

Release Bulletin Unwired Accelerator 7.0 for Windows XP Windows 2000

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1. Accessing current release bulletin information

A more recent version of this release bulletin may be available on the Web. To check for critical product or document information added after the product release, use the Sybase Product Manuals Web site.

❖ Accessing release bulletins at the Sybase Product Manuals Web site

- 1 Go to Product Manuals at <http://www.sybase.com/support/manuals/>.
- 2 Select a product and language and click Go.
- 3 Select a product version from the Document Set list.
- 4 Select the Release Bulletins link.
- 5 From the list of individual documents, select the link to the release bulletin for your platform. You can either download the PDF version or browse the document online.

2. Product summary

Enclosed is Unwired Accelerator, which is compatible with these platform and operating system configurations:

- Windows XP and Windows 2000 with Service Pack 2
- M-Business Server Application Edition version 5.7 for Windows
- Mobile Web Studio runs on Internet Explorer versions 5.5 + and 6.0+
- Portal Interface runs on:
 - Internet Explorer version 5.5 Service Pack 2 with patches: Q319182, Q321232, Q328389, Q810847, Q323759, Q824145, Q823980, Q822925, Q312461, Q818529, Q330994
 - Internet Explorer version 6.0 Service Pack 1 with patches: Q827667, Q828750, Q330994, Q822925, Q824145, Q824145, Q832894, Q837009, Q831167, Q823353, Q833989
 - Netscape version 7.01+
- EAServer 5.2 with EBF 12712 for Windows

2.1 Version contents

The Unwired Accelerator packaging includes:

- Media
 - Getting Started with Unwired Accelerator 7.0 CD
 - Unwired Accelerator 7.0 CD
- Documentation
 - *Unwired Accelerator Installation Guide for Microsoft Windows*
 - *Unwired Accelerator Release Bulletin for Windows* – this document
 - Online help text

The *Getting Started with Unwired Accelerator 7.0* CD contains the following manuals:

- The *Unwired Accelerator Quick Start Guide* shows how to deploy a Web and a database application to your mobile device.
- The *Mobile Application Development Tutorial* provides tutorials that help you get started using Mobile Web Studio to develop and deploy mobile applications.
- *Administration Guide* – provides administration topics for Unwired Accelerator and its components.
- *Developer's Guide* – describes how to develop and deploy portlets, portals, and their associated components, such as pages, catalogs, and so on.
- *Portal Interface User's Guide* – describes the Portal Interface user interface and how to use Portal Interface to build and manage your content.

The Technical Library CD also contains these related manuals:

- *jConnect for JDBC documents* – Enterprise Portal includes the jConnect™ for JDBC™ driver to allow JDBC access to Sybase database servers and gateways. The *jConnect for JDBC Programmer's Guide* is included on the CD in PDF and DynaText formats.

These manuals are also available online at Product Manuals at <http://www.sybase.com/support/manuals> in PDF and HTML formats.

3. Special instructions

This section describes any special instructions for Unwired Accelerator.

3.1 Daylight Saving Time patch

Starting in 2007, the Daylight Saving Time (DST) rules are changing in the United States and Canada. DST now begins on the second Sunday of March and ends on the first Sunday of November. To ensure that your UA installations continue to function correctly, you must install a Java patch, or upgrade to UA 8.0.

❖ Installing the Java DST Patch

- 1 Download the Java DST Patch at http://java.sun.com/javase/tzupdater_README.html.
- 2 Extract the *tzupdater-1_0_0.zip* file. The *.zip* file is extracted into its own folder.
- 3 Copy the *tzupdater.jar* file to the `%UA_HOME%\JDK1.4.2_06` directory.
- 4 Open a Command Prompt window (DOS shell), and navigate to the `%UA_HOME%\JDK1.4.2_06` directory.

- 5 At the command prompt, enter:

```
jre\bin\java -jar tzupdater.jar -t
```

This shows if the update is required. If it is, a long list of messages is returned, at the end of which is the message `Validation tests failed`. If the update is not required, nothing is returned.

- 6 Stop the UA Windows Service if it is not already stopped.
- 7 Run the DST patch with verbose messages by entering:

```
jre\bin\java -jar tzupdater.jar -v -u
```

- 8 Verify the patch is applied by running the command:

```
jre\bin\java -jar tzupdater.jar -t
```

If nothing is returned, the patch is successfully applied.

- 9 Restart the UA Windows Services.

4. Changed functionality in this version

This section describes new features, enhancements, and changed functionality in this version.

4.1 New features and enhancements

This section discusses new features and enhancements to existing features.

- SAP support – allows mobile users who have BlackBerry, PocketPC, or Palm devices to access their SAP business applications from their devices in an “always-available” model.
- BlackBerry improvements, which include:
 - The ability to set up multiple profiles on the BlackBerry device, which allows users to:
 - Define multiple settings
 - Give a logical name to the profile definition
 - Select which sync profile to use when a SyncAll is performed
 - Create new settings, and update and delete existing settings
 - Group available applications based on the profile name
 - The ability to have a mobile portal using the BlackBerry browser on devices connected with an Mobile Data Services (MDS) module residing on the BlackBerry Enterprise Server.
 - Data “chunking” so that users can sync applications larger than 128K as long as the BlackBerry has sufficient available memory.

Note To use this functionality, you must ensure that cookies are enabled on the BlackBerry Enterprise Server. See your BlackBerry documentation.

- Menu enhancements, which include:
 - Search – users can perform searches in all available rows and columns.
 - Logs – users can view the update log to see if the update was successful.
 - Fix Update – if an update request fails, the user can fix the error by highlighting the log record and selecting Fix Update.
 - Sync Update – allows users to sync update changes only. When a form submission is sent to the sever, only the update changes are synced—not the application content.

- The ability to insert multilevel records on BlackBerry and PDA devices.
- Answers Anywhere enhancements, which include:
 - Using precedence to resolve application conflicts by executing the code in order of:
 - Application name
 - Application synonym
 - Assigned fields and their respective synonyms
 - Handling date queries so the user can specify dates as parameter values.
 - Refreshing data from previous queries so the user does not have to retype the query.
- Capture and playback enhancements, which include:
 - Advanced navigation option, which provides greater robustness and reliability when capturing Active-X content.
 - A capture strategy that makes use of the Document Object Model used by many browsers when displaying HTML page content.
 - The ability to use @OP tags as part of the URL to be altered during playback.
 - Improved JSESSION ID handling, which ensures that URLs sent in CCL playback are consistent with the actual JSESSIONID value.
- Data validation – allows you to enter regular expressions to validate data you enter for tabular data applications.
- Edit – improved ability to edit applications.
- Pocket PC – the List/Detail functionality is now available on the Pocket PC.
- Support for the Windows NT LAN Manager (NTLM) protocol, an authentication protocol used by the Microsoft IIS servers.
- Graphical user interface installer.

For details about the features, see the *Unwired Accelerator Developer's Guide*.

4.2 Change in import/export functionality

In earlier versions, you could deploy a JSP application into an EAR file that contained multiple WAR files and application definition files using Import/Export. This functionality is no longer available. To deploy a JSP application into an EAR file, you must now use the application server.

❖ **Deploying a JSP application into an EAR file**

- 1 Export the JSP applications to an XML file.
- 2 Create a separate WAR file for each JSP application.
- 3 Import the XML file.
- 4 Deploy the WAR file to the application server (Tomcat or EA Server).

5. Known problems

See the latest release bulletin for Unwired Accelerator 7.0 for additional known problems. You can find the latest release bulletin at the Sybase Product Manuals Web site at <http://www.sybase.com/support/manuals/>.

5.1 Mobile Web Studio

5.1.1 List/Detail view does not display properly after syncing to offline BlackBerry client

[CR #393332] When creating a database application, then syncing to the BlackBerry offline client, the List/Detail view does not display properly.

Workaround: Edit the application properties in List/Detail view and specify the width for all the columns to a desired value in the List Text window.

5.1.2 Authorization fails if you are assigned more than 20 roles

[CR #371033] You cannot access any Mobile Web Studio objects if you are assigned more than 20 Mobile Web Studio roles. This limitation is caused by the user's database table. The column that holds all assigned roles to a user is limited to 255 bytes.

Workaround: None.

5.1.3 Changes not propagated to the device during sync

[CR #371766] When you create a Web application and capture links and text on a page, then sync the application to your BlackBerry device, the device shows the links along with the text of the captured content. When you edit the List/Detail property for the application to display only the text, then sync the application, the changes are not propagated to the device—the links still display.

Workaround: Specify the width setting in the List/Detail pane for each field.

5.1.4 “500 exception” error received during SMS registration

[CR #374529] If too many simultaneous registration attempts are made, you may receive a “500 exception” error during SMS registration.

Workaround: Try registering again.

5.1.5 Double-byte character sets display incorrectly using the DOM option

[CRs #370954 #370969] When performing a content capture using the DOM format, double-byte character sets do not display correctly.

Workaround: Use the One-click format when performing a capture.

5.1.6 Double-byte character sets display incorrectly using Advanced Navigation

[CR #370958] When performing a content capture using Advanced Navigation from a source that uses double-byte character sets, the double-byte character sets do not display correctly.

Workaround: Use the CapAll option when capturing content from a source that uses double-byte character sets.

5.1.7 Double-byte character sets display incorrectly if there is an @OP tag in the URL

[CR #371799] When performing a capture from a source with an @OP tag in the URL, double-byte character sets do not display correctly.

Workaround: None.

5.1.8 Cannot use @OP tag in URL with Advanced Navigation style

[CRs #373984 #371111] When performing a content capture from a source with the @OP tag in the URL, an error message is returned.

Workaround: Use the CapAll style when capturing content from a source that uses @OP in the URL.

5.1.9 Set charset to UTF-8 if content contains special characters

[CR #361553] When the contents of an application grid contain special characters like ® or ’, the XML breaks.

Workaround: Set the charset of applications to UTF-8 if the contents contain special characters.

5.1.10 Data is sorted by default when displaying mobile applications on PalmOne Zire72

[CR #361561] When displaying mobile applications on a PalmOne Zire72 in offline mode, by default the data on the table is sorted alphanumerically using the first field in the table, and the table layout of the original content is not maintained. For example, this:

Table 1: Expected result

Emp name	Salary
Ann	500
Karen	300
Val	450
Total	1250

displays like this:

Table 2: Actual result

Ann	500
Emp name	Salary
Karen	300
Total	1250
Val	450

Workaround: None.

5.1.11 You can define only one event in applications with multiple elements

[CR #361645] If an application includes more than one element you can define events only on one of the elements. You can select each element for event definition, but only the last event defined is saved and used.

Workaround: None.

5.1.12 Content Cache Interval must be “Real Time”

[CR #361663 CR #361651] When you right-click an application and select M-Business | Create Mobile Apps | Preview, the file for XML Location field | XML file has no application data.

Workaround: When you create a new application and save it, verify that the Content Cache Interval is set to Real Time.

5.1.13 Alert messages that use SMS support not sent if size limit is exceeded

[CR #361562] When you select the Include Message box from Agent Builder | Add | Notify | SMS and enter a message in the field that displays, if the message exceeds the size limit, the message is not sent. This is expected behavior.

Workaround: When you enter a message for an alert that uses SMS support, do not exceed the size limit of 110 characters.

5.1.14 Multilayered XML content does not display correctly

[CR #360262] The content for multilayered XML applications does not display correctly. For example, if the Symbol value is “AFRT” and the Name is “American Fire Re,” the application displays some numerical values for both fields.

Workaround: Customize a content XSLT template to filter out the Web service response. The customized template can be used for the Web services response with one layer of XML content since you are mapping the XML structure to a grid structure.

The content XSLT should ensure that the output XML is in this format:

```
<data>
<Record>
<Field op_label="col1" op_position="1">Data11</Field>
<Field op_label="col2" op_position="2">Data12</Field>
</Record>
<Record>
<Field op_label="col1" op_position="1">Data21</Field>
<Field op_label="col2" op_position="2">Data22</Field>
</Record>
</data>
```

5.1.15 Users created in LDAP server must activate their profile

[CR #359766] When a user is created in the LDAP server, the user's profile is not created until the user logs in to Portal Interface. The user's information cannot be changed or saved from Web Studio Manage | Portal | Users.

Workaround: The user must log in to Portal Interface.

5.1.16 Join Now link displays on some Smartphones

[CR #360133] When you are working in connected mode on some Smartphones and the session expires, you may see Join Now links even though self-registration is not applicable. The browser on these devices may have a limitation where old session IDs are cached too long.

Workaround: Ignore these links, restart the browser, and go to the login page again.

5.1.17 HTTPS not supported on Smartphones

[CR #360928] Cannot access the portal using HTTPS from Smartphones. For example, `https://<hostname>.sybase.com:8443/onepage/mp.jsp?rid=1` does not work.

Workaround: Use HTTP for accessing applications on Smartphones. For example:

```
http://<hostname>.sybase.com:4040/onepage/mp.jsp
```

5.1.18 Secure applications do not function properly on Smartphones

[CR #360934] Secure applications do not function as expected on Smartphones. For example, the user is not prompted for a password.

Workaround: None.

5.1.19 Raw XML data displays when saving XSL

[CR #335024] When you create a document element with an XML file, then select an XSL file, save it, and preview it, it displays with raw XML data. No transformation occurs.

Workaround: Use the embedded XSL directive in your XML file and the browser to perform the transformation.

5.1.20 When deleting applications, dependencies on agents are not checked

[CR #356299] When an application is deleted, it checks for dependencies on pages, page groups, catalogs, and applications, but it does not check for dependencies on agents. Therefore, you can delete applications with dependencies on agents without getting a warning, and the agent containing the application continues to run and send alerts to users.

Workaround: The administrator must remove the application from the agent's rule and action.

5.1.21 XML validation must be turned off for the import and export functionality to work

[CR #355835] If XML validation is turned on in *global.properties.xml*, when you export only applications, or all entities, then perform an import, you receive a connection error: `java.lang.NullPointerException`.

Workaround:

- 1 Open *global.properties.xml* in a text editor. If you are using Tomcat, the default location of this file is `%SYBASE%\UnwiredAccelerator70\tomcat\webapps\onepage\config`, where "x" is the drive on which the product is installed.
- 2 Find `<Property name="XmlValidation">` and verify that the value is set to "off." If not, change it.
- 3 Save the file and close the text editor.
- 4 Restart the application server.

5.1.22 Updating pages and page groups

[CR #346402] Pages and page groups do not update correctly.

Workaround: Using any text editor, open the *global.properties.xml* file. If you are using Tomcat, the file is located in `%SYBASE%\UnwiredAccelerator70\tomcat\webapps\onepage\config`.

Search for "deferupdate", and change the value to "on" so it looks like this:

```
Property name="deferupdate" value="on"
description="on/off"
```

Save and close the file.

5.1.23 Server-side click-across application does not display correctly

[CR #361665] When an application with server-side click-across is linked to an application with two database elements, the server-side click-across application does not display correctly.

Workaround: To use server-side click-across, the linked application must be a single-element application.

5.1.24 Error message does not display when entering wrong information

[CR #386173] If you preview a linked application in Application Builder with PDA selected as DeviceType, then click the New button to add a record, then make a wrong entry in the text box, no error message displays to inform you of the error.

Workaround: None.

5.1.25 JPEG charts do not work properly on WAP phones if the chart application takes CGI parameters

[CR #361753] On a JPEG chart application, when you input the value to the CGI parameter field and press OK on Smartphone devices, the request is not submitted. This functionality is not supported on Smartphones.

Workaround: Make the CGI parameter invisible by setting the Default Value, setting the Display Type to “None,” and unselecting the Required check box.

5.1.26 Search uses alphanumeric search

[CR #361787] When you create a database application from sampledb, then sync the application to a PDA device and search, the search uses an alphanumeric search. For example, if you search with emp_id<180, the records return 3-digit emp_ids less than 180, but also returns records with 4-digit emp_ids that are less than 180 with the last digit truncated, such as 129, 102, 105, 1021, 1039, and so on.

Workaround: None.

5.1.27 URL pattern cannot be generalized when continuous capture is defined

[CR #370036] When you create an application with continuous capture defined, one or more URL patterns are associated with a CCL command, which is used to extract features from the page that are reached by clicking on a link that matches the URL pattern. When defining continuous capture, sometimes the same features on a page are captured with different CCL definitions, so that the URL pattern cannot be generalized.

Workaround: Edit the continuous capture URL mappings manually to generalize URL pattern.

5.1.28 Creating a new DataPool for the “home” DataSource causes a NullPointerException error

[CR #374904] By default, the “home” DatabaseService in *global.properties.xml* points to *op_portal_asa*, the DataPool also shared by the other DatabaseServices. Creating a new DataPool for the “home” DataSource causes a NullPointerException when saving an application in Mobile Web Studio.

Workaround: None.

5.1.29 & character causes problems with XML parsing

[CR #381866] The & character in a SQL query causes a problem in the XML parsing of the result set, and you receive an error instead of results for the query.

Workaround: None.

5.2 Portal Interface

5.2.1 After self-registering through a shared page, the user cannot access the shared page

[CR #358226] When an unregistered user receives a shared page, the user can self-register by clicking the “Join Now” link, but is then unable to get the shared page.

Workaround: To get the shared page, the user must log in to Portal Interface again using the link in the shared page e-mail.

5.2.2 Mobilizing personal channels using secure applications not supported

[CR #359375] You cannot create personal channels using secure applications on a PDA by clicking the PDA icon on the application title bar. Secure applications in Portal Interface require a user name and password to access the content. When you sync, the M-Business server does not know the required user name and password.

Workaround: Do not create personal channels with secure applications.

5.2.3 Using Netscape to access an application with an alert enabled permanently removes the alert icon for all users

[CR #361000] If you use Netscape to access an application with an alert enabled, the alert icon is permanently removed from the application for everyone, even those who have already added the application to their portal using Internet Explorer.

Workaround: Do not use Netscape to access alert-enabled applications.

5.2.4 “Access granted” problems appear unless the PortalUser role is selected during self-registration

[CR #316267] If the PortalUser role is not selected when you self-register in Portal Interface, “access granted” problems appear.

Workaround: Select the PortalUser role when self-registering in Portal Interface.

5.2.5 Applications display incorrectly on a PDA if you use the mobile icon to create a private channel

[CR #357699] If you use the PDA icon to create a personal channel with an application containing images, then log in to Portal Interface, add the applications to a page as a private channel, then sync the PDA, the applications display incorrectly with the default settings for the personal channel.

Workaround: Make modifications to the default settings for a personal channel:

- 1 Log in to Portal Interface.
- 2 Select MyInfo | M-Business.
- 3 Select Include Images.

You may also need to modify the link depth.

.

5.2.6 Page group names have a 25-character limit

[CR #361432] Page group names have a 25-character limit. Once you enter 25 characters for the page group name, no more input is accepted.

For Japanese characters, 64 bytes are allocated for the page group name in the database table, so only 21 of the Japanese characters are saved for the group name, as each Japanese character requires 3 bytes in a UTF-8 database. This truncation gives no warning.

Workaround: Do not exceed the character limit when assigning names to page groups.

5.3 Tomcat server

5.3.1 User must have the manager role before deploying a WAR application

[CR #315390] The Tomcat server requires a user to be assigned the manager role before he or she can deploy a WAR application using Mobile Web Studio.

The `masuper` user name is case sensitive and the password of `m8super` is assigned the manager role by default. The manager role is also included in the `global.properties.xml` property `registration.userJ2EEroles`. This causes the manager role to appear in the list of available roles when users self-register using the Join Now link in the login application.

You can also assign the manager role to existing users. Security-conscious advisors can remove the manager role after creating a user who can deploy WAR applications.

Workaround: Assign the manager role to users to enable them to deploy WAR applications using Mobile Web Studio.

5.4 EAServer

5.4.1 Mobile Web Studio window distorted

[CR #388907] Occasionally, when logging in to Mobile Web Studio, the initial window display is distorted or black.

Workaround: Refresh the browser window, or close and restart the browser.

5.4.2 Content Capture does not work if Proxy Protocol is set to HTTPS or HTTP

[CR #365116 & 365870] When the HTTP Config Proxy Protocol is set to HTTPS or HTTP, Content Capture fails when creating a portlet in Web Studio.

Workaround: Reset HTTP Config Proxy Protocol to blank:

- 1 In EAServer Manager, under Servers, right-click Jaguar and select Server Properties.
- 2 Select the HTTP Config tab.
- 3 Change the Proxy Protocol field from HTTPS or HTTP to blank.
- 4 Click OK.

5.4.3 Cannot connect to Portal Interface without the correct JDK version

[CR #361877] After installing Unwired Accelerator into EAServer, EAServer is restarted by the *setup.bat*, but it may start with JDK 1.3. This causes a “ClassNotFound” exception in the *portal.err* log file, and the user cannot connect to Portal Interface.

Workaround: Verify that EAServer restarted with the correct JDK version by checking the *Jaguar.log* for the following:

```
Jul 20 13:27:58 2004: 180389-Java virtual machine
initialized: javaversion 1.4.2_03
```

```
Jul 20 13:27:58 2004: 180389-Java virtual machine
initialized: Java HotSpot(TM)
Client VM (version 1.4.2_03-b02, mixed mode)
```

If EAServer did not start with the correct JDK version, shut down EAServer and restart it using *serverstart.bat -jdk14*.

5.4.4 UA does not run if the Web Services Toolkit (WST) are not installed

[CR #362245] When Unwired Accelerator is installed into EAServer 5.2, the runtime components for EAServer 5.2 must also be installed. If WST runtime components are not installed, Unwired Accelerator does not run.

Workaround: Copy the *commons-logging.jar* file located in *infoedition\tomcat\common\lib* directory to *%JAGUAR%\java\classes*.

Note Do not use the *commons-logging.jar* file located in *infoedition\tomcat\webapps\onpage\WEB-INF\lib*.

5.4.5 JSPs with multibyte data do not display correctly in the browser

[CR #362621] If Unwired Accelerator is running on EAServer, JSPs that have multibyte data do not display correctly in the browser.

Workaround: Add the following declaration to the beginning of the JSP file:

```
<%@ page contentType="text/html; charset=CHARSET-  
NAME"%>
```

Replace CHARSET-NAME with the name of the character set that matches the data in the JSP.

5.5 BlackBerry

5.5.1 Multiple user queries cause Support – JVM 531 error

[CR #394586] When running ask UA queries on multi-user using the BlackBerry client, the BlackBerry device returns a Support - JVM 531 error and exits the BlackBerry client.

Workaround: Restart the BlackBerry device and try the query again.

5.5.2 Repeating Find on the same Answers Anywhere query returns blank screen

[CR #394426] Performing Find on the same Ask UA query twice returns a blank screen after syncing the second time.

Workaround: Enter the query again and click Find.

5.5.3 NullPointerException when performing a search using All Columns option

[CR #394577] When opening an application on the BlackBerry device and performing a search using the All Columns option, the user receives a “NullPointerException” error.

Workaround: None.

5.5.4 Incorrect sorting results when using a mixture of uppercase and lowercase letters

[CR #376648] The sorting feature on the BlackBerry client does not handle a mixture of uppercase and lowercase letters correctly, so sorting results can display incorrectly.

Workaround: None.

5.5.5 Sync update log is not detailed

[CR #386470] When a user creates update applications on BlackBerry, then performs a Sync Update and looks at the Sync Update log, it is not possible to tell which message in the log corresponds to which application, as there is insufficient detail in the log.

Workaround: None.

5.5.6 Ask UA query results do not display completely

[CR #373074] When using Ask UA on a Blackberry device, if the results of your query contain too much data, the result displays only partially, and you cannot scroll to view the result.

Workaround: None.

5.5.7 When concurrent updates to records are made, users are not notified

[CR #374598] Unwired Accelerator uses optimistic concurrency control to prevent conflicts when multiple users make updates to the same record. For example, if four users make updates to the same record and sync, only the first user's sync is executed. The subsequent users are not notified that their updates did not take effect.

Workaround: None.

5.6 M-Business Client browser

5.6.1 Application title displays as “untitled” on PalmOne Zire72

[CR #360390] On PalmOne Zire72 using the M-Business Client browser, the title of applications displays as “untitled.”

Workaround: None.

5.6.2 Drill-down pie chart applications do not display correctly

[CR #361776] When you create a drill-down pie chart application, it does not display correctly when the image is reduced to display in the M-Business Client browser. The clickable regions on the image are not properly aligned with the pie wedges.

Workaround: None.

5.7 SAP

5.7.1 IE hangs when creating or editing a SAP application

[CR #389896] When you are creating or editing SAP applications using a machine with low memory, IE may hang in the Application Builder window.

Workaround: Close IE and restart it.

5.7.2 IE hangs with multiple edits

[CR #393334] Making multiple edits to a large SAP application can cause IE to hang.

Workaround: Restart Internet Explorer.

5.7.3 Some RFC input parameters do not work with English key words

[CR #385736] From UA, some RFC input parameters do not work when using English keywords as the RFC is looking for the German keyword.

Workaround: Try using the German keyword.

5.7.4 If edit of filter rules fails, user does not receive an error message

[CR #393335] When editing Exclude and Include filter rules on a SAP application, the user sees a blank window with no error message indicating the edit failed.

Workaround: Define Insert Record and Edit Record rules prior to the Exclude and Include filter rules.

5.8 Answers Anywhere

5.8.1 Answers Anywhere Web application is case insensitive

The Answers Anywhere Web application is case insensitive, while Mobile Web Studio is case sensitive. Therefore, if you run a query against two applications with the same name but different cases, Answers Anywhere retrieves only the first application with the common name.

For example, if you create an application named “web_cgertext,” then create a second application named “Web_CgiText” in Mobile Web Studio, then run the query “get Web_CgiText,” only results from the application “web_cgertext” are returned.

5.8.2 Query fails unless match is 80-90%

[CR #388545] The Substring match does not work unless the match is at least 80% in most cases. For example, if you enter a query `get custdetails` to work against an application `dbcustdetails`, the query fails. If you enter a query using `dbcustdetails`, the query does work.

Workaround: Queries should match the original word as closely as possible.

5.8.3 Substring matching does not work properly if symbols are used

[CR #389245] Substring matching does not work if there are symbols in application names, synonyms, and field labels, as they are used as delimiters in Dejima’s substring matcher in the *wired.opal* file as shown below:

```
<Symbols>
  <CharacterRange lowerLimit="!" upperLimit="/" />
  <CharacterRange lowerLimit=":" upperLimit="@ " />
  <CharacterRange lowerLimit="[" upperLimit="`" />
  <CharacterRange lowerLimit="{ " upperLimit="~" />
</Symbols>
```

Workaround: Do not use symbols like “:” in application names, synonyms, and field labels. Alternatively, you can remove the symbols from the *wired.opal* file and specify a different character range for symbols.

5.9 Mobile Data Service (MDS)

5.9.1 Syncing a large UA application to BlackBerry

When syncing large applications to BlackBerry, you should change the Mobile Data Service default HTTP connection timeout setting in the *rimpublic.property* file located in the Mobile Data Service configuration folder from two minutes to a greater number to avoid receiving timeout errors. See your BlackBerry documentation for more information about changing this property.

5.10 Security

5.10.1 Users who log in to Mobile Web Studio cannot access objects

[CR #356085] Mobile Web Studio users created from LDAP with all roles cannot access objects the first time they log in because the user's information is not yet in the user's table.

Workaround: Log out and log in again.

5.10.2 LDAP user's password is not set automatically in M-Business Server

[CR #356453] When an LDAP user logs in to Web Studio the first time, the user is created automatically in M-Business Server, but the user's password is blank, so the user cannot log in to the M-Business Administrator Console.

Workaround: The administrator must log in to Web Studio or the M-Business Administrator Console and reset the user's password.

5.10.3 LDAP users cannot edit or save account information in Mobile Web Studio

[CR #391501] Users created in LDAP cannot edit or change their account information in Mobile Web Studio.

Workaround: The user must click Join Now in Portal Interface and create an account with their information in Portal Interface.

5.10.4 When StudioAdmin role is removed from LDAP user, Mobile Web Studio operations are still visible to the user

[CR #386843] When the StudioAdmin role is removed from an LDAP user, the user still sees the StudioAdmin role operations in Mobile Web Studio.

Workaround: None.

6. Technical support

Each Sybase installation that has purchased a support contract has one or more designated people who are authorized to contact Sybase Technical Support. If you have any questions about this installation or if you need assistance during the installation process, ask the designated person to contact Sybase Technical Support or the Sybase subsidiary in your area.

7. Other sources of information

Use the Sybase Getting Started CD, the SyBooks CD, and the Sybase Product Manuals Web site to learn more about your product:

- The Getting Started CD contains release bulletins and installation guides in PDF format, and may also contain other documents or updated information not included on the SyBooks CD. It is included with your software. To read or print documents on the Getting Started CD, you need Adobe Acrobat Reader, which you can download at no charge from the Adobe Web site using a link provided on the CD.
- The SyBooks CD contains product manuals and is included with your software. The Eclipse-based SyBooks browser allows you to access the manuals in an easy-to-use, HTML-based format.

Some documentation may be provided in PDF format, which you can access through the PDF directory on the SyBooks CD. To read or print the PDF files, you need Adobe Acrobat Reader.

Refer to the *SyBooks Installation Guide* on the Getting Started CD, or the *README.txt* file on the SyBooks CD for instructions on installing and starting SyBooks.

- The Sybase Product Manuals Web site is an online version of the SyBooks CD that you can access using a standard Web browser. In addition to product manuals, you will find links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, newsgroups, and the Sybase Developer Network.

To access the Sybase Product Manuals Web site, go to Product Manuals at <http://www.sybase.com/support/manuals/>.

7.1 Sybase certifications on the Web

Technical documentation at the Sybase Web site is updated frequently.

❖ Finding the latest information on product certifications

- 1 Point your Web browser to Technical Documents at <http://www.sybase.com/support/techdocs/>.
- 2 Click Certification Report.
- 3 In the Certification Report filter select a product, platform, and timeframe and then click Go.
- 4 Click a Certification Report title to display the report.

❖ Finding the latest information on component certifications

- 1 Point your Web browser to Availability and Certification Reports at <http://certification.sybase.com/>.
- 2 Either select the product family and product under Search by Base Product; or select the platform and product under Search by Platform.
- 3 Select Search to display the availability and certification report for the selection.

❖ Creating a personalized view of the Sybase Web site (including support pages)

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

- 1 Point your Web browser to Technical Documents at <http://www.sybase.com/support/techdocs/>.
- 2 Click MySybase and create a MySybase profile.

7.2 Sybase EBFs and software maintenance

❖ Finding the latest information on EBFs and software maintenance

- 1 Point your Web browser to the Sybase Support Page at <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. A list of EBF/Maintenance releases is displayed.

Padlock icons indicate that you do not have download authorization for certain EBF/Maintenance releases because you are not registered as a Technical 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.

