



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

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**SAP Mobile Platform 3.0 SP02**

Linux

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# Upgrading to Support Package 02

Upgrade SAP Mobile Platform 3.0 with SP02.

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

## Prerequisites

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

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

## Task

### 1. *Acquiring the Support Package Installer*

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

### 2. *Running the Support Package Installer*

Run the installation script. There are no installation options to set.

### 3. *Verifying the Support Package Installation*

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

## Acquiring the Support Package Installer

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

Use one of these methods:

- Insert the physical installation media.
- Download from the software distribution center on SAP Service Marketplace:
  - a. Go to <http://service.sap.com/swdc>.

- b. Under "A-Z Index" click **Installations and Upgrades**.
- c. Click **M**.
- d. Click **SAP MOBILE PLATFORM**.
- e. Click the link for SP02.
- f. Download the package for the SAP Mobile Platform Server SP02 installer.
- g. Extract the entire contents of the installer .zip file to a temporary directory on a local disk on the target host.  
Use a short path, preferably a folder directly below the root directory, such as `usr/home/temp`. The path can include only ASCII alphanumeric characters, underscore ( `_` ), hyphen ( `-` ), and period ( `.` ). Two consecutive period characters are not allowed.

## Running the Support Package Installer

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Run the installation script. There are no installation options to set.

### Prerequisites

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

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

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### Task

1. Open a terminal window.
2. Go to the root directory of your installer image.
3. Launch the installer:

```
sh SilentInstall_Linux.sh
```

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**Note:** The installer displays an `Initializing wizard...` message while it verifies the integrity of the installation image.

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The installer then displays progress messages as it completes each step of the installation. Watch for this message when the installer completes:

```
Installation Successful
```

## Verifying the Support Package Installation

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

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

`SMP_HOME` is the installation location you specified in the initial 3.0 installation (the default is `$HOME/SAP/MobilePlatform3/`).

A quick way to do this is:

```
grep -i error SMP*log
```

2. Verify that you can start SAP Mobile Platform Server.

In a terminal window, enter:

```
> cd SMP_HOME/Server
> ./daemon.sh start
```

3. Verify that you can log in to Management Cockpit.

- In a browser on any computer on the network, enter:

```
https://host_name:https_admin_port/Admin/
```

- Optionally, in a browser on the system where SAP Mobile Platform Server is installed, enter:

```
https://localhost:https_admin_port/Admin/
```

## Next

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





# Troubleshooting

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

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

## Issues Requiring Product Support

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

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

## Product Support Engagement Requirements

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

### *Service Marketplace Case Creation Requirements*

Be prepared to provide:

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

### *SAP Mobile Platform Incident Requirements*

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

## **Creating an Incident on SAP Service Marketplace**

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

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

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

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

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

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