



Release Bulletin

Sybase Mobile Sales for SAP®
CRM 1.1

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Product Summary

This release bulletin provides late-breaking information about Sybase® Mobile Sales for SAP® CRM. A more recent version may be available on the Web.

Sybase Mobile Sales for SAP CRM (Mobile Sales) gives you access to your important SAP sales data, and enables you to manage accounts, contacts, and activities with customers and prospects, all from your mobile device.

The SAP system downloads the relevant CRM data to your device. Much of the functionality of your native device integrates with Mobile Sales. You can work connected to the SAP server, or offline, when you do not have an Internet connection.

For information about accessibility, see *Accessibility Features*.

Version Information

Indicates the version information for the Mobile Sales application. You can view version information in the About dialog.

Table 1. Mobile Sales version information

Device platform	How to access the About dialog	Software version
iPhone	From within the Mobile Sales application, tap Settings > General > About .	1.1.2010.0816 and later
Windows Mobile	From within the Mobile Sales application, select Menu > About .	1.1.2010.0809 and later

Device Application Behavior

Provides information about expected behavior for the Mobile Sales application that was omitted from or incomplete in the user documentation, or that needs special emphasis.

Table 2. All Devices

CR#	Description
629212	<p>If you change your device time zone to a time zone that is earlier than the original one, any messages from your device to the SAP system will be sent at the current time in the new time zone.</p> <p>For example, if you change your device time zone from BST (British Summer Time) to PDT (Pacific Daylight Time) at 4 pm BST, messages from the device will not be sent until 4 pm PDT, 8 hours later.</p> <p>Workaround: None.</p>
615915	<p>You must indicate an address with the country code for an account or you cannot create a contact relationship for it.</p> <p>Workaround: Make sure you indicate a country code when creating an account. If you do not indicate a country code, the SAP system might reject the record, or you might notice account and contact synchronization issues.</p>

Table 3. iPhone Devices

CR#	Description
635248	<p>In Analytics (reports), large sales volume values may display in scientific notation.</p>
633947	<p>If you edit a report, the report data does not update, and the screen does not refresh as expected.</p> <p>Workaround: Go back to the home screen, tap Analytics, then select the report to view the updated information.</p>
618444	<p>Mobile Sales application is always online.</p> <p>Once you start the Mobile Sales application, it is always online and connected to the SAP server.</p> <p>Workaround: If you wish to use the Mobile Sales application offline, turn Airplane Mode ON in iPhone Settings.</p>

Table 4. Windows Mobile Devices

CR#	Description
631584	If the item added to a lead, opportunity, or sale document is not valid, the SAP system deletes it in both the SAP system and on the device.
627611	<p>Online search displays unexpected results.</p> <p>When you perform a search, the results may display records that, at first, appear to be unrelated to your search. The results returned from the SAP CRM backend system search are actually the records that match, plus additional records that are related to the matching records.</p> <p>Workaround: None. Partner search is designed to produce this result set in SAP CRM.</p>
618649	<p>Default logging level is WARN.</p> <p>If your system administrator instructs you to change the logging level, modify the <code>logging_default.config</code> file.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Exit the Mobile Sales application. 2. Connect to the device, for example, using ActiveSync. 3. Open the <code>\Program Files\Mobile Sales\Templates\logging_default.config</code> file for editing. 4. Change the logging level for all instances of <code><level value="WARN"></code>. Indicate the logging level in all capital letters: <ul style="list-style-type: none"> • FATAL • ERROR • WARN • INFO • DEBUG 5. Delete <code>\Program Files\Mobile Sales\Data\logging.config</code>, which is the runtime version of the logging configuration file. 6. Restart the Mobile Sales application.
617859	<p>If your device is not connected to the SAP backend server, online lookups remain in a pending state. If your device does not have network connectivity, an online lookup produces an error.</p> <p>Solution: Make sure you are connected to the SAP system. In Sybase Settings, select Menu > Show Log to verify your connection to Unwired Server.</p>

CR#	Description
610749	<p>The Log Phone Call setting only applies to outgoing calls, not received calls.</p> <p>If you select the Log Phone Call setting, upon completion of the call, the Mobile Sales application displays a popup dialog asking if you want to log the call as a CRM activity. This setting has no effect on received calls.</p> <p>Solution: If you want to log a received call as a CRM activity, you must manually create an activity of the type Incoming Call.</p>
608206	<p>Start and end times for Advanced search must be exact matches.</p> <p>When performing an advanced search, the dates you indicate for the Start Time and End Time reflect the exact date when the activity or opportunity started and ended, meaning, the search will only find records for objects with that exact start date and end date. It does not act as a date range and return records between those two dates.</p> <p>Solution: None.</p>
590850	<p>Click the Down arrow to select start and end dates for an activity (Windows Mobile Professional).</p> <p>Solution: None.</p>

Installation

Get last-minute information about installation that was omitted from or incorrect in your installation guide, or that needs special emphasis.

- See the *Sybase Mobile Sales for SAP CRM Installation Guide* for:
 - Mobile Sales solution workflow
 - Information on system requirements, device requirements, and SAP compatibility matrix
 - Provisioning the Mobile Sales application to the user devices
- See the appropriate platform user guide for information on how to install the application on your device.
 - *Sybase Mobile Sales for SAP CRM User Guide for iPhone*
 - *Sybase Mobile Sales for SAP CRM User Guide for Windows Mobile*

Installer Issues

Learn about the known installer issues and workarounds.

Table 5. Installation issues

CR#	Description
611907	<p>You can only deploy one client ESDMA package per Sybase Unwired Platform installation</p> <p>Workaround: If you need to deploy the same ESDMA package for different clients, you need a separate Sybase Unwired Platform installation for each.</p>

Known Issues

Learn about known issues and workarounds for Sybase Mobile Sales for SAP CRM.

Known Issues for the SAP System

Learn about known issues for the SAP system.

Table 6. SAP system issues

CR#	Description
594533 590062 590039	<p>Device data and SAP system data are displayed differently on the device and in the SAP WebUI.</p> <p>The SAP system may contain more details (fields/assignment blocks), where your organization may decide to send a subset of the data to the device. Also, some objects might have different labels in the two systems, or your organization might customize your Mobile Sales data on the SAP system.</p> <p>Workaround: None.</p>
594120	<p>Country code for phone number does not flow to device.</p> <p>Although the country code for a phone number appears in the SAP system, it does not flow to the device.</p> <p>Workaround: None.</p>
593485	<p>Queue increases each time you subscribe to SAP system.</p> <p>Workaround: Wait until you finish receiving data before resubscribing to the device or using the Mobile Sales application. It can take between 10 to 30 minutes for approximately 3MB of data to be downloaded fully to the device.</p>
590092	<p>Reopened opportunities remain at 100 percent.</p> <p>If an opportunity is closed and then reopened, its Chance of Success remains at 100 percent in the SAP system.</p> <p>Workaround: None.</p>

Known Issues for Windows Mobile

Learn about known issues and apply workarounds for Sybase Mobile Sales for SAP CRM for Windows Mobile.

Table 7. Windows Mobile Issues

CR#	Description
637894	<p>When you create leads and opportunities, and your device is set to a time zone earlier than UTC, the start and/or end dates shown in the list of leads may be off by one day.</p> <p>When the lead or opportunity details are viewed, however, the correct dates are displayed.</p> <p>Workaround: None.</p>
637779	<p>(Standard devices only) When you add items to an opportunity or lead, then perform a search for those items, the results list is difficult to read (white highlighting with white text).</p> <p>Workaround: None.</p>
637774	<p>(Professional devices only) When logging an e-mail message as a CRM activity, you see the error message: Error loading form: NullReferenceException</p> <p>If you start to create an activity and do not save or cancel it, then go to your Messaging account and try to log an e-mail message as a CRM activity, you receive the error message.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Click OK to close the error message. 2. In Mobile Sales, go back to the activity, then cancel or save it. 3. Go back to your Messaging account and log the e-mail message as a CRM activity.
636956	<p>Before subscribing a mobile device, shut down any programs or applications running on the device.</p>

CR#	Description
636917	<p>When starting Mobile Sales for the first time after installation, the error message "An unexpected error has occurred in MobileSalesPro.exe." appears.</p> <p>Additional details of the error: "Could not load type 'Sybase.CRM.UI.Software' from assembly 'MobileSalesProImpl, Version <version>, Culture=neutral, PublicKeyToken=null'."</p> <p>This error occurs because Microsoft .NET Compact Framework is not installed on the device.</p> <p>Workaround: Install Microsoft .NET Compact Framework and described in <i>Sybase Mobile Sales for SAP CRM Installation Guide, Device Prerequisites</i>.</p>
636541	<p>After creating a new object from the device, the device may display two of the same object temporarily until the device sync with the SAP system has completed.</p> <p>Workaround: None. This occurs temporarily and resolves automatically after the sync has completed. No specific action is necessary.</p>
636661	<p>After integrating a native contact to PIM, editing the contact to add a photo causes the Mobile Sales application to crash and unable to be started again.</p> <p>Workaround: Do not add photos to PIM contacts.</p> <p>If you added a photo to a PIM contact and your Mobile Sales application has crashed and is unable to start:</p> <ol style="list-style-type: none"> 1. Uninstall the Mobile Sales application from your mobile device. 2. Reinstall the Mobile Sales application.
619328	<p>Home page does not appear after subscription.</p> <p>Workaround: Contact your Sybase Unwired Platform system administrator.</p>
619204	<p>If you see the red alert icon on all list views after receiving data, and the top of the detail views display the No Subscription Found warning, the subscription has been removed from the Unwired Server.</p> <p>Workaround: Contact your Sybase Unwired Platform system administrator to make sure the subscription is available. If not, request another subscription account and try again.</p>

CR#	Description
619175	<p>An error occurs if you perform an online search for leads, and the only field on which you search is End Date.</p> <p>Workaround: Enter a value in any of the other fields. If you only want to search on leads with a particular end date, enter * (asterisk) for the Description to indicate all leads.</p>
617733 617479	<p>Online lookups for Opportunities or Leads do not contain any results, and return the error: This report doesn't contain any results. Please try again or edit the report settings.</p> <p>An empty result set also occurs if no records match the search criteria, or the error might be caused because the SAP system timed out.</p> <p>Workaround: Resubmit the search. If you still get no results, contact your SAP administrator to investigate the error.</p>
615943	<p>Unexpected application behavior might occur when memory is low.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Make sure you are connected to the SAP system. In Sybase Settings, select Menu > Show Log to verify your connection to Unwired Server. 2. If you are connected to the SAP system, and you continue to receive low memory alerts, increase the amount of free memory by deleting unused applications. See <i>Checking Available Memory</i> in the <i>Sybase Mobile Sales for SAP CRM User Guide</i> for Windows Mobile.
616684 615933	<p>For non-English applications, when memory gets low, application may indicate that it is connected to server although it is disconnected. Also, Sybase Settings log may show an empty string.</p> <p>Workaround: If you receive a storage memory is low message on your device, or see an empty string in the Sybase Settings log, free up the storage memory and restart Sybase Settings to make sure the connection works properly.</p>
615906	<p>When performing an online search for sales documents, the system returns sales orders only. You cannot use online search for service orders.</p> <p>Workaround: None.</p>
613479	<p>You can select the View in CRM menu only the first time you view a notification in the Mobile Sales application.</p> <p>Once you view a notification in the Mobile Sales application, the menu item is grayed out. Once you close the notification email, the Mobile Sales application deletes it.</p> <p>Workaround: None.</p>

CR#	Description
612538	<p>Waiting for Initial Data state persists when subscription fails.</p> <p>The Mobile Sales application does not display an error message that the subscription failed or why data is not flowing to the device.</p> <p>Workaround: Contact your system administrator to debug the issue.</p>
611013	<p>Pending objects do not synchronize with SAP server for over 30 minutes.</p> <p>The Mobile Sales application does not report any errors on the device.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Exit the Mobile Sales application. 2. Select Start > Programs > Sybase Settings. 3. Select Menu > Show Log to verify that you are connected to Unwired Server. <ul style="list-style-type: none"> • If not connected, check to make sure you have network connectivity, and that the connection information is correct. Select Connection to view. • If connected, contact your system administrator to determine if you need to unsubscribe and resubscribe to the SAP system. <p>If your system administrator tells you to unsubscribe and resubscribe:</p> <ol style="list-style-type: none"> 1. Start the Mobile Sales application. 2. From the Mobile Sales login screen, select Menu > Unsubscribe. 3. Select Yes to confirm you want to unsubscribe. 4. Exit the Mobile Sales application, restart it, then log in (resubscribe).
590051	<p>User gets Subscribe Failed alert when logging into Mobile Sales because Sybase Unwired Platform agent is not running.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Select Start > Programs > Sybase Settings. 2. Select Menu > Enable to reconnect to Unwired Server. 3. Log in to the Mobile Sales application to resubscribe to the SAP system.

Known Issues for iPhone

Learn about known issues and apply workarounds for Sybase Mobile Sales for SAP CRM for iPhone.

Table 8. iPhone issues

CR#	Description
637279	<p>A Mobile Workflow Leave Request with a long note does not submit successfully.</p> <p>When tapping Submit, Mobile Sales returns to the Edit screen instead of submitting the Leave Request to the SAP system.</p> <p>Workaround: Shorten the note with the Leave Request and tap Submit.</p>
637217	<p>Autoresubmit does not occur for a report request after a credentials failure and subsequent credentials correction.</p> <p>In the case where a report request is submitted and fails due to invalid credentials, such as username and password, the request should autoresubmit when the credentials are corrected. The autoresubmit does not happen.</p> <p>Workaround: After correcting credentials, tap Refresh to resubmit the request with the correct credentials.</p>
636956	<p>Mobile Sales crashes during subscription.</p> <p>Workaround: Before subscribing a mobile device, shut down any programs or applications running on the device.</p>
635099	<p>Numeric format does not change based on locale.</p> <p>Numbers are always displayed using the format defined by the locale of the SAP system.</p>
633954	<p>Device users need to unsubscribe before deleting the Mobile Sales application from an iPhone device to prevent the SAP system from attempting to maintaining the subscription.</p>
634597	<p>If immediately after subscribing for the first time, you try to perform a search on activity Type, no activities appear.</p> <p>Workaround: Exit and restart the Mobile Sales application.</p>
632909	<p>Mobile Sales application may freeze while browsing data during initial data subscription.</p> <p>Workaround: Exit and restart the Mobile Sales application.</p>

CR#	Description
610788	<p>Workflows disappear after deletion of Mobile Sales application.</p> <p>If you uninstall the Mobile Sales application, any workflows assigned to the device become unassigned and disappear from the device, even if you reinstall the application and resubscribe using the same connection information.</p> <p>Workaround: Contact your system administrator, who will use Sybase Control Center to reassign the workflows to your device.</p>

Known Issues for System Administrators

Learn about known issues and apply workarounds for system administrators for Sybase Mobile Sales for SAP CRM.

Table 9. System Administrator issues

CR#	Description
636707	<p>When a device user is unsubscribed in Sybase Control Center, an incomplete clean-up of the subscription on the device is performed.</p> <p>From the device, it will appear the device is still subscribed, however, when a synchronization is attempted the device user receives an error: No subscription found when the device tries to re-register with SCC.</p> <p>Instead of unsubscribing a device in Sybase Control Center:</p> <ol style="list-style-type: none"> 1. Delete the device from SCC. 2. Re-create the device in SCC.
636323	<p>Should not set packet drop size to higher than 2MB.</p> <p>When setting the DOE endpoint properties for a deployed DOE-C package using the Sybase SAP DOE Connector setEndpointProperties command, set the doePacketDropSize option to 2MB or fewer to avoid Mobile Sales application crashes during message processing.</p>
632665	<p>If you get a technical user credential failure in the Unwired Server log, you have to change the technical user password for the sap_crm package to match the SAP back end technical user password.</p> <p>To change the technical user password for the sap_crm package, use the Sybase SAP DOE Connector Command Line Utility setEndpointProperties command. See the <i>Sybase SAP DOE Connector Installation Guide</i> for command syntax.</p>

CR#	Description
626819	<p>Locking mobile devices from Sybase Control Center is not supported.</p> <p>The procedure <i>Locking and Unlocking Devices</i>, as documented in the Sybase Control Center online help, to control device access to synchronization is not currently supported. Devices will continue to receive/send inbound and outbound messages.</p> <p>Workaround: None.</p>
619328	<p>Home screen does not appear after successful subscription/all data received by the device.</p> <p>Workaround: Look in DOE session monitoring to verify that these customization objects were passed to the Sybase SAP DOE Connector: MAS_CUSTOMIZATION, MAS_AUTH_CUST, and USERDETAILS.</p>
618753	<p>Sybase Control Center (SCC) or Sybase SAP DOE Connector command line utility (CLU) does not retrieve the list of subscriptions associated with a package.</p> <p>Workaround: Re-execute the request using the CLU or through SCC. In SCC:</p> <ol style="list-style-type: none"> 1. Navigate to Unwired Server Management view. 2. Expand Domains > Default > Packages. 3. Highlight the SAP_CRM package, then select Subscriptions.
617387	<p>No data is sent to device after subscription.</p> <p>Sybase Control Center message queues contain no messages for the target user. The SAP Session Monitor indicates a failure against the push of the REG_NOTIF message. The associated logs indicate an HTTP communication failure.</p> <p>Workaround: Have the user unsubscribe and resubscribe.</p>
615603	<p>Sybase Control Center restart fails.</p> <p>Workaround: Log in to the Sybase Unwired Platform machine, and manually restart the Sybase Unified Agent service.</p>
610745	<p>Client side validations are not performed.</p> <p>Only e-mail and country validations are performed. No other client side validations are performed for an account.</p> <p>Workaround: None. The SAP server is responsible for validation of the account. If a value is not correct, the SAP server rejects the record update or creates a request with an appropriate rejection message.</p>

CR#	Description
608162	<p>Devices must be online to view Sybase Unwired Platform device logs.</p> <p>In Sybase Control Center, from the User/Device Registration page, select Get Logs. Sybase Control Center displays the following pop-up message: The request to retrieve the device log was submitted successfully. You are able to view device log at %UnwiredPlatform%/Servers/MessagingServer/Data/ClientTrace folder when device is online.</p> <p>If the device is offline, the logs are retrieved as soon as the device comes online.</p> <p>Workaround: None.</p>
594872	<p>DOE locks the queue.</p> <p>When Data Orchestration Engine (DOE) is pushing data to the Sybase SAP DOE Connector and the Sybase SAP DOE Connector does not respond to the message, the DOE locks the queue.</p> <p>Workaround: Ask your DOE administrator to unlock the queue. Monitor the queue to ensure subscriptions and messages are flowing from the DOE to the Sybase SAP DOE Connector.</p>
592097	<p>User exceeds maximum login attempts on a Window Mobile device.</p> <p>Workaround: Instruct the device user to edit the SYS_MaximumLoginAttemptsExceeded setting in the SybaseCRM.Configuration.xml file:</p> <ol style="list-style-type: none"> 1. Navigate to \Program Files\Mobile Sales\Data. 2. Open the SybaseCRM.Configuration.xml file for editing. 3. Set SYS_MaximumLoginAttemptsExceeded to true. 4. Save the file, then restart the Mobile Sales application. 5. Log in.
590051	<p>User gets Subscribe Failed error message when log into Mobile Sales.</p> <p>Workaround: Verify you are connected to Unwired Server.</p> <ul style="list-style-type: none"> • (Windows Mobile) Select Start > Programs > Sybase Settings • (iPhone) From the Mobile Sales home screen, select Settings > General > Connection Information.

Documentation Changes

Read about updates, corrections, and clarifications to the documentation released with Sybase Mobile Sales for SAP CRM.

Table 10. Sybase Mobile Sales for SAP CRM Users Guide (Windows Mobile)

CR#	Description
637983	<p>Chapter 8, Activity Management: Menu option error in Adding a New Activity for Account or Contact topic</p> <p>Corrected text:</p> <p>In step 2, the menu option should be Create Activity for both Windows Mobile Standard and Windows Mobile Professional devices.</p>
637983	<p>Chapter 8, Activity Management: Menu option error in Logging an E-mail as an Activity topic</p> <p>Corrected text:</p> <p>In the second paragraph, the menu option should be Menu > Log as CRM Activity.</p>
635491	<p>Chapter 15, Uninstalling Sybase Mobile Sales: Need to disable Sybase Messaging before uninstalling Sybase Mobile Sales</p> <p>Corrected text:</p> <p>Prerequisites: Disable Sybase Messaging.</p> <ol style="list-style-type: none"> 1. Start Sybase Settings. 2. Select Advanced. 3. Unselect Sybase Messaging Enabled. 4. Select Done.
620480	<p>Chapter 15, Uninstalling Sybase Mobile Sales: You can uninstall only Mobile Sales, if necessary.</p> <p>The current instructions indicate to remove both Sybase Messaging and Mobile Sales to uninstall Mobile Sales. In some cases, you might need to only uninstall Sybase Mobile Sales. Verify with your system administrator if you are unsure whether to uninstall both programs or only Mobile Sales.</p>

Table 11. Sybase Mobile Sales for SAP CRM Users Guide (iPhone)

CR#	Description
N/A	Chapter 1, Sybase Mobile Sales for SAP CRM: Device Requirements Mobile Sales also supports these devices in addition to the devices listed in the <i>Users Guide</i> : <ul style="list-style-type: none">• Apple iPad, iOS 3.2 (compatibility mode)• Apple iPhone 4, iOS 4.x

Obtaining Help and Additional Information

Use the Sybase Getting Started CD, Product Manuals site (SyBooks™ Online), and online help to learn more about this product release.

- The Getting Started CD (or download) – contains release bulletins and installation guides in PDF format, and may contain other documents or updated information.
- Product Manuals at <http://sybooks.sybase.com/> – is an online version of Sybase documentation that you can access using a standard Web browser. You can browse documents online, or download them as PDFs. In addition to product documentation, the Web site also has links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, Community Forums/Newsgroups, and other resources.
- Online help in the product, if available.

To read or print PDF documents, you need Adobe Acrobat Reader, which is available as a free download from the *Adobe* Web site.

Note: A more recent release bulletin, with critical product or document information added after the product release, may be available from the Product Manuals Web site.

Technical Support

Get support for Sybase products.

If your organization has purchased a support contract for this product, then one or more of your colleagues is designated as an authorized support contact. If you have any questions, or if you need assistance during the installation process, ask a designated person to contact Sybase Technical Support or the Sybase subsidiary in your area.

Downloading Sybase EBFs and Maintenance Reports

Get EBFs and maintenance reports from the Sybase Web site.

1. Point your Web browser to <http://www.sybase.com/support>.
2. Select EBFs/Maintenance. If prompted, enter your MySybase user name and password.
3. Select a product.
4. Specify a time frame and click **Go**. You see a list of EBF/Maintenance releases.

Padlock icons indicate that you do not have download authorization for certain EBF/Maintenance releases because you are not registered as an authorized support contact. If you have not registered, but have valid information provided by your Sybase

representative or through your support contract, click **Edit Roles** to add the “Technical Support Contact” role to your MySybase profile.

5. Click the **Info** icon to display the EBF/Maintenance report, or click the product description to download the software.

Sybase Product and Component Certifications

Certification reports verify Sybase product performance on a particular platform.

To find the latest information about certifications:

- For partner product certifications, go to http://www.sybase.com/detail_list?id=9784
- For platform certifications, go to <http://certification.sybase.com/ucr/search.do>

Creating a MySybase Profile

MySybase is a free service that allows you to create a personalized view of Sybase Web pages.

1. Go to <http://www.sybase.com/mysybase>.
2. Click **Register Now**.

Accessibility Features

Accessibility ensures access to electronic information for all users, including those with disabilities.

Documentation for Sybase products is available in an HTML version that is designed for accessibility.

Vision impaired users can navigate through the online document with an adaptive technology such as a screen reader, or view it with a screen enlarger.

Sybase HTML documentation has been tested for compliance with accessibility requirements of Section 508 of the U.S Rehabilitation Act. Documents that comply with Section 508 generally also meet non-U.S. accessibility guidelines, such as the World Wide Web Consortium (W3C) guidelines for Web sites.

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

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

You may find additional information about accessibility features in the product documentation.

