

Release Bulletin Unwired Accelerator™ 8.0 for Windows 2003 and XP

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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 (UA), which is compatible with these platform and operating system configurations:

- Windows XP and Windows 2003 with Service Pack 2
- M-Business Server Application Edition version 6.0 for Windows (optional)
- Mobile Web Studio runs on Internet Explorer versions 6.0+
- MobiLink sync – .NET framework
- Business Objects XI, Release 1
- Business Objects XI, Release 2 (available with EBF #13973)
- Business Objects 6.1
- 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+

Supported devices include:

- Online – any device with browsers that support HTML/JavaScript/cookie, used by the Unwired Accelerator useragent mapping feature to map to navigation styles and templates, including:
 - BlackBerry
 - Nokia
 - Palm Treo 600
 - Pocket PC and Smartphones with Pocket Internet Explorer
- Offline – you can build customized client applications using the .NET API for Pocket PC and Smartphones (CF1 and CF2) for:
 - BlackBerry
 - Pocket PC

- J2ME (Symbian) – which may work with other devices that have the Java virtual machine
- Smartphone

2.1 Version contents

The Unwired Accelerator packaging includes:

- Media:
 - Getting Started with Unwired Accelerator 8.0 CD
 - Unwired Accelerator 8.0 CD
- Documentation:
 - *Unwired Accelerator Installation Guide for Microsoft Windows*
 - *Unwired Accelerator Release Bulletin for Windows XP and Windows 2003* – this document
 - Online help text

The Getting Started with Unwired Accelerator 8.0 CD contains these manuals:

- The *Unwired Accelerator Quick Start Guide* shows how to deploy a Web application 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 applications, 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 SyBooks™ 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.

2.2 Limitations

Unwired Accelerator 8.0 does not support:

- In MobiLink servers, non-ASCII characters in schema objects (such as table names, column names, index names, or publication names).
- The insert/update/delete features, and the linked applications and linked parameters features are supported only in offline mode.
- Business Objects 6.5.
- Business Objects XI, Release 2 (unless EBF #13973 is installed).
- The Common Secure Interoperability (CSI) Remedy AR and Business Objects security providers do not support any certificate authentication capability.
- Email and Phone datatypes are available only in online mode.
- CGI parameter or drill-down charting is supported only on Portal Interface, not mobile devices.
- CGI calendar type is not available for online devices.
- Web pages that use the iframe inline frame tag are not captured by Mobile Web Studio because of the way they nest rerouted URLs.
- The following is not available for offline access to the BlackBerry:
 - The SMS protocol for push synchronization
 - The Advanced menu option that allows users to set their push notifications to e-mail or SMS
- The BlackBerry use HTTPS protocol with push synchronization, rather than HTTP, due to BlackBerry constraints regarding HTTP push.
- The following are not supported on Java Platform, Micro Edition or Java ME (also referred to as Java 2 Platform, Micro Edition or J2ME) Symbian devices:
 - Double-byte character sets
 - Push synchronization feature
 - AskUA has been removed and is not available on the option menu

- Linked parameters
- Linked applications
- Applications with linked parameters

Note The Crystal Reports parser does not always correctly analyse all report formats. While you can customize the parser (for example, by preprocessing the HTML data), in some cases, it may simply not be possible to capture the required report.

2.2.1 Editing a profile to a different RID does not remove older application

When you edit an existing profile to change the resource ID (RID) in Mobile Web Studio and activate this profile, Mobile Web Studio does not replace the older applications in your updated profile, and your edited profile is no longer synced with the Unwired Accelerator server's mobile clients. This prevents you from accidentally overwriting or deleting the previous applications.

To use a new RID for a profile, create a new profile.

2.2.2 BlackBerry client requires specific date formats

The BlackBerry client accepts only the following numeric date formats for its Start Date, End Date, and Birthday fields, where *MM* is the month, *DD* is the date, and *YY* or *YYYY* is the year:

- MM-DD-YYYY
- DD-MM-YYYY
- MM-DD-YY
- DD-MM-YY
- MM/DD/YYYY
- DD/MM/YYYY
- MM/DD/YY
- DD/MM/YY

If you do not use one of these date formats, UAClient uses the current date during the Add to Calendar and Add to Address Book functions.

3. Special installation instructions

This section describes any special installation or uninstallation instructions for Unwired Accelerator.

3.1 Pre-installation tasks

Unwired Accelerator version 8.0 creates log files in these locations, where `%SYBASE%` represents the UA installation directory:

- Tomcat log files – `%SYBASE%\tomcat\logs`
- Installer log files – `%SYBASE%\logs`

3.2 EBF #13973 post-installation tasks

Perform these tasks after you install EBF #13973:

- Redeploy any applications that were deployed to MobiLink after you installed the EBF.
- Update the JDK path from `%SYBASE%\jdk1.5.0_05` to `%SYBASE%\jdk1.5.0_10` in these environment variables:
 - `JAVA_HOME`
 - `JRE_HOME`
 - `CLASSPATH` or `PATH`
- If you specified a non-default port number for your initial ASA installation, installing the EBF prevents MobiLink from starting. This is because the EBF installation is looking for the default port number, which does not exist.

Workaround: Modify the port value in the `configML.sql` to the one you used in your initial installation (before the EBF installation), then execute `configML.bat`. You can then start the MobiLink service manually.

3.3 Uninstalling UA version 8.0 after uninstalling version 7.0 from a different directory

If you have an Unwired Accelerator version 7.0 installation and install version 8.0 to a different directory, then uninstall version 7.0, you may encounter an error message such as the following when you try to uninstall version 8.0:

```
Engine is missing (C: mp\vpdUA\Gen1):  
run installation from source media
```

When this occurs, enter the following commands and remove the services manually:

```
mlservice.bat remove  
uadbservice.bat remove  
tomcatservice.bat remove UnwiredAcceleratorTomcatServer
```

This allows you to manually remove the Unwired Accelerator version 8.0 directory safely.

3.4 Changing the Tomcat port and MobiLink

If you change the Tomcat HTTP port from 4040 to another port number, such as 9090, you initially cannot synchronize the PocketPC client with the consolidated database (uamI) because the new server/port setting has not been populated in the database.

To fix this, click the MobiLink menu item after you log in into Mobile Web Studio. Doing so automatically updates all the appropriate database entries with the new server/port settings, and you need not deploy or delete any applications from MobiLink.

4. Special upgrade instructions

This section describes special upgrade and update information.

Note If you are upgrading an existing Unwired Accelerator version 8.0 with EBF #13973, see “EBF #13973 post-installation tasks” on page 7 for special instructions specific to the EBF.

4.1 Entering UA 7.0 information during upgrade

You must use the same domain name, host name, database port, HTTP port, and HTTPS port as you configured for your 7.0 installation. The installer does not verify this information and proceeds with the installation, but Unwired Accelerator will not start properly after the installation.

4.2 Entering port information while upgrading

[CRs #437349 and #437359] If you did not use default port numbers for Adaptive Server[®] Anywhere and the Tomcat server in Unwired Accelerator version 7.0, enter your database port information in the same screen where you enter your Database Administrator user name and password during your upgrade to version 8.0:

```
Database port: [   ]  
DBA user name: [   ]  
DBA password: [   ]
```

In addition, the installer for Unwired Accelerator version 8.0 includes a pane where you can specify both your HTTP and HTTPS ports for an upgrade, as well as for a new installation.

4.3 Overriding existing entities

[CR #436603] As you upgrade Unwired Accelerator from version 7.0 to 8.0, do not select the “Override Existing Entities” option when you import older applications. Selecting this option forces the older templates to overwrite the new ones, which causes your applications to break.

4.4 Updating templates

[CR #436889] If you are importing applications from an earlier version, or are upgrading a Unwired Accelerator server from 7.0 to 8.0, you may end up with templates associated with the application that are not appropriate for 8.0, or that cause execution failures. For example, the BlackBerry Online template has changed with 8.0, the Nokia Online template is new, and applications created in 7.0 may use XSL templates that no longer work with 8.0.

Workaround: To fix this, either edit the application so that each device type points to the correct template; or edit the template so that it is correct. If you edit the template, you need not edit the application. Determine whether the problem is with the template definition, or with the application pointing to the wrong template.

4.5 Updating changes for MobiLink

This section describes tasks you must perform when using MobiLink after you have upgraded.

4.5.1 Redeploying applications after editing

[CR #432572] Any changes you make to definitions, properties, or linked applications do not appear when you view the table link until you redeploy the application to your MobiLink server.

4.5.2 Redeploying applications after importing

[CR #432085] When you perform the following, the applications you import are not deployed to your MobiLink server until you redeploy them manually:

- 1 Create an application and deploy it to MobiLink.
- 2 Export your application to an XML file.
- 3 Import the XML file to another Unwired Accelerator 8.0.

4.6 Removing an empty shortcut after upgrade

After you upgrade from Unwired Accelerator version 7.0 to 8.0, manually delete the shortcut to the old Sybase directory, as it is empty and no longer points to the correct location.

4.7 Uninstalling erases all UA files

If you are uninstalling after performing an upgrade, be absolutely sure you want to proceed with the uninstallation.

Warning! If you cancel the uninstallation, all Unwired Accelerator files will be lost.

This only applies to users who have upgraded from version 7.0.

5. Changed functionality in this version

This section describes new features, enhancements, and changed functionality in this version, and in EBF #13973, which is available for this version.

5.1 New features and enhancements

This section discusses new features and enhancements to existing features.

- Installer – install, upgrade, or uninstall using the Unwired Accelerator Installer. See the *Unwired Accelerator Installation Guide*, and the *Release Bulletin* for the latest information or corrections to the user documentation.
- Advanced capture options:
 - Custom capture – capture Web data using a user-created JSP file that programmatically extracts content. See the *Unwired Accelerator Developer's Guide*.
 - Crystal Reports – capture content from a Web page generated by a Crystal Report, using provided JSP files that programmatically extract content. See the *Unwired Accelerator Developer's Guide*.
 - Custom XSL capture – capture Web data using a user-created JSP file that programmatically extracts content, and XSL file that transforms data for grid presentation. See the *Unwired Accelerator Developer's Guide*.
 - Excel – capture data from an existing Excel spreadsheet or workfile, and define grid rules on the data. See the *Unwired Accelerator Developer's Guide*.
 - Web service plus WSDL files – build Web services applications based on available Web services objects and methods. See the *Unwired Accelerator Developer's Guide*.
- Enterprise applications – connect with your hosted enterprise connections to create mobile applications:
 - Domino Business Objects 6.x/XI, version 1 – establish connection and build mobile applications using Domino data. See the *Unwired Accelerator Mobile Application Development Tutorial, Administration Guide*, and the *Developer's Guide*.

Note See *Technical Bulletin Unwired Accelerator 8.0 and Business Objects XI, Release 2 for Windows 2003 and XP*, if you installed EBF #13973.

- Remedy – build Web services applications based on available Remedy Web services objects and Remedy data. See the *Unwired Accelerator Mobile Application Development Tutorial, Administration Guide*, and the *Developer's Guide*.

- SAP – establish connection and build mobile applications using SAP data. See the *Unwired Accelerator Administration Guide*, and the *Developer's Guide*.
- Unwired Accelerator 8.0 now includes additional UA clients, to support a broader range of mobile devices:
 - Java ME (Symbian/J2ME) client – Unwired Accelerator 8.0 introduces the UA client for Java ME (Symbian/J2ME) mobile devices. See the *Unwired Accelerator Developer's Guide* and the *Quick Start Guide*.
 - BlackBerry client – Unwired Accelerator 8.0 continues to support the UA client for offline BlackBerry devices. User interface changes make the UA client even easier to use.
 - .NET container client (sample) – Unwired Accelerator 8.0 provides a sample .NET container client as a sample of what you can create for Windows mobile devices with the .NET API. See the *Unwired Accelerator Developer's Guide*.
 - M-Business Anywhere clients – M-Business Anywhere is no longer provided with the Unwired Accelerator license, but you can continue to use the M-Business Anywhere client (5.7 or 6.0) for Windows mobile devices. See the *Unwired Accelerator Administration Guide*.

UA clients can now be deployed over-the-air (OTA) for mobile devices with Internet access. See the *Unwired Accelerator Installation Guide* and *Administration Guide*.

- .NET API (Windows) – API enables you to create your own Unwired Accelerator client. See the *Unwired Accelerator Mobile Application Development Tutorial*, *Administration Guide* and [%SYBASE%\tomcat\webapps\onepage\dotnet\docs\index.html](#).
- MobiLink and UltraLite™ support – install the MobilLink server automatically as part of Unwired Accelerator installation, or specify an existing MobiLink server as part of the Unwired Accelerator configuration. From Mobile Web Studio, you can deploy mobile applications to the MobiLink server, which in turn, makes mobile applications available to mobile devices running the UltraLite database. See the *Unwired Accelerator Installation Guide*, the *Developer's Guide*, and the *Quick Start Guide*.

- Synchronization improvements – configure automated push synchronization, either from Mobile Web Studio or from an offline mobile device, to ensure offline mobile users get updates automatically as data in the database changes. Features include:
 - Synchronization administration GUI – from Mobile Web Studio, the administrator can assign an application to one or more registered mobile users, can monitor user subscriptions, and can troubleshoot problems.
 - Synchronization from a mobile device – an individual user can subscribe to an application and, if authorized, modify the subscription.
 - Differential synchronization – only changes are synchronized.
 - Agents are created automatically for performance, or you can create your own custom agents.

Schema changes have been made to PortalDB and uaml to support push synchronization. See the *Unwired Accelerator Administration Guide*.

- Template support:
 - JSP templates
 - Device templates – BlackBerry customization
- Unwired Accelerator and CSI integration – security
 - Closer integration with CSI
 - Self-registration for LDAP and other CSI providers (including password changes)
 - X.509 Certificate authentication support, with Certificate Revocation List (CRL) certificate validation
 - RADIUS authentication support
 - Auditing

Note See “CSI security providers for Remedy/BO (EBF #13973)” on page 47 for additional functionality if you installed EBF #13973.

- Linked parameters

- BlackBerry improvements (online and offline)

Note See “BlackBerry client enhancements (EBF #13973)” on page 50 for additional functionality if you installed EBF #13973.

- JSP templates:
 - More opportunities to insert JSP – JSP code can be easily integrated with Mobile Web Studio capture and playback capabilities. You can now create a template that includes JSP code, rather than referring to a JSP file. See the *Unwired Accelerator Developer’s Guide*.
 - Preprocessing, and so on.
- Mobile Web Studio changes:
 - Removed continuous capture from workflow, and references to continuous capture in the documentation.
 - Removed Split window from workflow – can be enabled in global properties. See the *Unwired Accelerator Developer’s Guide*.
 - Added new options to the Web elements drop-down list – Custom, Crystal Reports, and Custom XSL.
 - Added Domino integration through a Domino creation wizard
- Workspace – includes a new optional file in the `tomcat\webapps\onepage\config` folder called `tooling.cachelist.xml` to return connection cache information to Eclipse. This provides Eclipse with both the profile system and Visual SQL without direct access to the database using a JDBC connection.

5.2 Additional changes

- M-Business Anywhere licenses are no longer included with Unwired Accelerator. Unwired Accelerator 8.0 requires M-Business Anywhere 6.0, and no longer supports “Mobile application” (but continues to support channels, group and public). Enable M-Business through `global.properties.xml` parameters.
- Answers Anywhere™ – must now be enabled through `global.properties.xml` parameters.
- The continuous capture window has been removed from the Application Builder wizard.

- Split screen is now enabled through global properties by setting split-enabled to “true.” The default is set to “false.”
- Database connection management is no longer managed from the *global.properties.xml* file. Unwired Accelerator 8.0 now uses container-based management of database connections using the Tomcat server *.xml* file. See the *Administration Guide* for information about setting up data source resources and connections.

5.3 New features with EBF #13973

Additional new features and enhancements are available with EBF #13973:

- Business Objects XI, Release 2 – enables you to create mobile applications for Business Objects XI, Release 2.
- Two new CSI security providers – enable you to integrate Remedy and Business Objects security systems easily with Unwired Accelerator:
- Style attributes – extracts style attributes, such as font styles, sizes, colors, and so forth attached to the data extracted from Business Objects Web services, and makes it available when synchronizing the data back to the client, with no user intervention.
- BlackBerry client enhancements:
 - CGI input parameters
 - Non-spidered drop-down application
 - Linked applications from a List View to a CGI input application
 - Display update application names on top of edit menus

See “Sybase EBFs and software maintenance” on page 67 for information about obtaining EBFs, and the *Technical Bulletin Unwired Accelerator 8.0 and Business Objects for Windows 2003 and XP* for more information about EBF #13973.

6. Known problems

See the latest release bulletin for Unwired Accelerator 8.0 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/>.

This section includes descriptions for these products and features:

- “Answers Anywhere” on page 16
- “Domino, Remedy, and SAP” on page 17
- “M-Business Client browser” on page 21
- “Mobile Data Service (MDS)” on page 21
- “Mobile devices” on page 21
- “Mobile Web Studio” on page 25
- “MobiLink” on page 39
- “Portal Interface” on page 41
- “Push synchronization” on page 43
- “Security” on page 45

6.1 Answers Anywhere

This section lists the known problems with Answers Anywhere.

6.1.1 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_cgixtext,” 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_cgixtext” are returned.

6.1.2 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 the Dejima 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, remove the symbols from the *wired.opal* file and specify a different character range for symbols.

6.1.3 Query fails unless match is at least 80%

[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.

6.2 Domino, Remedy, and SAP

This section lists the known problems with hosted applications, including Domino, Remedy, and SAP.

6.2.1 Naming restrictions for Remedy applications

[CR #438712] If you create a new content XSLT with a name that consists of a single letter or number, you cannot preview your Remedy application in the Application Builder window.

Workaround: Make sure the content XSLT has two or more characters, or uses the number 10 or higher.

6.2.2 Enter Values button disabled when using BAPI tables to create SAP portlets

[CR #438668] When creating SAP portlets in Mobile Web Studio using a Business Application Programming Interface (BAPI) that includes structured input values or input standalone parameters, the dialog box is automatically populated with those values or parameters in the SAP element builder, and the Enter Values button is enabled.

If your BAPI instead uses *only* tables, Mobile Web Studio does not know whether they are to be used for input or output purposes. For this reason, the dialog box remains empty and the Enter Values button is dimmed. This behavior is expected.

However, you should be able to enable the Enter Value button by selecting your input tables explicitly, but this does not happen.

Workaround:

- 1 Enter any BAPI that contains structured input values or parameters in the SAP element builder, such as *customer.getList*. This enables the input button.
- 2 Enter the BAPI that does not contain structured input values or parameters. The input button continues to remain enabled.
- 3 Select the tables to input.
- 4 Click Enter Values. This enters the BAPI input values.

6.2.3 Executing an agent using Websession connection type can stop Tomcat

[CR #437213, #437548] When you try to create a Domino capture using Java Agent with “Websession” as your connection type, the Tomcat console stops, and you see this message:

```
Error loading Agent Base Class.
```

Workaround: Copy your *Notes.jar* and *NCSO.jar* files, located in your Notes client or Domino server directory, to these two locations:

- *%SYBASE%\tomcat\webapps\onepage\WEB-INF\lib*
- *%SYBASE%\jdk1.5.0_05\jre\lib\ext directories*

Note The Domino Websession connection type does not support Domino Server 7.0.

6.2.4 Setting up Lotus Notes and Domino on the same machine causes login conflicts

[CR #436187] For *NRPC connection type only* – running Lotus Notes e-mail on the same machine on which you are creating Domino elements causes login conflicts.

Workaround: You must make some modifications to the Lotus Notes environment, which includes adding `EXTPWD` to the *notes.ini* file.

Thereafter, you must comment out `EXTPWD` to start Lotus Notes, enabling you to display the password prompt and log in; then expose `EXTPWD` to start Domino, enabling you to bypass the password prompt that appears on Tomcat console.

Complete the steps in “Running Lotus Notes simultaneously with Domino” before you continue.

❖ **Running Lotus Notes simultaneously with Domino**

- 1 Back up your `%LotusNotesDir%\notes\notes.ini` file.
- 2 Edit `%LotusNotesDir%\notes\notes.ini` to include the `EXTPWD` value as follows:

```
EXTMGR_ADDINS=EXTPWD
```

You can append `EXTPWD` as comma-separated if there are already values present; for example, `EXTMGR_ADDINS=NCExtMgr, EXTPWD`.

- 3 Copy the `nextpwd.dll` file to the `%LotusNotesDir%\notes\` directory.

Ensure that the `PATH` variable includes the path to the `%LotusNotesDir%\notes\` directory, and precedes the `PATH` of `%DominoServersDir%\Domino`.

- 4 In the `notes.ini` file, comment out this value:

```
EXTMGR_ADDINS=EXTPWD
```

- 5 Start Lotus Notes e-mail, log in, and make sure it is running.
- 6 In the `notes.ini` file, remove comments so this value is exposed:

```
EXTMGR_ADDINS=EXTPWD
```

- 7 Restart Tomcat.

- 8 Run Domino.

Note If you experience any problems, restore your `%LotusNotesDir%\notes\notes.ini` file and repeat the steps described above in “Running Lotus Notes simultaneously with Domino.”

6.2.5 SAP element does not connect with user-supplied connection properties

[CR #427882] When you create an SAP portlet in Web Studio, you see errors in this scenario:

- 1 Select Create Portlet, and choose SAP for type.
- 2 Choose “Direct Connection,” then select Details.
- 3 Modify the default values with your own values.

- 4 Click Find.
- 5 Click Find Object.

Web Studio attempts—and fails—to connect using the *sapjco.properties* file instead of using the values you provided.

Workaround: Do not use the “Direct Connection” option when creating a new SAP portlet, as you should use it only for playback purposes.

Instead, use “Connection Pool.” This allows you to choose from a list of preconfigured connection pools. The list of available preconfigured connections comes from the list specified in *global.properties.xml*. The default ConnectionPool is used for both capture and playback.

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

[CR #393335] When editing Exclude and Include filter rules on an 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.

6.2.7 Multiple edits cause problems with IE

[CR #393334] Making multiple edits to a large SAP application can cause Internet Explorer to stop responding.

Workaround: Restart Internet Explorer.

6.2.8 Creating or editing an SAP application causes problems with IE

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

Workaround: Close Internet Explorer and restart it.

6.2.9 Some RFC input parameters do not work with English keywords

[CR #385736] From Unwired Accelerator, 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.

6.3 M-Business Client browser

This section lists the known problems with the M-Business Client browser.

6.3.1 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: There is no workaround for this CR.

6.3.2 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: There is no workaround for this CR.

6.4 Mobile Data Service (MDS)

This section lists the known problems with Mobile Data Service.

6.4.1 Syncing a large UA application to BlackBerry

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

6.5 Mobile devices

This section lists the known problems with mobile devices.

6.5.1 *Fix Update* does not correct changes on the server when failure is based on a consistency check

[CR #439094] If you have the same application on two different offline BlackBerry devices and update the same record on both devices but use two different values—therefore causing the two applications to no longer match—when you refresh the applications from both devices, the server performs a consistency check that accepts the change from only one device, and rejects the other.

If you then apply the *Fix Update* command on your failed device to send your changes back to the server, the attempt again fails because *Fix Update* does not allow you to update the server.

Workaround:

- 1 Refresh the application.
- 2 Enter the updated columns.
- 3 Perform Send Update.

6.5.2 Task priority does not work on BlackBerry devices

[CR #435109] The Datatype | Task | Priority setting for the Unwired Accelerator client does not work on BlackBerry devices. Even if you configure the priority at a value of 1, 2, or 3, the BlackBerry sets the priority status as “Normal.”

Workaround: There is no workaround for this CR. The RIM API does not work with this value.

6.5.3 Refresh does not work on changes in BlackBerry devices

[CR #438994] The following changes and updates do not work when performed on the BlackBerry offline client:

- Insert and update definition changes for linked applications, after a Refresh.
- Changes to filter rules, after a Refresh.
- Changes to parameter types Calendar or Grid, after a Refresh.
- When you perform inserts and updates on different drop-down options, linked applications do not sync to the offline device correctly.
- Data changes for dropdown and server-side click-across applications do not sync correctly to the offline device.

6.5.4 Changes to Push Sync parameters on UA Client does not work on 7100t

[CR #438993] Push synchronization does not work on the RIM BlackBerry 7100t in the following scenario:

- 1 Create a profile, refresh all, then select and synchronize an application.
- 2 Edit the application information and set push synchronization to “Y.”
- 3 Create a push subscription on the server by synchronizing the application again.
- 4 Edit the application information, this time changing the push synchronization option to “N.”
- 5 Synchronize the application again to change the subscription push to “N” on the server. At this point, you can use the Admin GUI to verify that your push has been changed to “N,” and is now executing the agent works.

When you view the Device | Sync setting, however, the synchronization parameter is reverted to “Y” on both the device and the Unwired Accelerator Admin settings.

Workaround: There is no workaround for this CR.

Note This CR is also described in the Known Problems section in “Push synchronization” on page 43.

6.5.5 Model 7280 does not get push notifications when not in UA application

[CR #438993] Push notifications are not processed by Unwired Accelerator while you are using any other application on the BlackBerry 7280, thus preventing push synchronization from occurring.

Workaround: There is no workaround for this CR.

Note This CR is also described in the Known Problems section in “Push synchronization” on page 43.

6.5.6 Selecting any profile menu option except *Change option* causes error message

[CR #438856] When you select Profile in your BlackBerry offline client, the only valid option is Change option. The other menu options are invalid, and selecting them returns an error message such as:

No application is selected

Workaround: Make sure Change option is the only option you select.

6.5.7 Cannot insert a new record in conjunction with requests to update records

[CR #438289] The Send Update menu option for the BlackBerry client allows you to perform multiple insert statements, delete multiple records, as well as update records in a single Refresh action.

However, if you insert a new record in combination with other actions (such as updating or deleting records) and click Refresh, the new record is not inserted and this information does not appear in your log.

Workaround: Perform insert operations separately; do not combine them with updates or deletes in a single Refresh action.

6.5.8 Multiple user queries cause Support – JVM 531 error

[CR #394586] When running AskUA queries on multiple users 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.

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

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

Workaround: Re-enter the query and click Find.

6.5.10 Send update log is not detailed

[CR #386470] When you create update applications on BlackBerry, then perform a Send Update and look at the Send Update log, you cannot tell which message in the log corresponds to which application, as there is insufficient detail in the log.

Workaround: There is no workaround for this CR.

6.5.11 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 may display incorrectly.

Workaround: There is no workaround for this CR.

6.5.12 AskUA query results do not display completely

[CR #373074] When using AskUA 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: There is no workaround for this CR.

6.5.13 Changes not propagated 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.

6.6 Mobile Web Studio

This section lists the known problems with Mobile Web Studio.

6.6.1 Restrictions with Chinese characters

[CR #452607] You cannot use Chinese characters as a personalized key in a value field. Doing so causes an error and you cannot add your account information.

[CR #452271] Mobile Web Studio cannot generate an XML application correctly if the document data source includes a Chinese character set.

Workaround: There are no workarounds for these CRs.

6.6.2 Cannot change the definition of Business Object applications

[CR #451823] If you create a BOBJ application, then change the report in a definition page and save it, you see an error and the application does not work properly. This occurs because changing a report within a new BOBJ application changes all of the dependencies in BOBJ (such as prompts, drills, and filter rules).

Workaround: Instead of changing the report in the BOBJ application, re-create the application in Unwired Accelerator altogether.

6.6.3 Problems with WSDL files that use invalid value for namespace prefix

[CR #449799] The Unwired Accelerator Web service parser may not work with some WSDL files that use an invalid value for the namespace prefix, soap12; for example: `http://schemas.xmlsoap.org/wsdl/soap12/`.

Workaround: Change this value to `http://schemas.xmlsoap.org/wsdl/soap/`, and save it to a new WSDL file. Unwired Accelerator should then be able to parse this new WSDL file correctly.

6.6.4 Setting default of “reportPageNo” in Crystal Reports to “1” causes formatting errors

[CR #449618, #449620] In Crystal Reports, if the default value of the “reportPageNo” parameter is:

- Set to 1 – you can only view the first page, and subsequent pages appear to be formatted incorrectly, and the rules you defined in the capture no longer work.
- Not set to 1 – you cannot view the first page, but you can view all the subsequent pages.

Workaround: There is no workaround for this CR.

6.6.5 Parameter settings for Siebel Web services applications

[CR #442320] When building Siebel Web services applications, if you enter nothing for some input parameters/nodes, these parameters/nodes are removed from the request sent to the Web Services server. In some cases, this is fine.

Workaround: To send the node with an empty value, enter “_0_” as the input value instead of leaving it blank. This enables the empty node to be sent to the Web Services server.

6.6.6 Degraded performance for some Web applications

[CR #441305-2] Some users have noted a significant performance degradation when running some Web applications in Unwired Accelerator 8.0 compared to Unwired Accelerator 7.0. This seems to be due to a difference in how sockets are handled in JDK 1.5.0 (used in Unwired Accelerator 8.0) versus JDK 1.4.2 (used in Unwired Accelerator 7.0). With JDK 1.5.0, if you capture a site using an IP address, and the DNS server accessible to Unwired Accelerator does not provide a reverse lookup for the IP address, DNS resolution is much slower. This is a known problem, documented in Java bug report 5092063 at http://bugs.sun.com/bugdatabase/view_bug.do;YfiG?bug_id=5092063.

Workaround: Provide your own reverse-lookup functionality:

- 1 Add the IP address to the *hosts* file; for example, add 10.201.15.21 to the list of addresses.
- 2 Fix DNS to provide the reverse lookup.
- 3 Install JDK 1.5.0 release 6 or higher, and configure Unwired Accelerator to use this release (edit *setenv.bat*, and so forth).

6.6.7 Field Force Automation sample client crashes after reopening screen and keyboard

[CR #439409] The Field Force Automation sample client may crash if you open or close the onscreen keyboard in certain screens that have been opened, closed, and reopened.

This occurs because Microsoft .NET Compact Framework 2.0 does not properly remove the EnabledChanged event handler for InputPanel controls that are on screens that have been closed and removed from memory. Reinstantiation of a screen's form class and opening the InputPanel on-screen keyboard can cause the EnabledChanged event to fire once for each time the screen has been previously instantiated since the client application was started.

Only one of the fired EnabledChanged events is for the current on-screen keyboard, while additional firings of the EnabledChanged events are for the InputPanel controls on the previously closed forms. For this reason, the InputPanel control is null for these additional firings of the EnabledChanged event. Any reference to the InputPanel control in the EnabledChanged event handler method results in a NullReferenceException, causing the application to crash.

Workaround: The Field Force Automation sample project released with Unwired Accelerator 8.0 already has the fix for this issue in the FormMain form class. For each of these forms, perform the steps listed below:

FormDailyPlanningEdit	FormJobs
FormDailyPlanning	FormMaterialOrderPartEdit
FormDailyReportEdit	FormMaterialOrders
FormDailyReportExpenseEdit	FormMaterialOrdersEdit
FormDailyReportHourEdit	FormPartSearch
FormDailyReports	FormRejectReason
FormJobDetails	FormSelectDateTime
FormJobReportActivityEdit	FormSettings
FormJobReportEdit	FormStatus
FormJobReportPartEdit	

To fix the situation:

- 1 Using Microsoft Visual Studio 2005, view the source code for a form class in the Field Force Automation sample project.
- 2 Locate the Closing event handler method for the form.
- 3 Locate the following two lines of code inside of the if(this._closeForm) code block:

```
this.sip.Enabled = false;
this.sip = null;
```

Immediately before these two lines of code add:

```
this.sip.EnabledChanged -= new
System.EventHandler(this.sip_EnabledChanged);
```

6.6.8 Field Force Automation sample client includes incorrect new job count

[CR #439408] The new job counter shows only the number of new emergency jobs with status Y01 or Y02 because the number of new emergency jobs is being incorrectly stored in the total number of new jobs counter.

Workaround: In the *DatabaseUtilities.cs* file, locate the method called UpdateNewJobCounts. On the next to last line of the method, locate:

```
Program.IndicatorsManager.NewJobsCount = newY01Y02JobCount;
```

Change this code to:

```
Program.IndicatorsManager.NewJobsCount = newJobCount;
```

6.6.9 Inline frame tags are not captured correctly

[CR #439204] Web pages that use the `iframe` inline frame tag are not captured by Mobile Web Studio because of the way they nest rerouted URLs.

Workaround: There is no workaround for this CR.

6.6.10 IE crashes when repeatedly creating applications from the same URL using Advanced navigation

[CR #438067] Creating a new Web element application using the same URL in the Address field over and over when using the Advanced navigation can cause Internet Explorer to crash, such as in the following example:

- 1 Log in to Web Studio using the masuper login.
- 2 Click Application Manager to create a Web element application.
- 3 Enter `http://IP_address:port/wijsp` into the Address.
- 4 Click Advanced Navigation, then click Find.
- 5 When the UI displays, enter the user name and password, then click Login.

Repeating this creation process can cause Internet Explorer to crash.

Note This occurs only when you select Advanced navigation.

Workaround: Restart Internet Explorer; there is no impact of the crash to Unwired Accelerator.

6.6.11 Sessions do not expire in the Mobile Users Admin screen

[CR #438666] Your session on the Mobile Users Admin screen in Mobile Web Studio does not expire, and you are not prompted to reauthenticate the session.

Workaround: For security, close the browser after use.

6.6.12 Click-across inconsistency when transposing rows and columns

[CR #437367-2] If you create a click-across application, and later edit it by changing the orientation of the rows and columns, the application layout is transposed accordingly but the event definitions remain unchanged.

For example, if you defined a click-across for row 2 of an application, then transposed rows and columns, column 2 becomes row 2 (and row 2 becomes column 1). The click-across link is still applicable on row 2, which is actually column 2 of the original application definition. Thus, click-through might appear to be inconsistent.

Workaround: Either re-create the application using the new orientation, or correct the click-across definition.

6.6.13 Tomcat server requires restart from Windows services for Business Objects to work

[CR #437926] When you create a Web element application and select “Add Business Objects 6.5 Run-time Content Processor only” from the drop-down list in your Infoview interface, and click Apply, you see the following message:

No One Click found.

Workaround: The problem occurs because your Tomcat server is running as a Windows service. Start the Tomcat server in console mode instead. See “Starting and stopping the Tomcat application Server” in the *Unwired Accelerator Administration Guide* for more information.

6.6.14 Cannot upload XSL files with double-byte characters in the file name

[CR #436372] You see an error if you upload XSL files that contain double-byte characters in the file name.

Workaround: Do not use double-byte characters in your XSL file names.

6.6.15 Cannot preview results of doGoogleSearch()

[CR #435162] When you attempt to create a Web Service element using the GoogleSearch WSDL and try to generate a new XSL template for displaying the returned result, the result does not display in the preview as expected, such as in the following example:

- 1 On the Web Service Element Definition page, enter `http://api.google.com/GoogleSearch.wsdl` as the WSDL URL and click Get Methods. The methods defined in the WSDL file are populated in the Methods drop-down list.
- 2 Select GoogleSearchPort:doGoogleSearch, and click Create to create a new XSL template to display the returned content.
- 3 Click Input, and enter the following information for the parameters:

```
* key:          g3LNRS1QFHKM7CbPpZHxMvHAKSfpOOLI
* q:           Sybase
* start:       0
* maxResults:  3
* filter:      true
* restrict:    countryus
* safeSearch:  true
* lr:         lang_en
* ie:         utf-8
* oe:         utf-8
```

4 Click Next.

At this point, you should see the results of `doGoogleSearch()`, with the search parameter values in the preview area. This does not happen, however, and you see no results.

Although the search does in fact return a result from your query, you cannot see them because of a limitation with the XSLT generation wizard, which prevents it from processing all queries correctly.

Workaround: Customize the generated XSLT so that you can view the results correctly.

6.6.16 Cannot view overwritten templates

[CR #435014] When you create a new XSLT template in the Mobile Web Studio Application Builder and save it using the name of an existing template, you cannot see your newly created template. Instead, Mobile Web Studio shows the older template of the same name.

Workaround: Mobile Web Services uses cached information for the templates. For this reason, you can see the changes you made to your templates only by restarting the Tomcat server.

6.6.17 List data from Web pages displays incorrectly

[CR #433350] Unwired Accelerator displays list data captured from Web pages only in grid form; you cannot view them in a list format.

Workaround: There is no workaround for this CR.

6.6.18 Cannot use Element Definition screen when editing input parameters for Remedy

[CR #431313] When you configure input parameters for Web services elements to connect to Remedy, using the Element Definition screen causes Remedy to ignore the values you specified in your parameters.

Workaround: Use the Parameter Configuration screen instead of the Element Definition screen.

6.6.19 Linked parameter portlet becomes added to all other linked parameters

[CR #431266] If you select Linked as your type for more than one parameter, then click Add to add a linked parameter portlet, the portlet is added to all the other linked parameters.

Workaround: There is no workaround for this CR.

6.6.20 List/Detail preview on PDA Smart Client displays incorrectly

[CR #430913] In the List/Detail template, the preview for PDA Smart Client from the List/Detail window does not display correctly. Instead, it displays in the default template, which is not customized for the PDA Smart Client.

Workaround: There is no workaround for this CR.

6.6.21 GoogleSearch Web Services has an invalid authorization key

[CR #429196] When you obtain an authorization key from the Google API Web site at <http://www.google.com/apis/> to use in GoogleSearch Web Services, you can get an error when your key includes special characters, such as the “+” symbol used in this example:

```
>> http://api.google.com/GoogleSearch.wsdl
>> --> doGoogleSearch
>> key:          5IondVRQFHLOvAkAgK6XVhP31Imp+EvX
>> q:           sybase
>> start:       0
>> maxResults: 10
>> filter:      False
>> restrict:    0
>> safeSearch: True
>> lr:          lang_en
>> ie:
>> oe:
```

Entering this results in the following error message:

Invalid authorization key: 5TondVRQFHLOvAkAgK6XVhP31Imp EvX' error, user.

Workaround: Replace any special characters using the escape format, such as %2B in the Web Services input parameters.

6.6.22 Cannot reuse deleted device template names

[CR #422830] When you delete a template that you had created in the Device Template Manager, the template is marked for deletion but is not physically removed from Mobile Web Studio. Creating a new device template using the same name as a deleted template results in an error message.

Workaround: There is no workaround for this CR.

6.6.23 Restriction on WSDL file encoding

[CR #415303] Mobile Web Studio cannot process Unicode-encoded WSDL files, and you see parser errors when you attempt to use them.

Workaround: Save the WSDL file as an ANSI or UTF-8 encoded file.

6.6.24 MSN or Yahoo Toolbars may cause IE problems

[CR #397941] MSN Toolbar or Yahoo Toolbar can cause Internet Explorer to stop responding when using Mobile Web Studio. This typically happens when closing the Application Builder window, but can happen in other wizard windows as well.

Workaround: Uninstall these toolbars when using Mobile Web Studio in Internet Explorer.

6.6.25 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: There is no workaround for this CR.

6.6.26 & 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: There is no workaround for this CR.

6.6.27 “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.

6.6.28 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.

6.6.29 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: There is no workaround for this CR.

6.6.30 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 roles assigned to a user is limited to 255 bytes.

Workaround: There is no workaround for this CR.

6.6.31 Double-byte character sets display incorrectly using the Document object model option

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

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

6.6.32 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.

6.6.33 Content Cache Interval must be “Real Time”

[CRs #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.

6.6.34 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: There is no workaround for this CR.

6.6.35 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, Table 1 shows the expected result:

Table 1: Expected result

Emp name	Salary
Ann	500
Karen	300
Val	450
Total	1250

Table 2 displays the actual result:

Table 2: Actual result

Ann	500
Emp name	Salary
Karen	300
Total	1250
Val	450

Workaround: There is no workaround for this CR.

6.6.36 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.

6.6.37 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.

6.6.38 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: There is no workaround for this CR.

6.6.39 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>
```

6.6.40 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.

6.6.41 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.

6.6.42 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.

6.6.43 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%\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.

6.6.44 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%\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.

6.6.45 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.

6.6.46 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: There is no workaround for this CR.

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

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.

6.7 MobiLink

This section lists the known problems with MobiLink.

6.7.1 Redeploying application without deleting older version does not work

[CR #453928] If you redeploy an application to a client in MobiLink without first deleting the older version of the database in the client database, you see an error message and the reployment does not work. The error occurs because the older version of the application has a different internal record number (the `uaseq` column) than the new one.

Workaround: You can either:

- Delete the application data, or
- Delete all `*.usm` and `*.udb` files except for `base.usm` and `localdb.usm`.

6.7.2 Concurrent synchronizations using the same user name not allowed in MobiLink

[CR #451428] The MobiLink server does not support concurrent synchronizations using the same user name.

Workaround: None.

6.7.3 Changes in record order on Web Studio do not appear in .NET API

[CR #450158] The order column in a Web Studio database increments automatically. When you change the record order of a database in Web Studio, however, this order does not carry over to your .NET API client even after you resync your application.

Workaround: To ensure that the updated record order in Web Studio also appears in your .NET API client:

- 1 Delete the application on your client.
- 2 Delete the application from MobiLink server in Web Studio.
- 3 Redeploy the application to MobiLink server.
- 4 Resync the application from your client.

6.7.4 Defining primary key results in duplicate row after sync

[CR #433913] You see duplicate rows in your client if you:

- 1 Create a new database element and select records from your database using a primary key, such as the record ID number.
- 2 Save and deploy your database element to MobiLink.
- 3 Sync the application to the client.
- 4 Edit your application by clicking Datatype and selecting the same primary key you used when you created your database element.
- 5 Redeploy your application through MobiLink.
- 6 Sync the metadata, then resync the application to your client.

Workaround: Refresh your sync.

6.7.5 Cannot deploy MobiLink applications with duplicate column names

[CR #432584] When you create a grid element with two or more columns of the same name, you see an error message when you deploy it to MobiLink. Doing so causes the MobiLink server to return an error message such as:

```
ASA Error -110: Item 'Customer' already exists.
```

Workaround: Change the column name by defining the filter rules.

6.7.6 Applications require redeployment after edits

[CR #432572] If you edit definitions, properties, or linked applications, the update does not appear when you view the table_link.

Workaround: Redeploy the application to your MobiLink server.

6.7.7 Imported applications require redeployment

[CR #432085] Applications that you import are not deployed to your MobiLink server when you perform the following:

- 1 Create an application and deploy it to MobiLink.
- 2 Export your application to an XML file.
- 3 Import the XML file to another Unwired Accelerator 8.0.

Workaround: Redeploy the new application manually.

6.8 Portal Interface

This section lists the known problems with Portal Interface.

6.8.1 Must define listener for client-side click-across after defining charts

[CR #420279] When you define a chart to a portlet that has client-side click-across listeners, the portlet content is replaced by the chart definition, and the previous listener does not work.

Workaround: Define the listener *after* you define the chart.

6.8.2 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.

6.8.3 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.

6.8.4 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.

6.8.5 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 still cannot access the shared page.

Workaround: The user must log in to Portal Interface again using the link in the shared page e-mail message.

6.8.6 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.

6.8.7 “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.

6.9 Push synchronization

This section lists the known problems with push synchronization.

6.9.1 Cancelling a push notification after choosing “Prompt and sync” can cause future sync operations to fail

[CR #438998] When you install a new client in Mobile Web Studio, you can create a new profile and synchronize the application to your device. You can then choose “Prompt and sync if no response” or “Prompt and do not sync if no response” in the Application Information menu option and begin push synchronization.

If you subscribe an application for push synchronization using the “Prompt and sync if no response” option, selecting the “No” option on the Prompt dialog box during your first push notification cancels your sync. This behavior is expected.

In subsequent requests, choosing the “Continue” option on the Prompt dialog box instead *should* allow you to continue to synchronize your application’s changes. This does not happen, however, and subsequent requests are not synchronized. This occurs because the cancellation of the initial synchronization process prevented the Unwired Accelerator server from creating the security token it needs to successfully sync with the Unwired Accelerator listener.

Workaround: Refresh the application to generate a security token on the Unwired Accelerator server.

6.9.2 Changes to Push Sync parameters on UA Client does not work on 7100t

[CR #438993] Push synchronization does not work on the RIM BlackBerry 7100t in the following scenario:

- 1 Create a profile, refresh all, then select and synchronize an application.
- 2 Edit the application information and set push synchronization to “Y.”
- 3 Create a push subscription on the server by synchronizing the application again.
- 4 Edit the application information, this time changing the push synchronization option to “N.”
- 5 Synchronize the application again to change the subscription push to “N” on the server. At this point, you can use the Admin GUI to verify that your push has been changed to “N,” and executing the agent works.

When you view the Device | Sync setting, however, the synchronization parameter is reverted to “Y” on both the device and the Unwired Accelerator Admin settings.

Workaround: There is no workaround for this CR.

Note This CR is also described in the Known Problems section in “Mobile devices” on page 21.

6.9.3 Model 7280 does not get push notifications when not in UA application

[CR #438993] Push notifications are not processed by Unwired Accelerator while you are using any other application on the BlackBerry 7280, thus preventing push synchronization from occurring.

Workaround: There is no workaround for this CR.

Note This CR is also described in the Known Problems section in “Mobile devices” on page 21.

6.9.4 “Refresh” does not refresh applications properly

[CR #436725] When you set a content cache interval for a new application, then add the application using the following steps, Refresh does not add your application to the push synchronization GUI:

- 1 In Mobile Users, select Profile.
- 2 Right-click “List Subscription” and select New | Add an application.

The same thing occurs with the following:

- 1 In any application in Mobile Web Studio, select Show Subscription.
- 2 Click a profile and select New.
- 3 Select “Add a user to the application,” and select a user.

You do not see any users added to the application.

Workaround: Log out, then log back in to see your newly added application for push synchronization.

6.9.5 Push subscriptions not generating after changes to application parameters

[CR #435352] When you save an application after you edit its default CGIParameter values, Smart Sync sees the starting parameter values and creates a new “branch.” However, because the client with a push subscription continues to watch the old branch, the client does not get a push notification.

Workaround: Refresh the application from your device. During the refresh, the Unwired Accelerator server notices the data from the new branch, and changes the watch list to start watching the new branch, and appropriate push notifications resume.

Note Anytime you make any changes to an application from Mobile Web Studio, refresh the application from your device to ensure that push subscriptions continue to work properly.

6.9.6 Execute does not send push notification if data is different

[CR #431722] If the data in an Unwired Accelerator client differs from the Unwired Accelerator application, but first sync failed (for example, the e-mail server was down or the BlackBerry client was not running), resending (clicking again on Execute) does not send push notification, even though the data on the UA client is not updated.

Workaround: Perform another sync. Execute will generate push notification during the next sync if the data has changed, since the data will differ from what is on the UA server.

6.10 Security

This section lists the known problems with security.

6.10.1 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: Users must click Join Now in Portal Interface and create their account with their information.

6.10.2 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: There is no workaround for this CR.

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

[CR #356453] When an LDAP user initially logs in to Web Studio, a user record is created automatically in M-Business Server, but the 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.

6.10.4 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.

7. Documentation updates and clarifications

This section provides documentation updates and changes.

7.1 EBF #13973

This section provides documentation updates and clarifications for EBF #13973.

7.1.1 CSI security providers for Remedy/BO (EBF #13973)

This section provides documentation for the new CSI security providers introduced with EBF #13973:

- CSI Remedy Action Request security provider – implements authentication and role-based access checks against the Remedy AR system. See “CSI Remedy Action Request security provider” on page 47.
- CSI Business Objects security provider – implements authentication and role-based access checks against the Business Objects system. See “CSI Business Objects security provider” on page 49, and *Technical Bulletin Unwired Accelerator 8.0 and Business Objects for Windows 2003 and XP*.

CSI Remedy Action Request security provider

With EBF #13973, Unwired Accelerator includes a Remedy Action Request (AR) security provider, which implements authentication and role-based access check against a Remedy AR system. The CSI Remedy AR security provider consists of an authentication provider and role-check based authorizer.

- `com.sybase.security.remedy.RemedyLoginModule` – provides authentication services against Remedy Action Request server.
- `com.sybase.security.core.RoleCheckAuthorizer` – provides authorization services using a CSI core class.

The CSI Remedy AR security provider does not support any certificate authentication capability. Once a user logs in Remedy AR system, there will be a session associated with the user. The length of the user’s session is determined by the timeout setting configured in AR system. When the session exceeds this time, the session times out and the user must log in again.

Configuration

The CSI Remedy AR security provider requires the `arapi63.jar` file in CLASSPATH. The file is included in the Remedy AR installation, and should be copied to the Unwired Accelerator directory: `%UA80%\tomcat\common\lib`

In addition, add these Remedy files to the environment variable: `arapi63.dll`, `arjni63.dll`, `arrrpc63.dll`, `arutl63.dll`, `icudt28l.dll`, `icuin28.dll` and `icuuc28.dll`.

To configure the CSI Remedy security provider, modify the `csi.xml` file, located in `%UA80%\tomcat\conf`. Search for `RemedyLoginModule`, to find the Remedy AR section:

```
...
<config:authenticationProvider name=
    "com.sybase.security.remedy.RemedyLoginModule" controlFlag="optional" >
```

```

    <config:options name="ServerName" value="localhost" />
    <config:options name="ServerPort" value="0" />
    <config:options name="UserLocale" value="" />
    <config:options name="AllowGuest" value="false" />
</config:authenticationProvider>

<config:provider name="com.sybase.security.portaldb.PortalDBAttributer"
    type="attributer" />

<config:provider name="com.sybase.security.core.RoleCheckAuthorizer"
    type="authorizer" />

<config:provider
name="com.sybase.security.helpers.EverybodyRoleAuthorizer"
    type="authorizer" />

...

```

See the *Unwired Accelerator 8.0 Installation Guide* for information about configuring security providers in *csi.xml*, and for using stacked security providers. See the sections that follow for information about the Business Objects security provider.

Authentication

Table 4 defines the options that you can use to configure the authentication provider. Enable any of the options by adding the option name and value to *csi.xml*. You must add new option definitions within the `authenticationProvider` definition; that is, between the following two lines:

```

<config:authenticationProvider
    name="com.sybase.security.remedy.RemedyLoginModule">
...
</config:authenticationProvider>

```

Table 3: Business Objects configuration options

Configuration option	Default value	Description
ServerName	localhost	Remedy AR server host name.
ServerPort	0	Remedy AR server port number.
UserLocale	" " (blank)	Remedy AR UserLocale.
AllowGuest	false	Indicates whether Remedy AR allows a user as a guest. If set to true, an authenticated user is allowed access to Remedy; if set to false, an authenticated user receives error messages and is not allowed access to Remedy.

Authorization

Remedy AR role-based authorization is accomplished using the core `RoleCheckAuthorizer`. No Remedy-specific authorization provider is necessary.

For an authenticated user, Remedy APIs are invoked to return groups to which the user belongs. The CSI Remedy security provider relies on user group membership to compute user roles.

CSI Business Objects security provider

With EBF #13973, Unwired Accelerator includes a Business Objects security provider, which implements authentication and role-based access checking against a Business Object XI, Release 2 system. The CSI Business Objects security provider consists of an authentication provider and role-check based authorizer.

- `com.sybase.security.businessobjects.BOLoginModule` – provides authentication services against Business Objects CMS server.
- `com.sybase.security.core.RoleCheckAuthorizer` – provides authorization services using a CSI core class.

The Business Objects security providers does not support any certificate authentication capability. Once a user logs into the Business Objects CMS server, the user is granted a CMS session. CMS preserves the session information until the user logs off.

Configuration

The CSI Business Objects security provider requires the following Business Objects JAR files in the CLASSPATH environment variable: *cecore.jar*, *celib.jar*, *ceplugins.jar*, *cereports.jar*, *cesession.jar*, *ceutils.jar*, *cexsd.jar*, *Serialization.jar*, *corbaidl.jar*, and *ebus405.jar*. The files are included with the Business Objects installation, and should be copied to the Unwired Accelerator directory: `%UA80%\tomcat\common\lib`

To configure the CSI Business Objects security provider, modify the *csi.xml* file, located in `%UA80%\tomcat\conf`. Search for `BOLoginModule`, to find the Business Objects section:

```
...
<config:authenticationProvider name=
  "com.sybase.security.businessobject.BOLoginModule"
controlFlag="optional" >
  <config:options name="ServerName" value="localhost" />
  <config:options name="ServerPort" value="6400" />
  <config:options name="AuthenticationType" value="secEnterprise" />
</config:authenticationProvider>

<config:provider name="com.sybase.security.core.RoleCheckAuthorizer"
  type="authorizer" />

<config:provider
```

```
name="com.sybase.security.helpers.EverybodyRoleAuthorizer"
  type="authorizer" />
...
```

See the *Unwired Accelerator 8.0 Installation Guide* for information about configuring security providers in *csi.xml*, and for using stacked security providers. See the sections that follow for information about the Business Objects security provider.

Authentication

Table 4 defines the options that you can use to configure the authentication provider. Enable any of the options by adding the option name and value to *csi.xml*. You must add new option definitions within the authenticationProvider definition; that is, between the following two lines:

```
<config:authenticationProvider
  name="com.sybase.security.businessobject.BOLoginModule">
  ...
</config:authenticationProvider>
```

Table 4: Business Objects configuration options

Configuration option	Default value	Description
ServerName	localhost	The Business Objects CMS server hostname.
ServerPort	6400	The default Business Objects CMS server port number.
AuthenticationType	secEnterprise	The Business Objects server authentication mechanism. Valid values include: secEnterprise, secLDAP, secWinAD and secWindowsNT.

Authorization

Business Objects role-based authorization is accomplished using the core RoleCheckAuthorizer. No Business Objects-specific authorization provider is necessary.

For authenticated user, Business Objects APIs are invoked to return groups to which the user belongs. CSI Business Objects provider relies on user group membership to compute user roles.

7.1.2 BlackBerry client enhancements (EBF #13973)

This section describes new features supported on the Blackberry client with EBF #13973:

- CGI input parameters
- Non-spidered drop-down application
- Linked applications from a List View to a CGI input application
- Display update application names on top of edit menus

CGI input parameters

On the BlackBerry client, you can now enter values into the CGI input parameters and click OK, and retrieve new data pertaining to the new values. For example, you can enter view entries for `dept_id` 100, then request entries for `dept_id` 300. Previously, you could do this only in Mobile Web Studio.

Non-spidered drop-down application

On the BlackBerry client, CGI parameters that are drop-down selection types now display only the available defaults. Previously, if an application contained drop-down selection types, the server looked through (or spidered through) all possible data pertaining to the drop-down values, and sent the data to the BlackBerry client.

Linked applications from a List View to a CGI input application

On the BlackBerry client, you can now link applications from a List View to a CGI input application, and pass in the selected row values from one application to another.

In Mobile Web Studio, in the Properties Editor on the Mobile tab, a new Action type, Linked, is added to the Action Type drop-down list. When Link is selected for the current application, and you select a target application, this tells the BlackBerry client to link the applications and update the information on the BlackBerry device.

On the BlackBerry device, you can select the linked application from the trackwheel menu, and display its values.

Display update application names on top of edit menus

When a BlackBerry client is customized, the custom menu names override the menus in the BlackBerry client. Previously, if an application was updated, the update application name defined in Mobile Web Studio was not getting displayed on the BlackBerry client. The update display name is defined in the Properties Editor on the Mobile tab.

7.2 Installation Guide

This section describes documentation updates and changes for the *Unwired Accelerator Installation Guide*.

7.2.1 Pre-installation tasks

[CR #454288] In the section titled “Pre-installation tasks” in Chapter 2, “Installation Procedures,” the second bullet reads as follows:

Verify that you have write permission on the directory where you install the software, and on the *x:\tmp\logs* directory (where *x* is the installation drive). If the logs directory does not exist, the Installer creates it.

The location of *logs* directory has changed. By default, the Unwired Accelerator installer now creates log files in these locations:

- Tomcat log files – %SYBASE%\tomcat\logs
- Installer log files – %SYBASE%\logs

Note This change applies to any UA documentation references to these log files.

7.2.2 Starting Unwired Accelerator

[CR #446688] In Chapter 2, “Installation Procedures” in the “Post-Installation tasks” section, especially on page 9, following are clarifications for the various ways to start Unwired Accelerator. In all cases, Mobile Web Studio is launched

- To start Unwired Accelerator and UA Mobile Web Studio, select Start | Programs | Sybase | Unwired Accelerator | Start UA Studio.
- To start UA Mobile Web Studio from a browser window – enter this URL:
`http://hostname.domain:port/onepage/loader.html`
- To start Unwired Accelerator as a Web service, select Start | Programs | Sybase | Unwired Accelerator | Start UA (Web Services).
- To stop the Web service, select Start | Programs | Sybase | Unwired Accelerator | Start UA (Web Services).

Also on pages 9 and 10, once you start the Portal Interface, and set up a user profile, you receive registration confirmation at the e-mail address you provided during registration.

7.2.3 Additional BES configuration

[CR #445712] The following procedure is missing from “Installing RIM BlackBerry Server” on page 16. You may need to make additional BES configuration changes.

If you are using BES in your Unwired Accelerator configuration, you may need to configure how the Mobile Data Service manages Web requests from handhelds. If BES is managing the connection between UA and the mobile device, and cookies are not enabled, the connection between UA and the mobile device may be dropped with a “Permission denied” error. Cookies must be enabled to maintain the connection between UA, BES, and the mobile device.

See the RIM documentation for complete information and instructions. The procedure for this is summarized below.

❖ **Configuring how MDS manages Web requests from handhelds**

- 1 In the BlackBerry Manager, right-click a server, and select Mobile Data Service Properties.
- 2 On the HTTP tab, select the Allow the Mobile Data Service to Handle HTTP Cookie Storage check box, and click OK.

7.3 Quick Start Guide

This section describes documentation updates and changes for the *Unwired Accelerator Quick Start Guide*.

- CR #446690 – miscellaneous corrections (verify they are valid).

7.4 Mobile Application Development Tutorial

This section describes documentation updates and changes for the *Unwired Accelerator Mobile Application Development Tutorial*.

7.4.1 Creating a customer list

[CR #440594] In “Creating a customer list” on page 47, the SQL code in step 3c is missing a portion of the where clause (`and c.id = s.id`). This missing code joins the customer ID in Sales Order with the customer ID in Customer table. Without the clause, the list of orders for each customer is not updated.

The corrected code is:

```
set rowcount 10
select c.fname as customer_fname , c.lname as customer_lname, si.id,
si.prod_id, p.name, si.quantity
from customer c, sales_order s, sales_order_items si, product p
where c.id =@OP["cust_id"]="101"] and s.id = si.id and si.prod_id =p.id
and s.region ='@OP["region"]="Western"] '
and c.id = s.cust_id
set rowcount 0
```

7.5 Administration Guide

This section describes documentation updates and changes for the *Unwired Accelerator Administration Guide*.

7.5.1 Creating a typical developer's role

In “Administering objects,” in Table 7-3, for the Portlets object, keep in mind that when creating a developer role, you must give permission to use the Portlets object.

7.5.2 Setting up a Domino connection

In Chapter 3, “Post-Installation Configuration,” information in the “Setting up a Domino connection” section starting on page 21 has the following changes:

- Page 21, you must have “agent execution” rights on the Domino database, as well as “document deletion” rights.
- Page 21, NRPC is the default connection type, instead of NRPC.
- Regarding password authentication, for DIIOP and WebSession, the user's internet password is matched; for NRPC, the ID file password is matched.
- **[CR #436187]** For a NRPC connection, if you are running Lotus client on the same machine as you are capturing Domino applications, there is a known issue about providing the password. If you provide an incorrect password, the UA Tomcat server waits until the correct password is entered at the Tomcat console, hanging all instances of the UA application.

You must configure Lotus Notes Client to avoid the password prompt. “Setting up Lotus Notes and Domino on the same machine causes login conflicts” on page 18.

- **[CR #438193]** Also, for an NRPC connection, if you set up Lotus client in the default location, you must set your PATH to include : \PROGRA~1\lotus\notes; for example, C: \PROGRA~1\lotus\notes. It is important that you capitalize PROGRA.
- After installing UA 8.0 through the Installer, and starting Tomcat as a service, you must restart the machine before you can create Domino elements. Restarting Tomcat sets the PATH correctly.
- For the most up-to-date information about Domino configuration and creating Domino elements, see these sections in the *Unwired Accelerator 8.0 Developer's Guide*:
 - Setting up connection pools for Domino
 - Setting up Lotus Notes and Domino on one machine (WebSession)
 - Creating Domino elements
 - Understanding UA-Domino agent data flow
 - Sample code for Domino agents
- Page 22, clarification on product requirements for setting up a Domino connection:
 - Domino Designer is required mainly to design new forms, or modify existing forms. It can be used to create agents, and views as well, or you can use Lotus Notes Client, provided the Domino user has “Designer” rights on the database defined in the ACL.
 - Domino Administrator is required to manage users, provide agent execution rights to a user, and to perform other administrative tasks.
 - Lotus Notes Client is required mainly by the NRPC connection method, as it uses Lotus Notes libraries to make connection with the database. The Client can be used to create agents and views, provided the user has the required Designer access to the database.
- Page 25, clarification and additional information for step 4 of the “Setting the environment variables for Domino” procedure:
 - For WebSession connections:
 - 1 In the System PATH value, append the Domino Server’s path to the variable value, and click OK.

Note In this case, Domino Server’s path must precede Notes Client’s path, if set.

- 2 Edit *notes.ini* file in the Domino Server's data directory (*%DominoServerHomeDir%\Domino*, for example *c:\Lotus\Domino*) to change the *Keyfilename* attribute to point to Domino server's server ID file; for example, *Keyfilename=C:\Lotus\Domino\Data\server.id*.
- For DIIOP connections, the Domino Server must be configured with DIIOP.
 - For NRPC connections, in Variable Value, append the Lotus Notes Client's path to the variable value, and click OK.

7.5.3 Setting up Answers Anywhere for SMS

In Chapter 3, "Post-Installation Configuration," the "Setting up Answers Anywhere for SMS" documentation starting on page 36 has the following changes:

- In Table 3-2, "CMCConfig.properties file settings," on page 39, the description for the *roleBasedAccess* "true" option should read:
 - true – if *roleBasedAccess* is set to true, the CMC attempts to match a sender's phone number to the cell number of a registered portal user. If a match is found, access controls use the roles that user has been granted. If this property is set to true, you must also specify the *databaseURL* and *httpAuthenticationURL* property values.
- On page 41 (and duplicated on page 114), for the procedure "Registering with the SMS modem," the opening paragraph should include this additional information:
 - Registering with the SMS modem is needed only if you set the *roleBasedAccess* property to true. If *roleBasedAccess* is not set to true, there is no need to register.

The last paragraph should read:

If *roleBasedAccess* is enabled, the user gets a SMS response with instructions for how to register. If disabled, no action is necessary.

7.5.4 Unwired Accelerator client accounts

In Chapter 4, "User Accounts," the documentation has the following changes:

- *If you are using the portalDB security provider as your user repository only* – on pages 49–50, in “Unwired Accelerator client accounts,” before you can use Unwired Accelerator from your mobile device, you must first set up a UA account. The easiest way to create the account is to use an Internet Explorer browser to log in to the portal, as described in “Portal interface accounts” on page 48 of the *Administration Guide*. For self-registration, click Join Now. If UA is tied to an existing user store (LDAP), log in, and UA takes you through the registration process.

Alternatively, the administrator can use Mobile Web Studio to create the new user, as described in “Mobile Web Studio accounts” on page 44 of the *Administration Guide*. The user name and password are sent to the user in an e-mail message.

Once the account has been established, set up the profile on the UA offline client using the user name/password.

Note You need not register with UA if you have an existing account through an external security system such as LDAP. You can set up your profile on the offline client and begin using it. As long as the username and password are correct, UA automatically registers mobile users.

- On page 50, the paragraph starting with “In addition, for BlackBerry or Java ME (Symbian/J2ME), you must configure push synchronization in order to ...” is partially incorrect:
 - Push synchronization is an optional feature, and not required to sync data between UA server and the mobile device. However, to use the push-sync feature from the device, you must configure an e-mail address, SMS phone number, or both on the mobile device. See the *Developer’s Guide* for current information about configuring push sync on a BlackBerry device.
 - Push synchronization is not supported on Java ME (Symbian/J2ME) devices.
- On page 53, the note starting with “By default, the BlackBerry device is configured for an MDS ...” is no longer correct. The UA client now detects your TCP/MDS connection settings in the ServiceBook entries, and no longer prompts for entry.
- On page 54, add a new step between steps 4 and 5:
 - Indicate whether to use SMS or e-mail notification for push synchronization:
 - Select Advanced on the trackwheel menu.

- Use Change Option on the menu to select either SMS or e-mail notification.
- Save the change, and exit the menu. Set the SMS phone number, e-mail address, or both, as described in “Setting up push sync for BlackBerry client.”

[CR #434332] You can set up both options, and toggle between them at any time.

7.5.5 Managing synchronization

In Chapter 6, “Managing Integrated Products,” include the following additional push-synchronization information.

- Push synchronization is not supported on Java ME (Symbian/J2ME) devices, so ignore any references in the chapter.
- **[CR #431722]** It is the nature of mobile computing, especially of offline applications, that client data gets out of sync with server data over time. The push sync feature attempts to close the gap, but cannot do so completely because of unreliable connectivity to the devices. Users should be aware of this, and sync regularly when they are online to ensure their data is updated.
- On page 88, in the section “Working with push agents,” the documentation correctly states that as soon as a user subscribes to an application and syncs from the client, an agent is created for the application. However, this is new information:
 - If the Content Cache Interval is set to a value (such as minutes, hours, or days), the value is set in Agent Scheduling, and the agent will be in a Started state.
 - If the Content Cache Interval is left as “Real Time,” the agent will be in a Stopped state. The administrator must configure Agent Scheduling and then enable it.

For an example, see the “Setting up employeeSales for automated push” section in the *Mobile Application Development Tutorial*.

- Table 5 on page 59 provides additional information about push-sync operations on the BlackBerry offline client and the Mobile Web Studio Push Admin GUI.

Table 5: Push-sync operations

BB offline client/ Push Admin GUI	Function	Operations	Remarks
BlackBerry offline client	AutoRefresh	<p>a Refreshes all assigned applications (whether push-enabled or disabled) through the Push Admin GUI to a BlackBerry offline client.</p> <p>b All the push parameters are overwritten with UA server values to the client.</p> <p>c AutoRefresh creates agents if push is set to “Y” for the first time.</p>	BlackBerry offline client retrieves applications that have been assigned to a profile. (In this case, the user does not want to see all mobile-enabled applications, only those assigned to the profile.)
	RefreshApps	Overwrites push parameters from the BlackBerry UA client to the UA server	The BlackBerry offline client value overwrites the UA server value, unless the Admin=Y flag is set on the subscription.
Push Admin GUI	Device Synchronize	<p>Push-sync notification is sent to the device for a particular application, and for a particular profile (whether push is enabled or disabled, and whether there are any changes).</p> <p>Synchronization creates agents if the push is set to “Y” for the first time.</p>	To push data changes, or a newly created application, to a profile, the administrator can use the Device Synchronize function in Mobile Web Studio.
	Execute	When the application is push-enabled and if there are changes, then the sync process is initiated. No notification is generated if changes are not detected.	

7.5.6 Customizing BlackBerry client device templates

In Chapter 6, “Managing Integrated Products,” the “Customizing BlackBerry client device templates” documentation should be updated:

- You need not purchase a RIM code signature to create a UA Client COD file used on a simulator (you do need to purchase one if the file will be distributed for use on physical devices). This means:
 - On page 97, you do not have to complete the procedure, “Obtaining a code signature” if you are creating a COD file for use on a simulator.
 - On page 98, in step 6 of the procedure “Building a new BlackBerry client,” if you are creating the COD file to test on a simulator, you can cancel out of the password screen to continue without the RIM code signature.

- On page 98, in step 8 of the procedure “Building a new BlackBerry client,” the opening sentence should be “Move the files to the BlackBerry direct, OTA, or simulator directories.” Also, the first bullet should be changed from `%SYBASE%\tomcat\webapps\onepage\bb` to `%SYBASE%\tomcat\webapps\onepage\ota\bb\direct`.

7.5.7 Answers Anywhere and SMS

In Chapter 6, “Managing Integrated Products,” the “Answers Anywhere and SMS” documentation has been updated. On page 114, in the “Monitoring SMS and CMC communications health” section, the following troubleshooting information is added:

If you need more information about CMC software, the `SYBASE\cmc\lib\sybcmc.jar` file contains the compiled `.class` files for the program, as well as the `.java` source files. If you have Java programmers on call, they can look through the source code to debug problems. The same is true for the third-party JAR files under CMC.

7.5.8 BlackBerry client security

In Chapter 7, “Security,” the documentation should be updated:

- On pages 127–128, for the “Unwired Accelerator access” topic, the bullet starting with “All the HTTP traffic is encrypted as described above...” requires modification. This statement is true only if your BlackBerry is paired with a BES server.

If your BlackBerry is not paired, HTTP traffic is sent as clear text across the wireless network and whatever other transports it needs, to reach the UA server.

- On page 128, for the “Data security” topic, the information in the bullets pertains only to BES-paired BlackBerry devices. If you do not use BES in your configuration, mobile devices users should use HTTPS in their profiles to ensure security.

7.5.9 Troubleshooting

In Chapter 9, “Troubleshooting,” the documentation should be updated:

- On page 161, in Table 9-1, “Troubleshooting Unwired Accelerator problems,” for the problem starting with “Cannot start ASA database,” you now need to check only the *server.xml* file for the ASA port number, and not the *global.properties.xml* file. With UA 8.0, the *global.properties.xml* file no longer includes any database connection information.
- On page 173, in Table 9-9, “Troubleshooting SAP, Domino, and Remedy connection problems,” for the problem starting with “UA cannot connect with the SAP environment,” here are additional items to check:
 - Check that there are not different versions of the *librfc32.dll* and *sapjcorrfc.dll* libraries in the PATH from other SAP software installations (especially look out for *WINDOWS\system32* for these). If older versions are in the PATH, replace them with newer versions.
 - When you are checking *global.properties.xml* file for SAP settings, make sure the new property, *SAP.Enabled*, is set to true. The parameter indicates whether to enable SAP integration in Mobile Web Studio.
- The new topics shown in Table 6 should be added:

Table 6: New Administration Guide troubleshooting topics

Problem	Try this
For Domino capture, while using Java Agent with the Websession connection type, the Tomcat console displays <code>Error loading Agent Base Class</code> .	<p>This usually indicates the Domino configuration is not set up correctly. Ensure that the <i>Notes.jar</i> and <i>NSCO.jar</i> files are copied from the Notes client or Domino server directory (for example, typically in <i>C:\Program Files\Lotus\Notes</i> and <i>C:\lotus\domino</i> respectively), to these directories, where <i>%SYBASE%</i> is the UA installation directory:</p> <ul style="list-style-type: none"> • <i>%SYBASE%\tomcat\webapps\onepage\WEB-INF\lib</i> • <i>%SYBASE%\jdk1.5.0_05\jre\lib\ext</i>
When running Tomcat as a service, Domino element cannot be created. Instead, connection error beginning with <i>PATH</i> variable not set appears.	<ul style="list-style-type: none"> • For an NRPC connection, if you set up Lotus client in the default location, you must set your <i>PATH</i> to include <i>C:\PROGRA~1\lotus\notes</i>; for example, <i>C:\PROGRA~1\lotus\notes</i>. It is important that you capitalize <i>PROGRA</i>. • After installing UA 8.0 through the Installer, and starting Tomcat as a service, you must restart the machine before you can create Domino elements. Restarting Tomcat sets the <i>PATH</i> correctly.

7.6 Developer's Guide

This section describes documentation updates and changes for the *Unwired Accelerator Developer's Guide*.

7.6.1 Working with WSDL

In Chapter 3, “Developing Applications,” in the section titled “Using Unwired Accelerator Web Services,” insert the following subsection between “Requirements” and “Complex Web service types”:

Working with WSDL

You can recursively process WSDLs using imported schemas such as the publicly available schema at the Entrez search-and-retrieval system of the National Library of Medicine at <http://www.ncbi.nlm.nih.gov/entrez/eutils/soap/eutils.wsdl>. When you do, take into consideration:

- Adequate space – the initial parsing time for this *eutils.wsdl* typically takes about two to three minutes, and generates about 9K objects on the system. Make sure you have extra space—100MB more, or 150MB more if logging is enabled—available to accommodate this. Any later repeating parsing will usually take less than a minute depending on the system configuration.
- Prompts to overwrite – when the WSDL is getting parsed for the first time, the UA Tomcat console prompts you through a third-party parser to confirm whether it can overwrite the existing file:

```
%SYBASE%\tomcat\webapps\onepage\WEB-INF\classes\generated\complextypes\castor\nlm\ncbi\www\eutilsnosummary\IdListType.java already exists. overwrite (y|n|a|?)
```

Although all of these choices are valid, Sybase recommends that you answer “a” (for All) to them all.

This prompt does not appear again after the initial parsing.

- Looping schema – schemas definitions that self-refer can cause recursive looping in the schema chain. If you use such schemas, you could get partial parsing or no results for this particular schema.

7.6.2 Regular expression tester

In Chapter 3, “Developing Applications,” in “Data validation tab” on page 83, the following new information should be added:

In Mobile Web Studio, the regular expression tester is using a JavaScript RegExp object to do the test. The Java ME and BlackBerry clients are using code from a Jakarta ORO project that simulates Perl5 regular expressions in Java. There are subtle distinctions in the regular expression languages between JavaScript and Perl that may lead to differing behavior.

7.6.3 Creating update links

[CR #446679] In “Creating update links” on pages 148–150, add these guidelines for creating update and verification applications:

- The verification application must have parameters that match all the “search” parameters in the update application.
- The verification application must return two rows, where the first row is the label, and the other is the record with which to compare.
- The columns in the verification application must have a subset of the “update” kind parameters in the update application.

This is because UA is comparing current values in the columns of the verification application with previous values in the columns. If you have an extra column that is not in the update application as an “update” kind parameter, you see an update error.

- An update application that is used in online mode must have the verification

Note The verification application is optional; use it when you want to make sure no one else has changed the application data since your last sync.

7.6.4 Creating Domino applications

In Chapter 3, “Developing Applications,” add this information to “Creating Domino applications.”

- On page 60, in step 2, for NRPC, there are two ways to capture Domino database content for NRPC connection:
 - Using Domino Server – to capture databases in Domino Server’s data directory or subdirectories, specify the Domino server name. Typically the Domino server data directory is `c:\lotus\domino\data`.

- Using “local” server (Notes Client Directory) – if you do not specify the Domino server name, Notes Toolkit (Java Library which UA uses) looks into the Notes Client data directory to search for the specified database. Typically the Notes Client data directory is *c:\Program Files\lotus\notes\data*.
- On page 60, in step 3, which starts with “In the Domino Element Definition window, under “Application type,” users select Domino View or Agent using a radio button. Available choice-specific parameters then display:
 - Capture View – after you select one of the views, you can click Preview to display the contents of the view. During playback, the contents of the view are retrieved.
 - Agent View – the agent can be passed a set of parameters during playback. Choose one of the following methods for passing parameters to the agent:
 - Use View field names as parameters – you see a list of views in the Domino database. All fields of this view are considered to be the parameters of the element. When using “Parameter Names from a View,” you can specify default values only on the “Define Parameter” wizard screen. Until that time, the Preview executes the agent with empty values.
 - Manually enter parameters – you see a text box in which you can enter a comma-separated list of parameters and their default values, such as `region=west,month=janeary`. In this example, `region` and `month` are parameters for this application, and `west` and `janeary` are their default values.

7.6.5 Business Objects capture strategy

In Chapter 4, “Advanced Application Creation,” the “Business Objects capture strategy” section starting on page 180, any reference to Business Objects 6.5 should be changed to 6.1. Currently, only Business Objects 6.1 is supported.

7.6.6 Remedy capture strategy

In Chapter 4, “Advanced Application Creation,” the “Creating Remedy applications using Web services and WSDL files” procedure, on page 180, in step 15, keep in mind the following information from CR #429196:

If you have any special characters in a Web service input parameter value, replace the special characters with the escape format, such as %2B in place of “+”. For example, in the GoogleSearch Web Service, you would replace the plus sign “+” in the authorization key “5IondVRQFHLOvAkAgK6XVhP31Imp+EvX” with “%2B” so it becomes “5IondVRQFHLOvAkAgK6XVhP31Imp%2BEvX”.

This applies to any Web service.

7.6.7 Miscellaneous syntax changes

Note the following syntax changes:

- In Chapter 3, “Developing Applications, in the “Update Agent” subsection, on page 66, in the code starting with “The agent has the skeleton code ready,” the first two lines are punctuated incorrectly:

```
The agent has the skeleton code ready to send mail
`TODO :
' 1. Fetch values from document
' 2. Based on values fetched send mail
```

The correct punctuation includes single quote marks as shown:

```
'The agent has the skeleton code ready to send mail
'TODO :
' 1. Fetch values from document
' 2. Based on values fetched send mail
```

- On page 69, the following XML statement is missing an ending double quote mark:

```
xml="<Record><Field label="Index" position="1">Status</Field>
```

The agent requires the ending double quote mark to work:

```
xml="<Record><Field label="Index" position="1">Status</Field>"
```

8. 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.

9. 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/>.

9.1 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.

9.2 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.

