



Troubleshooting SDK

SAP Mobile Platform 3.0

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Contents

- Troubleshooting1**
 - Quick Fixes to Simple SDK Problems1
 - Eclipse Cannot Find jvm.dll1
 - Entries Getting Overwritten in the OData Offline Cache1
 - Cache Errors While Executing OData Online Requests2
 - Issues Requiring Root Cause Analysis2
 - Issues Requiring Product Support3
 - Product Support Engagement Requirements3
 - Creating an Incident on SAP Service Marketplace3
- Index5**

Troubleshooting

Quick Fixes to Simple SDK Problems

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

Fix List

Eclipse Cannot Find jvm.dll

Problem

On a machine where SAP® Mobile Platform is installed, if you try to run a version of Eclipse that is not supported, a message box says: Cannot find jvm.dll.

Fix

Download and install a supported version of Eclipse:

1. To verify which version of Eclipse to download, see <http://service.sap.com/pam>.
2. Navigate to: <http://www.eclipse.org/downloads/packages/>.
3. Under Downloads Home, select the package type.
4. Under Download Links, select the platform.

Entries Getting Overwritten in the OData Offline Cache

Problem

Entries are getting overwritten in the Native OData offline cache.

Recommended Approach and Solution

According to the OData specification, the Entry ID should be a universally unique identifier. The cache design is based on this principle. If the Entry IDs are not unique, change the OData provider design to generate unique Entry IDs as indicated by the Open Data Protocol specifications. For more information about the specifications, see: <http://msdn.microsoft.com/en-us/library/ff478141.aspx#edn6>.

The Entry IDs must be in the form of an IRI (International Resource Identifier), which is an international version of the URI (Uniform Resource Identifier), like a URL (Uniform Resource Locator), you see in the address bar of your browser. The URI does not have to reference a resource on the network.

Cache Errors While Executing OData Online Requests

Problem

.Cache errors while executing OData online requests.

Fix

For the cache initialization error "Initialize Error: Error Domain=CacheOperationError Code=1000 "Cannot create an NSPersistentStoreCoordinator with a nil model", ensure that the `cache.bundle` is imported into the project correctly.

For the cache initialization error Initialize Error : Error Domain=PersistenceError Code=999 "The operation couldn't be completed. (PersistenceError error 999.), manage the encryption key:

1. Fetch the encryption key using the following code, the first time you start the application:

```
NSString *key = [EncryptionKeyManager getEncryptionKey:&error];
```

Ensure you save the key securely, either using `UserDefaults` or `DataVault`.

2. Set the encryption on every restart of your application using the following code:

```
[EncryptionKeyManager setEncryptionKey:[defaults  
objectForKey:@"encryptionKey"] withError:&error];
```

For these cache errors that occur while executing an OData online request: Error Domain=Persistence Error Code=700 "The operation couldn't be completed. (Persistence Error error 700.)" and Error storing the cookies in Cache, no action is required. These errors can be ignored.

Issues Requiring Root Cause Analysis

Problems with multiple solutions require that you follow a problem solving process for conducting an investigation into an identified incident, problem, concern or non-conformity. These issue require that you look beyond the solution to the immediate problem, and try to understand the fundamental or underlying cause(s) of the situation and put them right, thereby preventing re-occurrence of the same issue.

Issues Requiring Product Support

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

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

Product Support Engagement Requirements

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

Service Marketplace Case Creation Requirements

Be prepared to provide:

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

SAP Mobile Platform Incident Requirements

Ensure you:

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

Creating an Incident on SAP Service Marketplace

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

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

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

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

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

Index

C

cannot find jvm.dll 1

E

Eclipse

supported version 1

Entry ID 1

J

jvm.dll file

Eclipse cannot find 1

O

overwritten 1

P

product support 3

S

Service Marketplace 3

support 3

T

technical support 3

