devices.
Total Distinct Users	The total number of users that received device notifications. This value comprises only individual users, and does not count multiple synchronizations requested by the same user.
Total Distinct Devices	The total number of devices that received device notifications. This is distinct from Total Distinct Users, because a single user name can be associated with multiple devices.
Enabled Subscriptions	The total number of replication subscriptions for which notifications are generated.
Time at Last Notification	The time at which the last device notification was sent by Unwired Server.

KPI	Description
Outstanding Subscriptions	The total number of replication subscriptions, both enabled and disabled.

### **Package Statistics**

Package statistics reflect response times for replication-based and messaging-based synchronization packages.

This type of monitoring uses key performance indicators to provide data on the efficiency of response by Unwired Server to synchronization requests. These calculations are dynamic, and are based on the data currently available in monitoring database for the specified time period.

### **See also**

- *Security Log Statistics* on page 332
- *Replication Statistics* on page 333
- *Messaging Statistics* on page 337
- *Messaging Queue Statistics* on page 341
- *Data Change Notification Statistics* on page 342
- *Device Notification Statistics* on page 344
- *User Statistics* on page 348
- *Cache Statistics* on page 350

### **Replication Package Statistics**

Replication package statistics consist of key performance indicators (KPIs) that reflect the overall function of the application environment at the cluster or domain level. The statistics highlight key totals and identify average, minimum, and maximum values for primary activities.

These key indicators monitor replication packages:

---

**Note:** These KPIs are not applicable at the MBO level.

- Total Bytes Received
  - Total Bytes Sent
  - Total Operation Replays
-

KPI	Description
Total Devices	The total number of devices involved in synchronization. This total includes the same user multiple times if he or she has multiple devices. The value comprises individual devices, and does not count multiple synchronizations requested by the same device.
Total Rows Sent	The total number of rows sent during package synchronization.
Total Rows Received	The total number of rows received during package synchronization.
Total Errors	The total number of errors that took place across all synchronizations.
Total Bytes Received	The total number of bytes uploaded from clients to Unwired Server.
Total Bytes Sent	The total number of bytes downloaded by clients from Unwired Server.
Average/Minimum/Maximum Synchronization Time	The average, minimum, or maximum amount of time Unwired Server took to finish a complete synchronization.
Time at Minimum/Maximum Synchronization Time	The time at which the shortest or longest synchronization completed.
Total Synchronization Requests	The total number of sync requests initiated by a client.
Total Operation Replays	The total number of operation replays performed by clients on MBOs.

### Messaging Package Statistics

Messaging package statistics consist of key performance indicators (KPIs) that reflect the overall function of the application environment at the cluster or domain level. The statistics highlight key totals and identify average, minimum, and maximum values for primary activities.

---

**Note:** These KPIs are not applicable at the MBO level:

- Total Subscription Commands
  - Total Devices
- 

These key indicators monitor messaging packages:

KPI	Description
Total Subscription Commands	The total number of subscription commands sent from clients to the server.
Total Devices	The total number of devices involved in synchronization. This total includes the same user multiple times if he or she has multiple devices. The value comprises individual devices, and does not count multiple synchronizations requested by the same device.
Average/Minimum/Maximum Message Processing Time	The average, minimum, or maximum amount of time Unwired Server took to respond to a synchronization request message.
Time at Minimum/Maximum Processing Time	The time at which the shortest or longest response time completed.
Total Inbound Messages	The total number of messages sent from clients to Unwired Server.
Total Outbound Messages	The total number of messages sent from Unwired Server to clients.
Total Operation Replays	The total number of operation replays performed by clients on mobile business objects (MBOs).
Total Errors	The total number of errors that took place across all synchronizations.
Total Data Push	The total amount of data transmitted from the server to clients.

### **User Statistics**

User statistics consist of key performance indicators that reflect the overall activity of application users.

User statistics can be filtered to include users who belong to a particular security configuration. This type of monitoring highlights key totals and identifies average, minimum, and maximum values for primary user activities. These calculations are dynamic, and are based on the data currently available in monitoring database for the specified time period.

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**Note:** These statistics are not supported for Sybase Mobile CRM and Sybase Hybrid App for SAP application users.

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### **See also**

- *Security Log Statistics* on page 332
- *Replication Statistics* on page 333
- *Messaging Statistics* on page 337
- *Messaging Queue Statistics* on page 341
- *Data Change Notification Statistics* on page 342
- *Device Notification Statistics* on page 344
- *Package Statistics* on page 346

- *Cache Statistics* on page 350

### Replication User Statistics

Replication user statistics reflect the synchronization activity of a group of replication-based synchronization users belonging to a specified security configuration. These statistics include general activity-related information on a per-user basis.

These key indicators monitor replication users:

KPI	Description
Total Synchronization Requests	The total number of sync requests initiated by a client.
Total Rows Received	The total number of rows received during package synchronization.
Total Rows Sent	The total number of rows sent during package synchronization.
Total Bytes Received	The total number of bytes uploaded from clients to Unwired Server.
Total Bytes Sent	The total number of bytes downloaded by clients from Unwired Server.
Average/Minimum/Maximum Synchronization Time	The average, minimum, or maximum amount of time Unwired Server took to complete a synchronization request.
Time at Maximum/Minimum Synchronization Time	The time at which the fastest or slowest synchronization is completed.
Total Operation Replays	The total number of operation replays performed by user of mobile business objects (MBOs).
Total Errors	The total number of errors that took place across all synchronizations.
Total Devices	The total number of devices involved in synchronization. This total includes the same user multiple times if he or she has multiple devices. The value comprises individual devices, and does not count multiple synchronizations requested by the same device.

### Messaging User Statistics

Messaging user statistics reflect the synchronization activity of a group of messaging-based synchronization users belonging to a specified security configuration. These statistics include general activity-related information on a per-user basis.

These key indicators monitor messaging users:

KPI	Description
Total Devices	The total number of devices involved in synchronization. This total includes the same user multiple times if he or she has multiple devices. The value comprises individual devices, and does not count multiple synchronizations requested by the same device.
Average/Minimum/Maximum Message Processing Time	The average, minimum, or maximum amount of time Unwired Server took to respond to a sync request message.
Time at Minimum/Maximum Message Processing Time	The time of day at which the shortest or longest message processing event completed.
Total Inbound Messages	The total number of messages sent from clients to Unwired Server.
Total Outbound Messages	The total number of messages sent from Unwired Server to clients.
Total Operation Replays	The total number of operation replays performed by clients on mobile business objects (MBOs).
Total Errors	The total number of errors that took place across all synchronizations.
Total Subscription Commands	The total number of subscription commands sent from clients to the server.
Total Data Push	The total number of import data messages.

### **Cache Statistics**

Cache statistics provide a granular view of cache activity either at the domain or package level, particularly in the areas of cache performance, mobile business object (MBO) status, and cache group status.

Cache statistics report on performance at the domain, package, MBO, and cache group levels to allow administrators to obtain different information according to the level of specificity required. These calculations are dynamic, and are based on the data currently available in monitoring database for the specified time period.

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**Note:** These statistics are not supported for Sybase Mobile CRM and Sybase Hybrid App for SAP application users.

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### **See also**

- *Security Log Statistics* on page 332
- *Replication Statistics* on page 333
- *Messaging Statistics* on page 337
- *Messaging Queue Statistics* on page 341
- *Data Change Notification Statistics* on page 342
- *Device Notification Statistics* on page 344



- *Package Statistics* on page 346
- *User Statistics* on page 348

### Cache Performance Statistics

Cache performance statistics report on key totals and identify average, minimum, and maximum values for primary cache activities. View cache performance data at the domain or package level.

Select either **Domain level** or **Package level** to view the following key performance indicators:

Key performance indicator	Description
Domain	The domain to which the package affected by the cache activity belongs.
Package	The name of the package associated with this cache activity.
Minimum/Maximum Cache Misses	The minimum or maximum number cache misses and the MBO name for which it was generated.
Minimum/Maximum Cache Hits	The minimum or maximum number of scheduled cache queries for all of the MBOs in the package in the specified date range.
Minimum/Maximum/Average % Cache Hits	The minimum or maximum percentage of scheduled cache queries for the supplied date range and the MBO name for which it was generated.
Minimum/Maximum Average Wait Time	The minimum or maximum average wait time for a scheduled cache query and the MBO name for which it was generated.
Minimum/Maximum Average Refresh Time	(Package-level only) The minimum or maximum average refresh time for an on-demand or scheduled refresh.

### MBO Statistics

Mobile business object (MBO) status monitoring reports on cache activity at the MBO level, and thus, reflects activity for single mobile business objects.

Select **Package level MBO** to view the following key performance indicators:

Key performance indicator	Description
Cache Group	The name of the group of MBOs associated with this cache activity.
MBO	The name of the single mobile business object associated with this cache activity.
Number of Rows	The number of rows affected by the cache refresh.

Key performance indicator	Description
Cache Hits	The number of scheduled cache queries that occurred in the supplied date range.
Cache Misses	The number of on-demand cache or cache partition refreshes that occurred in the supplied date range.
Access Count	The number of cache queries that occurred in the supplied date range.
Minimum/Maximum/Average Wait Time	The minimum, maximum, or average duration of cache queries in the supplied date range. This time does not include the time required to refresh the cache in a cache “miss” scenario. Instead Minimum/Maximum/Average Full Refresh Time exposes this data.
Minimum/Maximum/Average Full Refresh Time	The minimum, maximum, or average duration of on-demand and scheduled full refresh activities in the supplied date range.

### Cache Group Status Statistics

Cache group status statistics provide monitoring data about cache activity at the cache group level. The data reflects activity for all mobile business objects (MBOs) belonging to a cache group.

Select **Package level cache group** to view the following key performance indicators (KPIs):

KPI	Description
Package	The name of the package to which the associated cache group belongs
Cache Group	The name of the group of MBOs associated with the cache activity
Number of Rows	The number of rows in the cache table of the MBO
Last Full Refresh Time	The last time the cache or cache partition was fully refreshed
Last Update Time	The last time a row in the cache was updated for any reason (row-level refresh, full refresh, partitioned refresh, or data change notification)
Last Invalidate Time	The last time the cache was invalidated
Cache Coherency Window	<p>The data validity time period for the cache group, in seconds. Can span any value in this range:</p> <ul style="list-style-type: none"> <li>0 shows that data is always retrieved on-demand for each client.</li> <li>2049840000 shows that the cache never expires. This occurs when you set the on-demand cache group to NEVER expire or scheduled cache group to NEVER repeat.</li> </ul>

# Troubleshoot Sybase Control Center

Troubleshoot issues that arise in Sybase Control Center.

## Using Sybase Control Center to Troubleshoot Unwired Platform

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Problem: Unwired Platform is not functioning properly or exhibits abnormal behaviour.

Consult these Sybase Control Center sources to find useful information to help you troubleshoot Unwired Platform issues:

1. Review the server log – view server errors, warnings, and general information to identify problems. Access the Server node in the left navigation tree of Sybase Control Center to view server log data.
2. Review domain logs – if domain logging is enabled, view domain logs in each Domains > <DomainName>> Log node of Sybase Control Center. Aggregated log data in the console makes domain information readily accessible and actionable.
3. Review monitoring data – access the Monitoring node in the left navigation tree of Sybase Control Center to view monitoring data on the following components of Unwired Platform: replication synchronization, messaging synchronization, messaging queue, data change notifications, device notifications, packages, users, and cache. See *System Monitoring Overview* in *System Administration*.
4. Review Application Connection status – access the Applications node in the left navigation pane of Sybase Control Center to view application connection information in the right pane.

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**Note:** You can also view domain-level Application Connection status – navigate to the domain then select **Applications** in the left navigation pane, and view application connection information in the right pane.

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5. Review package client logs – access the Client Log tab of the Packages > <PackageName> node in Sybase Control Center to view data about client application operations for all devices subscribed to a package. This information allows you to track errors and identify performance issues.
6. Review MBO and operation history – access the History tab for both the MBO and operation nodes of a package in Sybase Control Center to review error history during synchronizations and operation replays.

### See also

- *Collecting Administration Performance Data for Troubleshooting* on page 354

- *Sybase Control Center Management Tier Issues* on page 355
- *Platform Component Monitoring Issues* on page 375
- *Server Tier Administration Issues* on page 378
- *Package Deployment and Management Issues* on page 390
- *Application and Application User Management Issues* on page 395

## Collecting Administration Performance Data for Troubleshooting

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**Problem:** You need to collect performance data to troubleshoot performance issues in Sybase Control Center for Unwired Platform administrative options.

**Solution:** Set up the `SCC_HOME\log\executionTime.log`, which provides information on the length of time taken to complete operations in Sybase Control Center. Sybase Product Support and Engineering teams can use this information to diagnose the source of your performance issues. To set up this log file:

1. Open `SCC_HOME\plugins\com.sybase.supadminplugin\agent-plugin.xml`.
2. Add the following line to the file under the `<properties>` element:

```
<set-property property="log_MO_method_execution_time"
value="enable_log_mo_method_execution_time" />
```
3. Open `SCC_HOME\conf\log4j.properties`.
4. If you are experiencing log truncation issues, edit the following lines to change the default values for maximum file size (default: 25MB) and maximum backup index (default: 20 files) to the values shown in this example:

```
## file appender (size-based rolling)
log4j.appender.executionTime=org.apache.log4j.RollingFileAppender
log4j.appender.executionTime.File=${com.sybase.ua.home}/log/
executionTime.log
log4j.appender.executionTime.layout=org.apache.log4j.PatternLayout
log4j.appender.executionTime.layout.ConversionPattern=%d [%-5p]
[%t] %c.%M(%L) - %m%n
log4j.appender.executionTime.MaxFileSize=50MB
log4j.appender.executionTime.MaxBackupIndex=20
## log MO method execution time
log4j.logger.com.sybase.uep.sysadmin.management.aop=INFO,executionTime
```

5. Restart Sybase Control Center.

The `executionTime.log` file now appears in the `SCC_HOME\log` folder.

Use this log file to diagnose and analyze performance problems. For more information on configuring the `agent-plugin.xml` configuration file, search for *Agent Plugin Properties Reference* in the *System Administration* guide.

You can also use the Adobe Flex log to track performance in Sybase Control Center. To access Flex-side logging, highlight the resource in the Perspective Resources view and select View Log to show the user interface time for each activity. Alternately:

1. Modify the `SCC_HOME\plugins\com.sybase.supadminplugin\agent-plugin.xml` file as indicated in step 2, above.
2. Restart Sybase Control Center.
3. Log in and perform your regular administrative tasks.
4. View the execution time indicators for these operations in the cookie file `supatcookie.sol`. The location of this file varies depending on your operating system:

Operating System	Location
Windows XP	C:\Documents and Settings\ <username>\Application Data\Macromedia\Flash Player\#SharedObjects</username>
Windows Vista	C:\Users\ <username>\AppData\Roaming\Macromedia\Flash Player\#SharedObjects</username>
Macintosh OS X	/Users/<username>/Library/Preferences/Macromedia/Flash Player/#SharedObjects
Linux	/home/<username>/.macromedia/Flash_Player/#SharedObjects

5. Analyze the log using your preferred method of data analysis.

### See also

- *Using Sybase Control Center to Troubleshoot Unwired Platform* on page 353
- *Sybase Control Center Management Tier Issues* on page 355
- *Platform Component Monitoring Issues* on page 375
- *Server Tier Administration Issues* on page 378
- *Package Deployment and Management Issues* on page 390
- *Application and Application User Management Issues* on page 395

## Sybase Control Center Management Tier Issues

Review this list of documented general issues for Sybase Control Center and its server management-related services.

### See also

- *Using Sybase Control Center to Troubleshoot Unwired Platform* on page 353
- *Collecting Administration Performance Data for Troubleshooting* on page 354
- *Platform Component Monitoring Issues* on page 375
- *Server Tier Administration Issues* on page 378
- *Package Deployment and Management Issues* on page 390
- *Application and Application User Management Issues* on page 395

## **Launching Sybase Control Center Results in Rounded Rectangle Box or Empty Console Screen**

**Problem:** When you launch Sybase Control Center, a rounded rectangular box appears instead of the administration console, or the console displays a gray or empty screen.

**Explanation:** The Adobe Flash Player version is older than the minimum version supported by Sybase Control Center.

**Solution:** Upgrade your Flash Player version to the latest version. For more information on software prerequisites, see *Supported Hardware and Software*.

### See also

- *Sybase Control Center Console Continually Refreshes* on page 357
- *Sybase Control Center Windows Service Fails to Start* on page 357
- *Sybase Control Center Windows Service Deleted* on page 359
- *Sybase Control Center Fails to Start* on page 359
- *Second Sybase Control Center Fails to Start* on page 361
- *Login Invalid in Sybase Control Center* on page 362
- *Login Fails in Sybase Control Center* on page 363
- *Login to Sybase Control Center Forces Ending Existing Session* on page 364
- *Administrator Account is Locked* on page 365
- *Browser Refresh (F5) Causes Logout* on page 366
- *Stale Version of Sybase Control Center After Upgrade* on page 366
- *Sybase Control Center Reports Certificate Problem* on page 368
- *Previous Administrator Credentials Used* on page 369
- *Security Error Triggered When Connecting to Sybase Control Center from Remote Browser* on page 370
- *Administrator Login Passes When Provider Is Not Available* on page 370
- *Host Name of Registered Resource Changed But Is Not Updated* on page 371
- *Management Issues with Clustered Data Tiers* on page 372
- *Poor Sybase Control Center Performance after Upgrade* on page 373
- *Sybase Control Center Communication with Unwired Server Fails* on page 374

## **Sybase Control Center Console Continually Refreshes**

Problem: Every 8-10 minutes, the left navigation pane of the Sybase Control Center console collapses and expands.

Explanation: This occurs when using Firefox or Chrome browsers.

Solution: Use Internet Explorer as your browser.

### **See also**

- *Launching Sybase Control Center Results in Rounded Rectangle Box or Empty Console Screen* on page 356
- *Sybase Control Center Windows Service Fails to Start* on page 357
- *Sybase Control Center Windows Service Deleted* on page 359
- *Sybase Control Center Fails to Start* on page 359
- *Second Sybase Control Center Fails to Start* on page 361
- *Login Invalid in Sybase Control Center* on page 362
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- *Browser Refresh (F5) Causes Logout* on page 366
- *Stale Version of Sybase Control Center After Upgrade* on page 366
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- *Administrator Login Passes When Provider Is Not Available* on page 370
- *Host Name of Registered Resource Changed But Is Not Updated* on page 371
- *Management Issues with Clustered Data Tiers* on page 372
- *Poor Sybase Control Center Performance after Upgrade* on page 373
- *Sybase Control Center Communication with Unwired Server Fails* on page 374

## **Sybase Control Center Windows Service Fails to Start**

Problem: When starting the Sybase Control Center *XX*service, it takes a long time before failing, and the service manager displays a message that the service startup has timed out.

The *SCC\_HOME\log\agent.log* shows the failure message.

Explanation: This problem usually occurs when the Sybase Control Center repository database log file is out of sync with the repository database. A related symptom is the message *SQL Login Failure* in the Sybase Control Center repository log file.

Solution 1: Review *SCC\_HOME\services\Repository\scc\_repository.log* log for any issues with the database transaction log file during startup. If the transaction log

could not be processed, the database cannot start, and consequently nor can the Sybase Control Center service. Resolve this error by:

1. Creating a backup of `SCC_HOME\services\Repository\scc_repository.log`.
2. Deleting the `SCC_HOME\services\Repository\scc_repository.log` file and restarting the Sybase Control Center service.

Solution 2: Review `SCC_HOME\services\Repository\scc_repository.log` log for any failures in database transaction and/or recovery. Resolve this error by temporarily configuring the repository database (-f) to start without a transaction log:

1. Log out of Sybase Control Center and then shutdown Sybase Control Center service.
2. Open command prompt window, and run the following command:

```
SCC_HOME\services\SccSADataserver\sa
\bin_windows32\dbsrv11.exe -n scc_repository -o C:\Sybase
\SCC-3_2\services\Repository\scc_repository.slg -f -m -qi -
qw -sb 0 -gn 100 -gm 500 -zl -zp -x TCPIP{port=3638} C:
\Sybase\SCC-3_2\services\Repository\scc_repository.db
```

3. Delete the `SCC_HOME\services\Repository\scc_repository.log` file using Windows Explorer.
4. Restart the Sybase Control Center service.

### See also

- *Launching Sybase Control Center Results in Rounded Rectangle Box or Empty Console Screen* on page 356
- *Sybase Control Center Console Continually Refreshes* on page 357
- *Sybase Control Center Windows Service Deleted* on page 359
- *Sybase Control Center Fails to Start* on page 359
- *Second Sybase Control Center Fails to Start* on page 361
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## **Sybase Control Center Windows Service Deleted**

Problem: the Sybase Control Center *X.X* windows service was inadvertently deleted, so Sybase Control Center is unavailable.

Solution: Re-create the Windows service with the following command:

```
SCC_HOME\utility\ntautostart\release\sccservice.exe -install
```

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## **Sybase Control Center Fails to Start**

Problem: The Sybase Control Center server does not start.

This problem occurs when the host name cannot be resolved or the IP address of the machine has changed since the product installation. This troubleshooting topic applies only when either of these scenarios is true.

Solution 1: Change the host name to its IP address in the Sybase Control Center `service-config.xml` file:

1. From the command line, verify the host name by running `nslookup<hostname >`.
2. If the DNS server cannot resolve the host name, edit the collocated `SCC_HOME\services\RFI\service-config.xml` file:
  - a. Log out of Sybase Control Center.
  - b. Stop the Sybase Control Center X.X service.
  - c. Open `SCC_HOME\services\RFI\service-config.xml`.
  - d. Locate this line: `<set-property property="address" value="<hostname>" />`.  
If the line does not exist, add it under the `<properties></properties>` element in the file.
  - e. Change the value from the host name to the IP address of the host computer. If the IP address is already used, ensure it is valid (especially if the IP address has recently been changed).
  - f. Restart the Sybase Control Center X.X service.
  - g. Log in to Sybase Control Center and proceed with your administrative tasks.

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## **Second Sybase Control Center Fails to Start**

**Problem:** Cannot start a second co-existing Sybase Control Center in a deployment environment.

**Explanation:** When multiple versions of Sybase Control Center co-exist on a single machine, if the older version is already using the default port number, the new version of Sybase Control Center uses another port number, such as 8285. If the configuration files have not been updated, this may cause port conflicts.

**Solution:** Check the port numbers, and check the configuration files to make sure the configuration is correct. See the topic *Port Number Reference* in the *System Administration* guide. If the configuration is correct, you may need to start the second version of Sybase Control Center manually.

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## **Login Invalid in Sybase Control Center**

Problem: Logging in to Sybase Control Center generates an Invalid Login message.

Solution:

- Verify Sybase Control Center session validity – ensure that the current Sybase Control Center session is active. If the session is frozen or expired, refresh the page or close the browser and try again.
- Verify server-side configuration by trying to connect to Unwired Server from Sybase Unwired Workspace (requires creating Unwired Server Connection Profile with proper user name and password among other things).
- Check `SCC_HOME\log\agent.log` to see if the authentication failed. If so, check the security configuration. By default, Sybase Control Center shares the same configuration as the one used on the local Unwired Server. Ensure that the correct login and password is provided (one that has administrative privilege). See *Enabling Authentication and RBAC for Administration Logins* in the *Security* guide.
- If all services are running, check the `SCC_HOME\log\agent.log` for an error message containing text similar to the following:  
Failed to authenticate user 'supAdmin' (Failed to connect to service:jmx:rmi:///jndi/rmi://eas3w03.sybase.com:9999/agent, probably because the agent is protected and requires credentials.Security Service Error. Agent service exception.)
  - Ensure that the Sybase Control Center authentication provider configuration is correct, and points to the correct server. See *Enabling Authentication and RBAC for Administration Logins* in the *Security* guide.

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### **Login Fails in Sybase Control Center**

Problem: Removed the PreconfiguredUser login module from the "admin" security configuration. Now, logins to Sybase Control Center fail.

Solution: Verify server-side configuration by trying to connect to Unwired Server from Sybase Unwired Workspace (requires creating Unwired Server Connection Profile with proper username and password among other things). If that works but the Sybase Control Center login still fails, check for error messages in `ins inagent.log` can offer further clues on the

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## **Login to Sybase Control Center Forces Ending Existing Session**

**Problem:** If you login to Sybase Control Center when there already is a session running using the same login, you are forced to end the pre-existing session before proceeding.

**Explanation:** Sybase Control Center allows only one session at a time for each administrative user.

Sybase Control Center remembers the UI layout of each user's screen so that the next time you login your screen layout is the same as you last left it. If Sybase Control Center allowed multiple concurrent sessions from the same user, the screen layout information could become corrupted.

**Solution:**

- **Recommended:** Configure the "admin" security configuration to integrate with your company identity management systems so that Sybase Unwired Platform administrators can login to Sybase Control Center using their own accounts.
- **Development Environment Only:** For a development environment, you can add `PreconfiguredUserLoginModules` for each of the administrators to the "admin" security configuration. Make sure to set the "SUP Administrator" or "SUP Domain Administrator" role in each `PreConfiguredUserLoginModule`.

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**Note:** It is never recommended to use the `PreconfiguredUserLoginModule` in a production installation of Sybase Unwired Platform.

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## **Administrator Account is Locked**

**Problem:** An administrator tried logging into Unwired Server from Sybase Control Center multiple times. After receiving multiple instances of the message `Wrong username and password errors`, the message `The account is currently locked. Please contact your server administrator.` is finally displayed.

**Explanation:** The user has exceeded the threshold for failed login attempts. The platform administrator sets the properties that control the login failure account lock threshold, and the timeout period. When a user exceeds the threshold value, the account is locked for the timeout period.

**Solution:** A user must wait for the lock timeout value to pass, and then log in again.

For details, see *Creating a Security Configuration in Sybase Control Center for Sybase Unwired Platform* online help.

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### **Browser Refresh (F5) Causes Logout**

Problem: Pressing the **F5** key to refresh your browser logs you out of Sybase Control Center.

Solution: Do not use **F5** when you are logged in to Sybase Control Center. Browser refresh does not refresh data inside Sybase Control Center, but refreshes the loaded application or pages in the browser—in this case, the Adobe Flash on which Sybase Control Center is built. Consequently, pressing **F5** logs you out of any servers you are currently logged in to, including Sybase Control Center.

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### **Stale Version of Sybase Control Center After Upgrade**

Problem: after upgrading Sybase Unwired Platform and relaunching Sybase Control Center through a Web browser, a stale version of Sybase Control Center loads in the browser.

Explanation: Adobe® Flash® Player caches the earlier version of Sybase Control Center locally, preventing you from logging in to the correct version of Sybase Control Center when accessing the browser.



Solution 1: Clear the Adobe Flash Player cache:

1. In Windows Explorer, navigate to C:\Documents and Settings\<username>\Application Data\Macromedia\Flash Player\#SharedObjects, and delete all files in this folder.

As an alternative to manually deleting files, you can also access the Adobe Flash Player Cache Cleanup URL: [http://www.macromedia.com/support/documentation/en/flashplayer/help/settings\\_manager07.html](http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html)

Solution 2: Only perform this solution if Solution 1 does not solve the problem. Clear browser history:

1. In Microsoft Internet Explorer, select **Tools > Internet Options > General > Delete...** and delete all temporary files, history, cookies, saved passwords, and Web form information.

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## **Sybase Control Center Reports Certificate Problem**

When attempting to bring up Sybase Control Center by clicking the Sybase Control Center link after installation, this message appears: There is a problem with this website's security certificate.

Explanation: This can occur when the browser session starts on the same computer as Sybase Control Center. The installer automatically sets up a local security certificate, but the certificate installed for HTTPS in the web container keystore is a self-signed root certificate, which is not recognized by the client browser.

Solution: Follow browser-specific instructions to accept the certificate into the Windows certificate store. Once the certificate is accepted, you may also need to change the Sybase Control Center Web URL to include the network domain name <yourco.com> in addition to the host name. That host name in the Web URL must match with the "Issued To" property of the certificate.

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## **Previous Administrator Credentials Used**

**Problem:** You cannot use new credentials to authenticate against a resource in Sybase Control Center. When an administrator enters credentials with the **Remember these credentials for future sessions** option, Sybase Control Center uses those credentials until they are cleared.

**Solution:** Clear credentials so that Sybase Control Center does not use them for future sessions:

1. Open the Perspective Resources window.
2. Select the resource you want to log in to.
3. From the menu bar, select **Resource > Clear Authentication Parameters** and click **OK**.

You can now authenticate against the resource using new administrator credentials.

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## **Security Error Triggered When Connecting to Sybase Control Center from Remote Browser**

Problem: Connecting to Sybase Control Center from a browser that is remote triggers a security exception.

Solution: Ensure you have a security certificate installed in the Windows security store. See *Setting Up Browser Certificates for Sybase Control Center Connections* in *Sybase Control Center for Sybase Unwired Platform*.

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## **Administrator Login Passes When Provider Is Not Available**

Problem: The configured authentication provider is unavailable but administration credentials are still accepted.

Explanation: The administrator login credentials may be cached by Unwired Server.

Solution: If this behavior is undesired, reduce the cache timeout value used by the Unwired Server security domain instance. For details, search for *Authentication Cache Timeouts* in *Security*.

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## **Host Name of Registered Resource Changed But Is Not Updated**

**Problem:** An administrator changes the host name property of a registered resource; but in Sybase Control Center, the old host name is still used and the management console for Unwired Platform does not appear.

**Description:** If you modify the resource properties for an Unwired Server in Sybase Control Center, the new host name or IP address is not used in establishing a connection to the server.

**Solution:** After changing the host name property of the resource, in the Perspective Resources view, right-click the resource and select **Authenticate** to update resource connection properties. You can then launch the management console successfully.

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### **Management Issues with Clustered Data Tiers**

Problem: if you install Unwired Platform and the cache database on Microsoft Cluster, you will receive errors when trying to manage the cluster in Sybase Control Center. This is because Microsoft Cluster uses node switches.

Solution: Replace the current entry for the cluster with a new entry that uses the computer node's hostname or IP address, rather than Unwired Platform cluster's hostname (the default).

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- *Sybase Control Center Communication with Unwired Server Fails* on page 374

## **Poor Sybase Control Center Performance after Upgrade**

**Problem:** After upgrading to the latest version of Sybase Unwired Platform, Sybase Control Center performance is poor.

**Explanation:** This may indicate that Flash Player cache from the previous version of Sybase Control Center is filled and slowing down performance.

1. Navigate to C:\Documents and Settings\username\Application Data\Macromedia\Flash Player\#SharedObjects.
2. Delete all files under this folder.

---

**Note:** Alternatively, go to the following link from a browser: [http://www.macromedia.com/support/documentation/en/flashplayer/help/settings\\_manager07.html](http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html). Use the Website Storage settings panel to change storage capacity, or delete Websites to clean up the cache.

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### **See also**

- *Launching Sybase Control Center Results in Rounded Rectangle Box or Empty Console Screen* on page 356
- *Sybase Control Center Console Continually Refreshes* on page 357
- *Sybase Control Center Windows Service Fails to Start* on page 357
- *Sybase Control Center Windows Service Deleted* on page 359
- *Sybase Control Center Fails to Start* on page 359
- *Second Sybase Control Center Fails to Start* on page 361
- *Login Invalid in Sybase Control Center* on page 362
- *Login Fails in Sybase Control Center* on page 363
- *Login to Sybase Control Center Forces Ending Existing Session* on page 364
- *Administrator Account is Locked* on page 365
- *Browser Refresh (F5) Causes Logout* on page 366
- *Stale Version of Sybase Control Center After Upgrade* on page 366
- *Sybase Control Center Reports Certificate Problem* on page 368
- *Previous Administrator Credentials Used* on page 369
- *Security Error Triggered When Connecting to Sybase Control Center from Remote Browser* on page 370

- *Administrator Login Passes When Provider Is Not Available* on page 370
- *Host Name of Registered Resource Changed But Is Not Updated* on page 371
- *Management Issues with Clustered Data Tiers* on page 372
- *Sybase Control Center Communication with Unwired Server Fails* on page 374

### **Sybase Control Center Communication with Unwired Server Fails**

Problem: While using Sybase Control Center, a Communication with Unwired Server failed appears.

Explanation: Sybase Control Center cannot connect to the Unwired Server and displays this error message. To confirm this issue, open the Sybase Control Center `SCC_HOME\log\gateway.log` and look for `org.omg.CORBA.COMM_FAILURE`, `com.sybase.djc.rmi.iiop.BadMagicException`, or `org.omg.CORBA.MARSHAL` entries.

Solutions:

1. Ensure the protocol and port used by both the Unwired Server management port and the Sybase Control Center managed resource registration entry match. For information about validating and changing these properties, see *Adding or Updating Unwired Server Registration Properties* in *Sybase Control Center for Sybase Unwired Platform*.
2. Validate that the configured port is the Unwired Server management port of 2000 or 2001. Sybase recommends that you not change these default values. If you have changed them and the connection fails, update the managed resource connection property to use the default.

For more information about ports, see *Port Number Reference* in *System Administration*. For more information about validating and changing this port, see *Registering a Resource as an SCC Managed Resource* in *Sybase Control Center for Sybase Unwired Platform*.

3. If the management security profile now uses SSL mutual authentication, validate that you have installed certificates for mutual authentication into both Sybase Control Center's and Unwired Server's keystore. If each component does not have the opposite set of certificates, mutual authentication fails. Either install the missing certificates if mutual authentication is required, or use the following procedure to recover from this scenario:
  - a. If Unwired Server also has a standard management (non-secure) port available, you can connect to that port by updating the Sybase Control Center resource (localhost) port number property and setting secure to "No". See *Adding or Updating Unwired Server Registration Properties* in *Sybase Control Center for Sybase Unwired Platform*.
  - b. If Unwired Server does not have the standard management port enabled, then update the **securityProfile** property value in the `SUP_HOME\Servers\UnwiredServer\Repository\Instance\com\sybase\djc\server\SocketListener\{ServerName}_iiops1.properties` file to use the "default" profile, and restart Unwired Server.

For information about installing certificates, see *Changing Installed Certificates Used for Unwired Server and Sybase Control Center HTTPS Listeners*, in the *Security* guide. For



information about changing the authentication method used by the security profile, see *Creating an SSL Security Profile in Sybase Control Center* in *Sybase Control Center for Sybase Unwired Platform* online help.

### See also

- *Launching Sybase Control Center Results in Rounded Rectangle Box or Empty Console Screen* on page 356
- *Sybase Control Center Console Continually Refreshes* on page 357
- *Sybase Control Center Windows Service Fails to Start* on page 357
- *Sybase Control Center Windows Service Deleted* on page 359
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- *Login Invalid in Sybase Control Center* on page 362
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- *Host Name of Registered Resource Changed But Is Not Updated* on page 371
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- *Poor Sybase Control Center Performance after Upgrade* on page 373
- *Adding or Updating Unwired Server Registration Properties* on page 20
- *Configuring Management Port Properties* on page 42

## Platform Component Monitoring Issues

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Review this list of documented issues for platform components monitored by Sybase Control Center.

### See also

- *Using Sybase Control Center to Troubleshoot Unwired Platform* on page 353
- *Collecting Administration Performance Data for Troubleshooting* on page 354
- *Sybase Control Center Management Tier Issues* on page 355
- *Server Tier Administration Issues* on page 378

- *Package Deployment and Management Issues* on page 390
- *Application and Application User Management Issues* on page 395

### **Monitoring Data Does Not Appear in History Tab**

Problem: Monitoring data does not appear immediately in the History tab.

Explanation: The monitoring data is stored in memory to optimize database access, and periodically flushed to the monitoring database.

Solution: Try either of these options:

- Wait for the data to be flushed. The default time period is five minutes.
- Change the flush interval to a smaller value in Sybase Control Center:
  1. In the left navigation pane, select **Monitoring**.
  2. In the right administration pane, select the **General** tab.
  3. Click **Configuration**.
  4. In the flush threshold section, ensure that **Enable flush threshold configuration** is selected.
  5. Select one of:
    - **Number of rows** – monitoring data that surpasses the specified number of rows is flushed from the console display. Enter the desired number of rows adjacent to **Rows**. The default is 100.
    - **Time interval** – monitoring data older than the specified time interval is flushed from the console display. Enter the desired duration adjacent to **Minutes**. The default is 5.
    - **Either rows or time interval** – monitoring data is flushed from the console display according to whichever value is reached first: either the specified number of rows or the specified time interval. Enter the desired rows and duration adjacent to **Rows** and **Minutes**, respectively.
  6. Retrieve the results list using the Sybase Control Center monitoring node.

#### **See also**

- *Domain Log Data Does Not Appear in History Tab* on page 376
- *Previously Existing Monitoring Data No Longer Appears* on page 377
- *Previously Existing Domain Log Data No Longer Appears* on page 378

### **Domain Log Data Does Not Appear in History Tab**

Problem: Domain log data does not appear immediately in the History tab.

Explanation: The domain log data is stored in memory to optimize database access, and periodically flushed to the domain log database.

Solution: Try either of these options:

- Wait for the data to be flushed. The default time period is five minutes.
- Change the flush interval to a smaller value in Sybase Control Center:
  1. In the left navigation pane, expand the **Domains** folder and select the default domain.
  2. Select **Log**.
  3. In the right administration pane, select the **Settings** tab.
  4. Click **Configuration**.
  5. In the flush threshold section, ensure that **Enable flush threshold configuration** is selected.
  6. Select one of:
    - **Number of rows** – domain log data that surpasses the specified number of rows is flushed from the console display. Enter the desired number of rows adjacent to **Rows**. The default is 100.
    - **Time interval** – domain log data older than the specified time interval is flushed from the console display. Enter the desired duration adjacent to **Minutes**. The default is 5.
    - **Either rows or time interval** – domain log data is flushed from the console display according to whichever value is reached first: either the specified number of rows or the specified time interval. Enter the desired rows and duration adjacent to **Rows** and **Minutes**, respectively.
  7. Retrieve the results list using the Sybase Control Center domain log node.

#### See also

- *Monitoring Data Does Not Appear in History Tab* on page 376
- *Previously Existing Monitoring Data No Longer Appears* on page 377
- *Previously Existing Domain Log Data No Longer Appears* on page 378

### Previously Existing Monitoring Data No Longer Appears

Problem: Monitoring data that displayed previously no longer appears.

Explanation: By default, monitoring data is preserved in the database for seven days. After that period, the data is removed.

Solution: Change the auto purge setting value in Sybase Control Center. Auto purge clears obsolete data from the monitoring database once it reaches the specified threshold.

1. In the left navigation pane, select **Monitoring**.
2. In the right administration pane, select the **General** tab.
3. Click **Configuration**.
4. In the auto purge section, ensure that **Enable auto purge configuration** is selected.
5. Enter the length of time (in days) to retain monitoring data before it is purged.
6. Restart the server.
7. Retrieve the results list using the Sybase Control Center monitoring node.

### See also

- *Monitoring Data Does Not Appear in History Tab* on page 376
- *Domain Log Data Does Not Appear in History Tab* on page 376
- *Previously Existing Domain Log Data No Longer Appears* on page 378

## **Previously Existing Domain Log Data No Longer Appears**

Problem: Domain log data that displayed previously no longer appears.

Explanation: By default, domain log data is preserved in the database for seven days. After that period, the data is removed.

Solution: Change the auto purge setting value in Sybase Control Center. Auto purge clears obsolete data from the domain log database once it reaches the specified threshold.

1. In the left navigation pane, expand the **Domains** folder and select the default domain.
2. Select **Log**.
3. In the right administration pane, select the **Settings** tab.
4. Click **Configuration**.
5. In the auto purge section, ensure that **Enable auto purge configuration** is selected.
6. Enter the length of time (in days) to retain domain log data before it is purged.
7. Restart the server.
8. Retrieve the results list using the Sybase Control Center domain log node.

### See also

- *Monitoring Data Does Not Appear in History Tab* on page 376
- *Domain Log Data Does Not Appear in History Tab* on page 376
- *Previously Existing Monitoring Data No Longer Appears* on page 377

## **Server Tier Administration Issues**

Review this list of documented issues for Unwired Server or its internal synchronization services configured and administered by Sybase Control Center.

### See also

- *Using Sybase Control Center to Troubleshoot Unwired Platform* on page 353
- *Collecting Administration Performance Data for Troubleshooting* on page 354
- *Sybase Control Center Management Tier Issues* on page 355
- *Platform Component Monitoring Issues* on page 375
- *Package Deployment and Management Issues* on page 390
- *Application and Application User Management Issues* on page 395

## **Server List Not Retrieved**

Problem: No list of Unwired Server displays in Sybase Control Center. Instead, an `Error Retrieving Server List` message appears in the left navigation pane.

Scenario 1: No other error message appears.

If this is the case, one of the following explanations may apply:

- You are attempting to connect to a remote server that is not properly registered in Sybase Control Center.

Solution: Manually register the remote server. By default, only Unwired Servers installed to the same host computer are automatically registered with Sybase Control Center. See *Getting Started with Unwired Server Administration* in the Sybase Control Center online help. If you have recently made changes to the environment, for example, by modifying server resource properties (login, password, host name, IP address, or port number), ensure that you reauthenticate after making the changes.

- Jetty caching in Sybase Control Center prevents the console from displaying the server tree. This is indicated by 404 errors in both the console URL and `SCC_HOME\services\EmbeddedWebContainer\log\http-service.log` (the HTTP access log).

Solution:

1. Close Sybase Control Center.
2. Stop Sybase Control Center `X.X` Service.
3. Delete the contents of: `SCC_HOME\services\EmbeddedWebContainer\container\Jetty-X.X.XX\work`.
4. Restart Sybase Control Center `X.X` service.

Scenario 2: The right administration pane shows an `Authentication has failed` error message.

If this is the case, one of the following explanations may apply:

- You have not performed the "Authenticate" step in Sybase Control Center after registering the resource or changing their credentials.

Solution: In the Perspective Resources view, right click the server name and select **Authenticate**. In the default configuration, if you have used "supAdmin" to log in to Sybase Control Center, select **Use my current SCC login**.

- The server IP may have changed.

Solution: Update server resource properties, and repeat the "Authenticate" step described above. See the topic *Sybase Control Center Fails to Start*.

Scenario 3: The right administration pane shows a `Connection unknown. Ensure Server is running....` message.

If this is the case, one of the following explanations may apply:

- Unwired Server responded with an exception indicating a problem on the server.  
Solution: Check `SUP_HOME\Servers\UnwiredServer\logs\<hostname>-server.log` for details.
- The Sybase Control Center security provider is down or a system condition prevents Sybase Control Center from authenticating the user for administration access.  
Solution: Ensure that the security provider is running and that its host is reachable from the Sybase Control Center host.

Scenario 4: In some rare cases, the connection between Sybase Control Center and Unwired Server cannot be established after trying the previous recommendations.

Solution: You may need to stop and restart the Sybase Control Center *XX* windows service. After stopping the window service, make sure the process `uaservices.exe` is not running (or stop it from Windows task manager). Then log in to Sybase Control Center again.

Scenario 5: This may happen if you upgraded Sybase Unwired Platform to a newer version, and changed the server host name.

Solution: You need to complete some extra steps:

1. Change the listener prefix of `httpListeners` and `iiopListeners` for the new hostname in the new server's properties file:

```
Repository\Instance\com\sybase\djc\server\ApplicationServer\default.properties, <new_hostname>.properties
```

2. In `Repository\Instance\com\sybase\djc\server\SocketListner\*.properties`, rename all the `<old_hostname>_<protocol>.properties` into `<new_hostname>_<protocol>.properties`.
3. Use `dbisqlc` to update the table: `cluster_installation` in `clusterdb`,  
update `cluster_installation` set `hostname='<new_hostname>'`  
where `hostname='<old_hostname>'`.

### See also

- *Unwired Server Fails to Start* on page 381
- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
- *Starting or Restarting a Remote Server from Sybase Control Center Fails* on page 382
- *Port Conflict Issues* on page 384
- *Unexpected Listener Startup or Connection Errors* on page 385
- *Refreshing Server Configuration Displays Only Partial Updates* on page 385
- *Users Connect with Old Credentials* on page 387
- *AuthorizationException Displays Instead of Status* on page 388
- *Increasing Messaging Queue Counts Degrades Performance* on page 388
- *Saving Server Configuration Fails Due to Certificate Validation Error* on page 389

- *Unknown Server Error Message* on page 389

## **Unwired Server Fails to Start**

Problem: Starting Unwired Server from Windows services or the desktop shortcut fails.

Solution:

1. Ensure that the server license is valid and has not expired.
2. Open Windows services to check that the services Unwired Server depends on for start-up are running properly. Identify dependencies by right-clicking the service and selecting **Properties**.
3. Check `SUP_HOME\Servers\UnwiredServer\log\serverName-server.log` for error messages indicating the nature of Unwired Server start-up issues.
4. Check `SUP_HOME\Servers\UnwiredServer\log\bootstrap**.log` for possible license errors.

### **See also**

- *Server List Not Retrieved* on page 379
- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
- *Starting or Restarting a Remote Server from Sybase Control Center Fails* on page 382
- *Port Conflict Issues* on page 384
- *Unexpected Listener Startup or Connection Errors* on page 385
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- *Users Connect with Old Credentials* on page 387
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- *Saving Server Configuration Fails Due to Certificate Validation Error* on page 389
- *Unknown Server Error Message* on page 389

## **Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log**

Problem: This message may indicate that an Unwired Server administrative component is not running.

If users report a problem listing application connections in Sybase Control Center, check for this error message in the Sybase Control Center gateway.log file:

```
com.sybase.uep.sysadmin.management.mbean.UEPAdminException:
com.sybase.uep.admin.client.AdminException:
ADMIN_WEBSERVICE_INVOCATION_ERROR:java.security.PrivilegedActionExc
eption: com.sun.xml.internal.messaging.saaj.SOAPEXceptionImpl:
Message send failed
javax.management.MBeanException:
```

Explanation: Usually this occurs when there is a conflict on the currently configured port for the administration web service or a component of Unwired Server service went down for some reason.

One way to verify availability of the Web service is by accessing the following URL from the host where Sybase Unwired Platform is installed: *http://localhost:5100/MobileOffice/Admin.asmx*.

---

**Note:** This link works from the host where Sybase Unwired Platform is installed, using the correct Messaging port. The default Messaging port is 5100, but this may vary depending on your configuration.

---

Solution 1: Check Windows Application Event log for any error reported there. If the service is configured to run with a domain account and the password has been changed, you will need to update the password.

Solution 2: Make sure the administration Web service is up and running, and correctly configured. Review *Cannot Access Applications Tab and Web Service Error* in *Troubleshooting* to reconfigure the port in case of conflict with existing port.

### See also

- *Server List Not Retrieved* on page 379
- *Unwired Server Fails to Start* on page 381
- *Starting or Restarting a Remote Server from Sybase Control Center Fails* on page 382
- *Port Conflict Issues* on page 384
- *Unexpected Listener Startup or Connection Errors* on page 385
- *Refreshing Server Configuration Displays Only Partial Updates* on page 385
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- *AuthorizationException Displays Instead of Status* on page 388
- *Increasing Messaging Queue Counts Degrades Performance* on page 388
- *Saving Server Configuration Fails Due to Certificate Validation Error* on page 389
- *Unknown Server Error Message* on page 389

## **Starting or Restarting a Remote Server from Sybase Control Center Fails**

Problem: After you have registered a remote server in Sybase Control Center, you cannot start or restart the server.

If the DNS server cannot resolve the host name of the machine on which the remote Unwired Server is installed, or if the host has no internal DNS server, you cannot start, stop, or restart that Unwired Server using your local instance of Sybase Control Center. Because this network communication relies on name resolution, you must ensure that DNS is set up properly to successfully control a remote Unwired Server.

Before attempting the following solutions, verify that:



1. Sybase Control Center is running on the remote host.
2. A network connection can be established between your Sybase Control Center host and the Sybase Control Center agent on the remote server's host.

If the DNS server cannot establish a connection, try the following:

**Solution 1:** Repair the network DNS server setup. If you or your network administrator cannot modify the DNS, use solution 2.

**Solution 2:** Change the host name to its IP address in the Sybase Control Center `service-config.xml` file:

- If you cannot resolve the local host name, modify the file on the local instance of Sybase Control Center.
  - If you cannot resolve the remote host name, modify the file on the remote instance of Sybase Control Center.
  - If you cannot resolve both the remote and local host names, modify both files.
1. From the command line, verify the host name by running `nslookup<hostname>`.
  2. If the DNS server cannot resolve the host name, edit the collocated `SCC_HOME\services\RM\service-config.xml` file:
    - a. Log out of Sybase Control Center.
    - b. Stop the Sybase Control Center X.X service.
    - c. Open `SCC_HOME\services\RM\service-config.xml`.
    - d. Locate this line: `<set-property property="address" value="<hostname>" />`.  
If the line does not exist, add it under the `<properties></properties>` element in the file.
    - e. Change the value from the host name to the IP address of the host computer. If the IP address is already used, ensure it is valid (especially if the IP address has recently been changed).
    - f. Restart the Sybase Control Center X.X service.
    - g. Log in to Sybase Control Center and proceed with your administrative tasks.

If the DNS server resolves the host name, but the problem persists, check that both:

- The remote host on which Unwired Platform and Sybase Control Center are installed can receive UDP multicasts from the local host on which Sybase Control Center is installed, and
- The remote instance of Sybase Control Center uses RMI port 9999.

**Solution 3:** Make sure the `hosts` file includes complete entries for each node in the Unwired Server cluster.

1. On each Unwired Server host, edit the `hosts` file, located at:  
`C:\WINDOWS\system32\drivers\etc`

2. Add entries to identify the IP address and fully qualified network name of every other node in the Unwired Server cluster.

### See also

- *Server List Not Retrieved* on page 379
- *Unwired Server Fails to Start* on page 381
- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
- *Port Conflict Issues* on page 384
- *Unexpected Listener Startup or Connection Errors* on page 385
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- *Unknown Server Error Message* on page 389

## **Port Conflict Issues**

Problem: You have identified a Sybase Control Center *X.X* service port conflict.

Solution:

1. Identify the service with the port conflict in *SCC\_HOME\log\agent.log*.
2. Use a text editor to open *SCC\_HOME\Services\ServiceName\service-config.xml*.
3. Change the port to an available port number.
4. Save and close the file.

Search for *Port Number Reference* in *System Administration* for more information.

### See also

- *Server List Not Retrieved* on page 379
- *Unwired Server Fails to Start* on page 381
- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
- *Starting or Restarting a Remote Server from Sybase Control Center Fails* on page 382
- *Unexpected Listener Startup or Connection Errors* on page 385
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- *Saving Server Configuration Fails Due to Certificate Validation Error* on page 389
- *Unknown Server Error Message* on page 389

## **Unexpected Listener Startup or Connection Errors**

Problem: You encounter unexpected listener startup or connection errors for Unwired Platform components. This is usually seen when Unwired Server is installed on a host in DMZ (De-Militarized Zone) within the internal and external firewalls.

Solution:

1. Verify that the TCP/IP filtering restriction is not in effect on the host machine.  
To do so on Windows XP, navigate to: **Control Panel > Network Connections > Local Area Connection 1 > Properties > General tab > Internet Protocol (TCP/IP) > Properties > General tab > Advanced > Options tab > TCP/IP filtering > Properties**
2. In TCP/IP Filtering, check to make sure the Enable TCP/IP Filtering (All Adapters) checkbox is not selected. This enables all Sybase Unwired Platform infrastructure ports.  
If you do choose to select it, be sure to select Permit All for TCP Ports to enable all Sybase Unwired Platform infrastructure ports. These ports are documented in the *Port Number Reference* in the *Installation Guide for Runtime*.
3. Click **OK** to close each window and save your changes.
4. You can change “Local Area Connection 1” to the network connection name being used on the machine.
5. Make sure users are not using third party port blockers, like McAfee Antivirus.

### **See also**

- *Server List Not Retrieved* on page 379
- *Unwired Server Fails to Start* on page 381
- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
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## **Refreshing Server Configuration Displays Only Partial Updates**

Problem: The Refresh button in the Server Configuration node does not display correct properties or values, despite changes being made and saved. Updates consequently appear to

have been lost. In some scenarios, when you save the Server Configuration, it fails with the message `Save Failed`.

Scenario 1: After restarting Unwired Server, refreshing the server configuration displays the first saved change, but not subsequent saved updates. The message `Save Failed` appears in the administration console after you attempt to save an update.

In this scenario, the second save was likely unsuccessful. The message `Save Failed` indicates a conflict with the first set of updates.

Cumulative saved changes are applied successfully upon server restart only if these updates do not conflict. Attempting to save two conflicting sets of changes fails.

Solution: Inject a server restart in between each saved change to ensure that the required updates are propagated across the server.

Scenario 2: After restarting Unwired Server, refreshing the server configuration displays the final saved update, but not previous ones.

The refresh action following saved configuration changes must be used in conjunction with an Unwired Server restart. Refreshing the server configuration displays the latest successfully saved configuration information.

If you click Refresh in between two sets of saved changes, only the most recent saved updates are applied during a server restart, as in the following workflow:

1. Make the first change.
2. Save the configuration.
3. Refresh the configuration.
4. Make the second change.
5. Save the configuration.
6. Restart the server.
7. Refresh the configuration.

In this sequence, only the second set of changes in step 4 are committed and consequently displayed as the current set of properties used by Unwired Server.

Solution: If you refresh the configuration after saving updates to it, restart Unwired Server immediately to apply those changes before making another set of updates. Otherwise, the first set of configuration changes will be lost. The Refresh button allows you to then validate that those changes are applied and used by Unwired Server. For details on how to refresh the server in the correct sequence, see *Saving and Refreshing an Unwired Server Configuration* in the *Sybase Control Center for Sybase Unwired Platform* online help.

### See also

- *Server List Not Retrieved* on page 379
- *Unwired Server Fails to Start* on page 381

- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
- *Starting or Restarting a Remote Server from Sybase Control Center Fails* on page 382
- *Port Conflict Issues* on page 384
- *Unexpected Listener Startup or Connection Errors* on page 385
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## **Users Connect with Old Credentials**

**Problem:** A user changes password in the backend security system, but can still authenticate with the previous password when connecting to Unwired Server.

**Description:** Unwired Server securely caches authenticated login credentials (1 hour by default), so that subsequent connection requests using the same credentials are not sent to the underlying security provider until the login cache timeout is reached. However, if the same user uses changed credentials, the authentication request is sent to the underlying security provider. The authorization outcome is not cached and always delegated to the security provider in the security configuration.

**Solution:** To reduce the cache period, decrease the default authentication cache timeout for a security configuration using Sybase Control Center (go to the Cluster > Security > <security configurationname> > Settings tab). Setting the property to 0 results in disabling the authentication caching (not recommended for performance reasons).

### **See also**

- *Server List Not Retrieved* on page 379
- *Unwired Server Fails to Start* on page 381
- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
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- *Saving Server Configuration Fails Due to Certificate Validation Error* on page 389
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## **AuthorizationException Displays Instead of Status**

The SCC administration console left-pane tree structure is not complete, and an AuthorizationException is reported..

Explanation: This may happen if the SCC administration console internal network communications are not working properly.

Solution:

1. Close the Internet Explorer session.
2. Relaunch the SCC administrative console.
3. Log in as usual.

The internal network connection is resumed by restarting, so the tree displays information and status properly.

### **See also**

- *Server List Not Retrieved* on page 379
- *Unwired Server Fails to Start* on page 381
- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
- *Starting or Restarting a Remote Server from Sybase Control Center Fails* on page 382
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## **Increasing Messaging Queue Counts Degrades Performance**

Problem: Both inbound and outbound messaging queue counts were increased, however, performance degraded as a result.

Description: After increasing inbound and outbound message queue count, the default maxThreads of IIOP socket listener is insufficient.

Solution: Increase the maxThreads of IIOP socket listener by editing the `hostname_iiop1.properties` file (located in `SUP_HOME\Servers\UnwiredServer\Repository\Instance\com\sybase\djc\server\SocketListener\`), and restart Unwired Server. The maxThread of IIOP socket listener must be larger than the sum of all nodes needed IIOP thread counts.

### See also

- *Server List Not Retrieved* on page 379
- *Unwired Server Fails to Start* on page 381
- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
- *Starting or Restarting a Remote Server from Sybase Control Center Fails* on page 382
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## **Saving Server Configuration Fails Due to Certificate Validation Error**

Problem: Saving the server configuration after property updates yields this error:

"[com.sybase.sup.admin.server.configuration.RuntimeServerConfigurationHandler] Invalid configuration object for: SyncServerConfiguration. Message : 'certificate validation failed. Update did not happen.'"

Solution: The message suggests that the server certificate has expired. Update the certificate file to a non-expired version, and try to save again.

### See also

- *Server List Not Retrieved* on page 379
- *Unwired Server Fails to Start* on page 381
- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
- *Starting or Restarting a Remote Server from Sybase Control Center Fails* on page 382
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- *Unknown Server Error Message* on page 389

## **Unknown Server Error Message**

Problem: An internal server error occurs.

Solution: Check the logs for more details. Start by looking at the SCC log file `SCC_HOME\log\gateway.log` for the error message that occurred when user interface displayed the

message. In most cases, the error is an unexpected failure condition in the server, and further details can be obtained by reviewing the `SUP_HOME\Servers\UnwiredServer\logs\{ServerName}-server.log`. If that does not help, contact your Sybase Unwired Platform technical support representative.

### See also

- *Server List Not Retrieved* on page 379
- *Unwired Server Fails to Start* on page 381
- *Error in Listing Application Connections and ADMIN\_WEBSERVICE\_INVOCATION\_ERROR in gateway.log* on page 381
- *Starting or Restarting a Remote Server from Sybase Control Center Fails* on page 382
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- *Saving Server Configuration Fails Due to Certificate Validation Error* on page 389

## Package Deployment and Management Issues

---

Review this list of documented issues for packages deployed or managed from Sybase Control Center.

### See also

- *Using Sybase Control Center to Troubleshoot Unwired Platform* on page 353
- *Collecting Administration Performance Data for Troubleshooting* on page 354
- *Sybase Control Center Management Tier Issues* on page 355
- *Platform Component Monitoring Issues* on page 375
- *Server Tier Administration Issues* on page 378
- *Application and Application User Management Issues* on page 395

## Exporting or Deploying Large Packages Fails

---

Problem: You used Sybase Control Center to export or deploy a large package, and it fails.

You can troubleshoot this error by opening the Sybase Control Center `SCC_HOME\log\agent.log` file and checking for a message tsimilar to:

```
exception:java.lang.IllegalStateException: Form too large
```



Explanation: This message means that the package, not the form, is too large. The Web server that hosts Sybase Control Center cannot manage the data. A number such as 273310 indicates the size of the package in kilobytes (that is, 273,310).

- 1.
2. Use a text editor to open `SCC_HOME\services\EmbeddedWebContainer\service-config.xml`.
3. Set the `jetty.maxFormContentSize` to a value larger than the default. The default is 10000000. For example:

```
<set-property property="jetty.maxFormContentSize"
value="2000000" />
```

4. Save the file.

### See also

- *Invalid DOE-C User Error for an SAP Server Connection* on page 391
- *Troubleshoot CTS Imports* on page 392

## **Invalid DOE-C User Error for an SAP Server Connection**

Problem: The General tab of a DOE-C package displays an invalid user account error for the Error State property.

Explanation: SAP servers could not authenticate this user with the Username and Password configured for this package.

User names and passwords configured for the connection pool cannot be tested before they are used. Errors are only reported after the connection fails. Errors typically occur during an administrative operation (such as unsubscribing a subscription), or in response to an asynchronous message for a subscription from DOE. On a system with existing DOE-C subscriptions, the initial resynchronization at startup would implicitly test the technical user.

Solution: Check the username and password configured for this user in the Connection Pool configured for the package. If it is incorrect, edit the properties used.

---

**Note:** If you change the username or password property of a DOE-C connection, you must reopen the same dialog and click **Test Connection** after saving. Otherwise the error state of this DOE-C package cannot be cleaned up. If you do not click **Test Connection**, the username or password is correct, but the error state of the DOE-C package cannot be cleaned up.

---

### See also

- *Exporting or Deploying Large Packages Fails* on page 390
- *Troubleshoot CTS Imports* on page 392

# **Troubleshoot CTS Imports**

When using a CTS transport request to import a package or application, a return code and deployment message is recorded in the CTS detail log.

**Table 25. Import MBO Package Return Codes**

Return Code	Meaning	Possible Causes
0	The import has been successfully completed.	The MBO package is imported successfully into the target Unwired Server.
8	Content errors occurred when importing.	<ul style="list-style-type: none"> <li>• The imported archive is not a valid MBO package archive. Create a new transport request and import it.</li> <li>• The specified import domain does not exist in the target Unwired Server. Create the required import domain in the target system or specify a different domain, then retry the import.</li> <li>• The target Unwired Server does not have the security configuration used by the package, or the security configuration is not assigned to the specified domain. Create the required security configuration in the target system and retry the import.</li> <li>• The target Unwired Server does not have the server connection definition that is used by the MBO package in the specified domain. Create the required server connection in the target system and retry the import.</li> </ul>

Return Code	Meaning	Possible Causes
12	A tool issue occurred during the import. Resolve the problem and import the same transport request again.	<ul style="list-style-type: none"> <li>The target Unwired Server is down.</li> <li>The deployment method properties are not set correctly in the target system in CTS. For example, the Deploy URI is not correct.</li> <li>The provided user name or password is incorrect, or the user does not have authorization to perform the import operation.</li> </ul>

**Table 26. Import Hybrid App Return Codes**

Code	Meaning/Action	Possible Causes
0	The import has been successfully completed.	The Hybrid App package is imported successfully into the Unwired Server.
8	Content errors occurred when importing.	The archive is not a valid Hybrid App archive. Create a new transport request and import it.
12	A tool issue occurred during the import. Resolve the problem and import the same transport request again.	<ul style="list-style-type: none"> <li>The target Unwired Server is down.</li> <li>The provided user name or password is incorrect, or the user does not have authorization to perform the import operation.</li> </ul>

**Table 27. Import Application Return Codes**

Code	Meaning	Return Error
0	The import has been successfully completed.	The application is imported successfully into the target Unwired Server.

Code	Meaning	Return Error
8	Content errors occurred when importing.	<ul style="list-style-type: none"> <li>The imported archive is not a valid application archive. Create a new transport request and import it.</li> <li>The specified import domain does not exist in the target Unwired Server. Create the required import domain in the target system, or specify a different domain, then retry the import.</li> <li>The archive does not include the MBO package archive used by the application. Create a new transport request and retry the import .</li> <li>The security configuration in the application connection template does not exist on the target Unwired Server. Create the required security configuration in the target system and retry the import.</li> </ul>
12	A tool issue occurred during the import. Resolve the problem and import the same transport request again.	The target Unwired Server is down.
13	A tool issue occurred during the import. Resolve the problem and import the same transport request again.	The provided user name or password is incorrect, or the user does not have authorization to perform the import operation.

**Note:** If the application archive includes the MBO package archive used by the application, the codes may indicate the failure conditions listed for MBO packages.

**See also**

- *Exporting or Deploying Large Packages Fails* on page 390
- *Invalid DOE-C User Error for an SAP Server Connection* on page 391

## Application and Application User Management Issues

---

Review this list of documented issues for applications or application users managed by Sybase Control Center.

### See also

- *Using Sybase Control Center to Troubleshoot Unwired Platform* on page 353
- *Collecting Administration Performance Data for Troubleshooting* on page 354
- *Sybase Control Center Management Tier Issues* on page 355
- *Platform Component Monitoring Issues* on page 375
- *Server Tier Administration Issues* on page 378
- *Package Deployment and Management Issues* on page 390

## Wrong Application for Code Error

---

Problem: Application registration using a Windows Mobile emulator appears successful in Sybase Control Center, but the application log shows a `Wrong Application for Code` error when the application attempts to connect to Unwired Server.

This error occurs when you:

- Hard reset a Windows Mobile device emulator,
- Close an emulator without saving the emulator state, or
- Uninstall and reinstall the Unwired Server client software on the device.

Explanation: Because emulators do not generate unique application IDs, the Unwired Server messaging software on the device creates an application ID during installation and stores it in the emulator application registry. After registration, this permanent link between the emulator and the application ID must remain.

Hard resetting the emulator, closing the emulator without saving the emulator state, or uninstalling and reinstalling the Unwired Server client software purges the device registry and breaks the link between Unwired Server and the device software. When you attempt to reconnect, Unwired Server creates a new application ID for the device. Without the original application ID, the server cannot identify the device emulator, and therefore, cannot establish a relationship between the application and the activation code.

To avoid this problem so that the emulator and server remain synchronized, always save the emulator state before you close the emulator, and refrain from hard resetting the emulator, or uninstalling and reinstalling the client software.

---

**Note:** Before saving the state of an emulator, always uncradle the emulator using the Device Emulation Manager. This allows the device emulator to be cradled when the save image is loaded and used in the future.

---

Solution: Reconnect the emulator by either:

1. Deleting the original application from Unwired Server, then reregister the application, or
2. Reregistering the application

### See also

- *User Name of Registered Application Connection Not Displayed* on page 396
- *Internal Server Error When Clicking Applications* on page 396

## User Name of Registered Application Connection Not Displayed

Problem: The configured user name of a registered application connection is not displayed when you later review the properties for a device in Sybase Control Center. The **Application Connections** tab shows other properties but not the user name.

Explanation: The user name used for a application connection registration is not stored or handled as an application property.

Solution: To view the user name of the registered application in Sybase Control Center:

1. In the left navigation pane, click the **Applications** node.
2. In the right administration pane, click the **Application Users** tab.
3. In the table of registered users, for the user.
4. You can also select the **Application Connections** tab, and check the users properties.

### See also

- *Wrong Application for Code Error* on page 395
- *Internal Server Error When Clicking Applications* on page 396

## Internal Server Error When Clicking Applications

Problem : Once logged into Sybase Control Center, the administrator clicks Applications in the navigation pane, and an `Internal server error` message is displayed.

After receiving this error, the administrator is further unable to register any applications because the **OK** button remains disabled.

Solution:

1. Validate the error:
  - a. Open `SCC_HOME\log\gateway.log`.
  - b. Look for this error: Caused by:  
`com.sybase.uep.sysadmin.management.exception.ImoWsException: An error occurred loading a configuration file:`

Attempted to read or write protected memory. This is often an indication that other memory is corrupt.

2. Validate that the Sybase Unwired Server service is running and there are no errors being reported in the Windows Application event log by that service.
3. Validate that the Messaging Server Administration Web Service is running:
  - a. Open a Web browser.
  - b. Open *http://localhost:5100/MobileOffice/admin.asmx*.
  - c. Select the **GetDeviceList2** method, then click **Invoke**.
  - d. Check whether a valid XML response returns.
4. If anything in steps 1-3 is unexpected, you may have an installation or configuration issue. Confirm this by:
  - a. Restarting the Sybase Unwired Server service.
  - b. Once available, repeat steps 2-3.
    - Otherwise, open Sybase Control Center, and click Applications to try registering an application again.
5. If you still get the same error and same behavior, contact Sybase Support.

### See also

- *Wrong Application for Code Error* on page 395
- *User Name of Registered Application Connection Not Displayed* on page 396





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