

Sybase Unwired Accelerator 8.0

Quick Start Guide

The Sybase® Unwired Accelerator, a key component of the Sybase Information Anywhere™ Suite, extends corporate applications like SAP® R3, BMC® Remedy® Help Desk, Business Objects™ and Crystal Reports™ XI, Lotus Notes® applications, JDBC compliant databases, Web Services, Web applications and many others to a wide variety of mobile devices.

Using point-and-click development tools, nontechnical users can quickly and easily mobilize an existing infrastructure without programming. You need not rewrite or modify your existing applications. What used to take months, now takes only days. Unwired Accelerator supports desktops, laptops, tablets, BlackBerry, Symbian/J2ME devices, PocketPCs, and SmartPhones in a connected setting, and provides disconnected access on PocketPCs, Palms, Symbian/J2ME devices, and BlackBerry.

This *Quick Start Guide* walks you through a simple scenario to mobilize a database, preview the results, and deploy to mobile device. The *Quick Start Guide* also shows you the possibilities for mobilizing your enterprise—creating a custom UA client, and creating mobile applications from hosted enterprise applications such as BusinessObjects XI and Remedy.

This document assumes you have successfully installed and configured Unwired Accelerator, using the installation guide. To explore the product in more detail, read the *Mobile Application Development Tutorial*, which you can find by accessing <http://infocenter.sybase.com/help/index.jsp> and following the links to Unwired Accelerator 8.0.

The *Quick Start Guide* covers:

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Before you begin

1. If you have a pop-up blocker installed on your browser toolbar, disable it.
2. Verify that you are using Internet Explorer 6.0 with SP1 and security patch Q832894.
3. Set up an Unwired Accelerator user account, either through Mobile Web Studio or Portal Interface, as described in the UA 8.0 *Installation Guide*.
4. Set up over-the-air (OTA) capability as described in the UA 8.0 *Installation Guide*.

Accessing Mobile Web Studio

Before you can access Mobile Web Studio, you must know the following:

Item	Description	Example
Machine name	Computer where Unwired Accelerator is installed	labxp
Domain name	Domain on which Unwired Accelerator is installed	sybase.com
Port number	Port used by Unwired Accelerator	Default is 4040

Note If Unwired Accelerator is installed on a local machine, open a Command Prompt window, type `ipconfig /all`, and look for the host name, and the domain value in the “Connection-specific DNS Suffix” section. If you are running on a remote machine, or you cannot locate the values, contact your system administrator to obtain the correct host, domain, and port number.

❖ Accessing Mobile Web Studio

1. Open an Internet Explorer Web browser window.
2. In Location, enter the Mobile Web Studio address, substituting your machine name, domain name, and port number, in the following format:
`http://hostname.domain:port/onepage/index.html`
For example, if the machine name is “labxp,” the domain is “sybase.com,” and the port is “4040” enter:
`http://labxp.sybase.com:4040/onepage/index.html`
3. Log in using `masuper` for the Username, and `m8super` for the Password. The Mobile Web Studio window displays. You can minimize the second window that includes the Close button.

Mobilizing a database

Create a mobile application using an existing database. The Sales application enables you to view sales information for employees in the sales department, and view customer details. Once you have created the application, you can modify it for display on various device types.

Creating the applications

To create the Sales application, first create an application that retrieves customer information from the database (`customerOrder`), then create an application that retrieves sales representative information from the database (`employeeSales`). Finally, create a link from `employeeSales` to `customerOrder`, using the customer identifier (**cust_id**) field. In this example, `employeeSales` is the master application, and `customerOrder` is the linked (or child) application.

employeeSales
(master application)

emp_id	emp_fname	emp_lname	cust_id	sales_total
129	Philip	Chin	119	560.00
919	Pamela	Bavolino	126	120.00
690	Kathleen	Poirras	146	576.00
1142	Alson	Clark	168	168.00

cust_id (link between two applications)

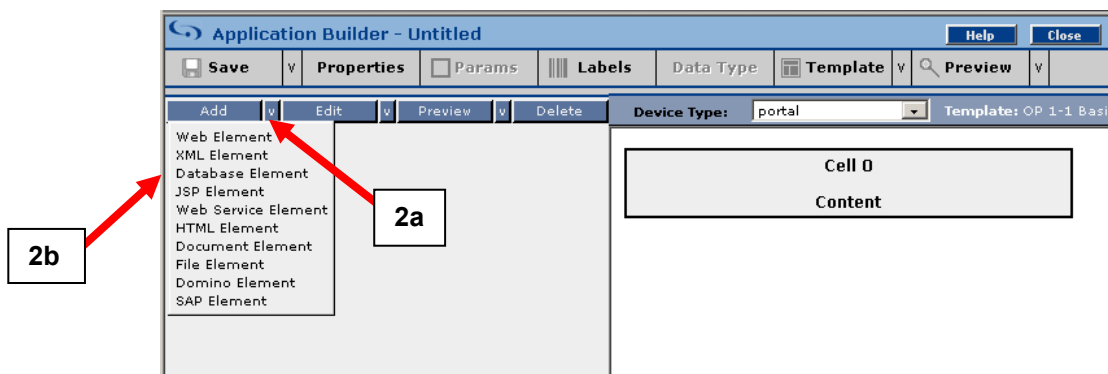
customerOrder
(child application)

customer_fname	customer_lname	id	prod_id	name	quantity
Michaels	Devlin	2020	7C1	Shorts	24
Michaels	Devlin	2027	4C1	Baseball Cap	12
Michaels	Devlin	2047	6C1	Sweatshirt	24
Michaels	Devlin	2069	3C1	Tee Shirt	12

❖ Creating the customer application

First, create the customer application (customerOrder) using a SQL query to an existing database.

1. In Mobile Web Studio, select Build | Applications in the left pane, and click the New button.
2. In Application Builder, click the down arrow next to Add [a], then select Database Element [b].



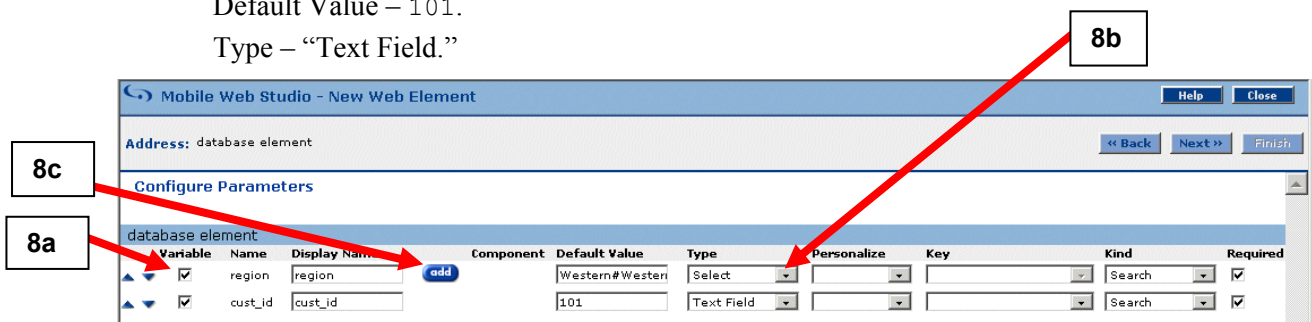
3. On the Database Element Definition window, define the database element:

- a. Make sure the Connection Cache option button is selected.
- b. In Conn Cache Name, select “sampledb” from the drop-down list.
- c. In “SQL query string”, enter this query (you can copy and paste this code from an electronic source of this document):

```
set rowcount 5
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"'
set rowcount 0
```

- d. Click Preview to make sure these columns are included: **customer_fname**, **customer_lname**, **id**, **prod_id**, **name**, and **quantity**.

4. Click Next. The Define window displays.
5. Use the Define window to select record 1 as the header row. In the Define Record Layout section, select “Records Contain Labels.” The “Labels Are Displayed in Record” field displays. Accept the default of 1.
6. Click Next to continue. The Filter window displays.
7. Click Next. The Configure Parameters definition window displays with a list of the parameters.
8. On the Configure Parameters window, make these modifications (accept the defaults for all other fields):
 - **region** – select the Variable box [a], and make these changes:
 Display Name – change “region” to “Region.”
 Default Value – enter *Western,Central* (no spaces).
 Type – choose “Select” from the drop-down list [b]. Click the Add button [c] when it appears. The Add button enables you to enter name:value pairs.
 In Edit Default Value, click OK to accept the name:value settings for Western and Central.
 - **cust_id** – select the Variable box and accept these defaults:
 Default Value – 101.
 Type – “Text Field.”



9. Click Next. The Window Preview displays.
10. In Element Name, enter *customerOrder* (no spaces), and click Finish. The window closes.
11. In Application Builder, click Save to create the application.
12. In the Finish window, make this entry (accept all other defaults):

Content tab

 - Name – accept *customerOrder* (no spaces).
13. Click Finish, and click OK to confirm.
14. Click Close to exit Application Builder.
15. When you return to the Mobile Web Studio main window, select New from the Application Manager Status menu. The *customerOrder* application displays in the detail pane.
16. Approve the application (right-click the *customerOrder* application and select Approval Status > Approved, and click OK to confirm). You can select Approved from the Application Manager Status menu. The *customerOrder* application displays in the detail pane.

❖ Creating the employee application

Next, create a sales application (employeeSales) using a SQL query to an existing database. This will be the master application.

1. In Mobile Web Studio, select Build | Applications in the left pane, then click the New button.
2. In Application Builder, click the down arrow to the right of Add, and select Database Element.
3. On the Database Element Definition window, define the database element:
 - a. Make sure the Connection Cache option button is selected.
 - b. In Conn Cache Name, select “sampledb” from the drop-down list. You can select the Browse button to view metadata for the tables in sampledb; pick a table from the drop-down list to view the columns in the table.
 - c. In SQL query string, enter this query (you can copy and paste this code from an electronic source of this document):

```
set rowcount 5
select e.emp_id, e.emp_fname, e.emp_lname,
s.cust_id, (soi.quantity * p.unit_price) as
sales_total from employee e, sales_order s,
sales_order_items soi, product p where e.emp_id
= s.sales_rep and s.id = soi.id and soi.prod_id
= p.id and s.region = '@OP["region"]="Western"'
set rowcount 0
```

- d. Click Preview to make sure these columns are included: **emp_id**, **emp_fname**, **emp_lname**, **cust_id**, and **sales_total**.
4. Click Next. The Define window displays.
 5. On the Define window, select record 1 as the row header. In the Define Record Layout section, click “Records Contain Labels.” The “Labels Are Displayed in Record” field displays. Accept the default of 1.
 6. Click Next. The Filter window displays.
 7. Click Next. The Configure Parameters window displays.
 8. On the Configure Parameters window, make these modifications (accept the defaults for all other fields):

region – click the Variable box, and make these changes:
Display Name – change “region” to “Region.”
Default Value – enter `Western,Central` (no spaces).
Type – choose “Select” from the drop-down list. Click the Add button when it appears.
In Edit Default Value, click OK to accept the settings for Western and Central.
 9. Click Next. The Window Preview displays.
 10. In Element Name, enter `employeeSales` (no spaces).
 11. Click Finish. The window closes.
 12. In Application Builder, click Save to create the application.

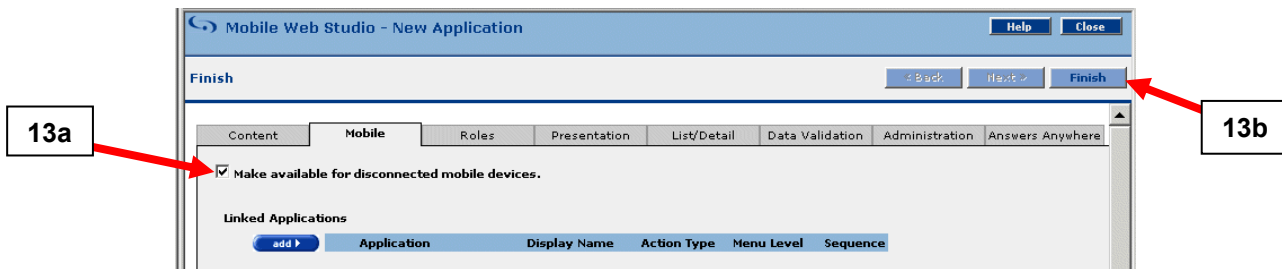
13. In the Finish window, make these entries (accept all other defaults):

Content tab

- Name – accept `employeeSales` (no spaces).

Mobile tab

- Click “Make available for disconnected mobile devices,” if you are using a Symbian/J2ME or BlackBerry device or simulator in offline mode [a].
- Click Finish, and OK to confirm [b].



14. In Application Builder, click Save to save the changes, and OK to confirm.

15. Click Close to close Application Builder.

16. Approve the application (right-click the `employeeSales` application and select Approval Status > Approved, and click OK to confirm).

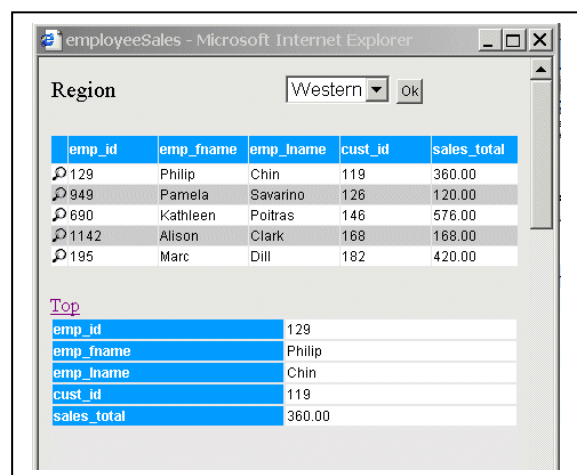
You have successfully created two applications that use a database as a source.

Previewing the mobile application for various device types

Previewing an application helps you decide whether to modify the presentation for a particular device type. Here you modify the List/Detail display, then change the color scheme.

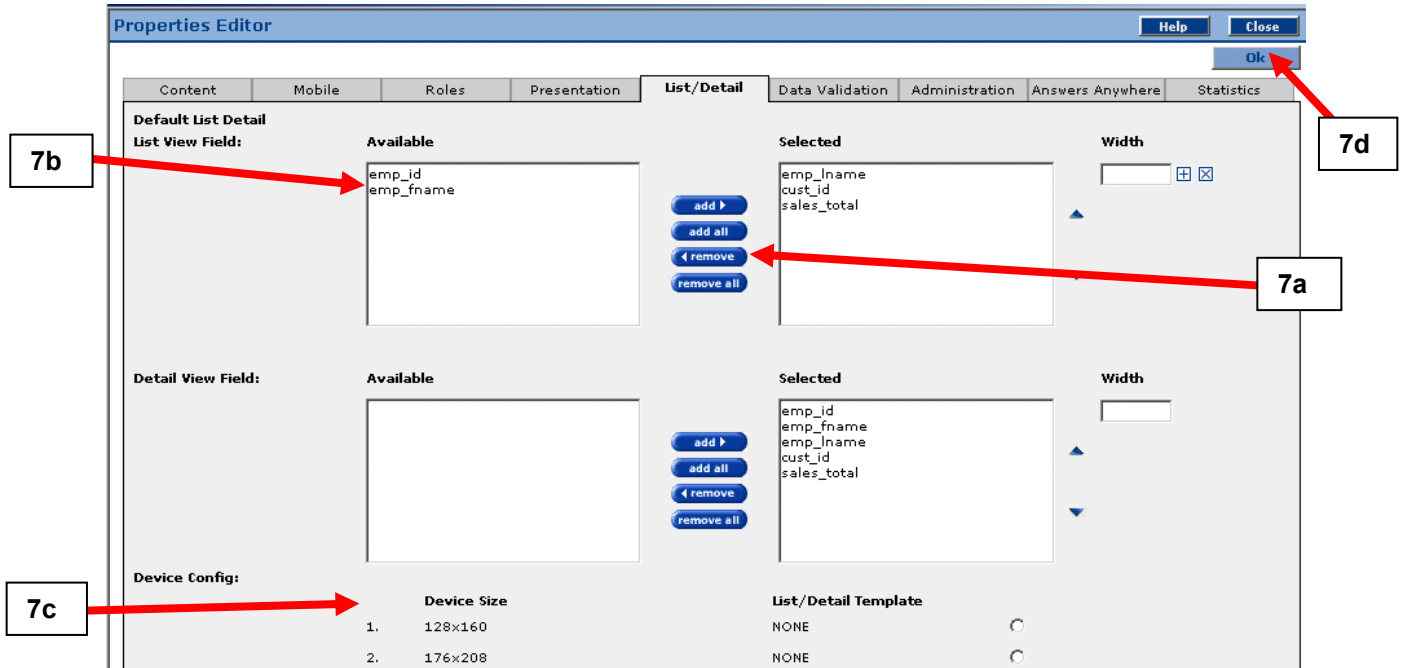
❖ **Previewing the mobile application**

1. In Mobile Web Studio, select Applications in the left pane, select Approved under Status Manager, and `employeeSales` in the right pane. Click the Edit button.
2. In Application Builder, select an option, such as Nokia Online, from the Device Type drop-down list. Options include Portal, BlackBerry Online, Nokia Online, Palm Online, PPC Online, SmartPhone Online, WAP-HTML, WAP-WML, and PDA Online. Each of these options is associated with a default template.
3. Click Preview. The mobile application displays in a separate window, using the current device template associated with the application.
4. List View (the top grid) displays all five columns.



Click the magnifying glass icon at the left of a row to drill down to Detail View. In this example, all five fields display in Detail View. Click Top to return.

- In Application Builder, select Properties.
- In the Properties Editor, select the List/Detail tab. This tab enables you to set which columns display in the List view and the Detail view on a mobile device. You can set up a default format, and then set up alternative formats for various device sizes and orientations.
- In the List View field, select **emp_id** and **emp_fname**, and use the Remove button [a] to move them out of the Selected column and into the Available column [b]. In the Device Config section at the bottom of the List/Detail tab [c], you could set up List/Detail values for various device display sizes and orientations; these values override the default values you just set up for the application.

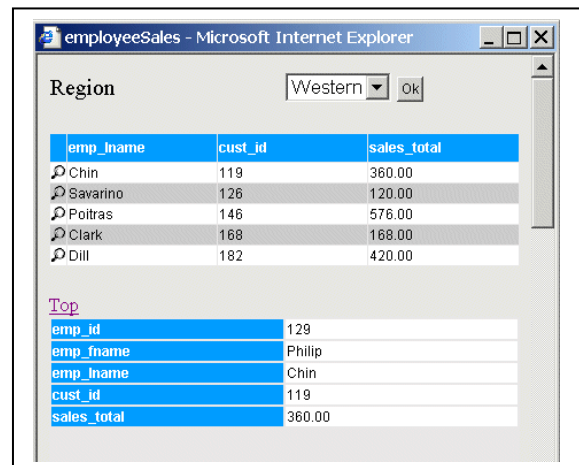


- Click OK [d].
- In Application Builder, with Nokia Online still selected for the device type, click Preview. The Preview window refreshes; this time only three columns display in the List View, but all five fields display in the Detail View.
- Click Save to save your changes, and OK to confirm.

❖ Changing the color scheme

Now, modify the display template for the mobile device by changing colors.

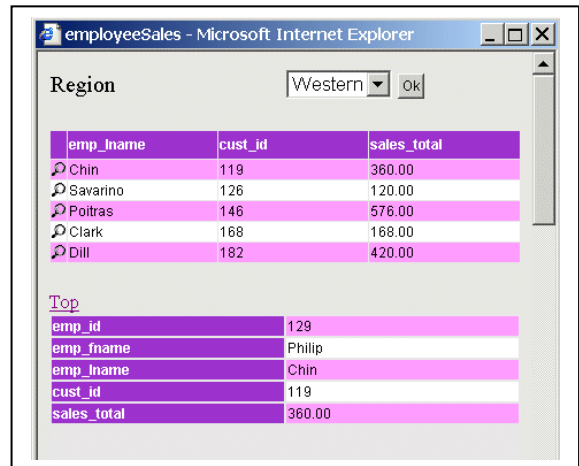
- In Application Builder, with your device type selected, such as Nokia Online, click the down arrow to the left of Template, and select Mobile.
- In Nokia Online Application Template Online, select the Appearance tab. Make these changes:



For Header Background Color, select a color, such as dark purple (#9933CC), from the pop-up color palate.

For Even Row Background Color, select a contrasting color, such as light pink (#FF99FF), from the pop-up color palate.

3. Select the Preview tab to display the new version.
4. Select Save to save your changes, and OK to confirm.
5. Click Close.
6. In Application Builder, with Nokia Online still selected as the device type, click Preview. You see the new color selections.
7. Select Save, and OK to confirm.
8. Close the preview window.

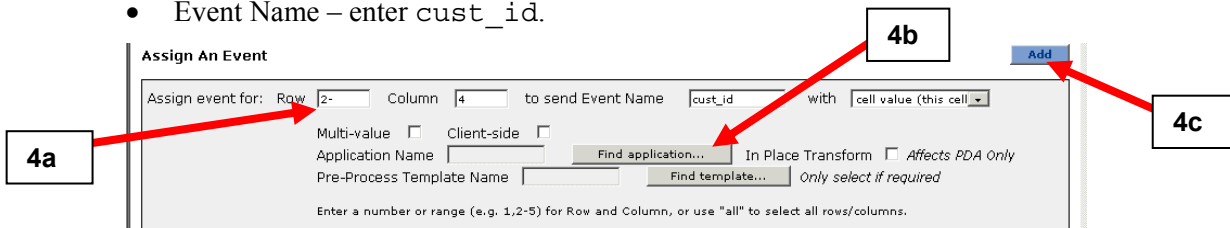


You have successfully modified the display properties for one of the mobile device types. This enables you to modify an application to display at its best for a variety of online device types. Next, create a link, called a server-side click-across (SSCA) link, between the two applications.

❖ Creating an SSCA link between applications

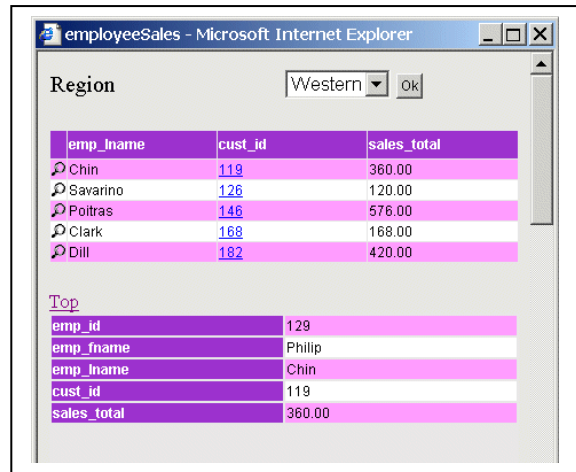
The server-side click-across link enables you to click the **cust_id** field in the employeeSales application to access customer information in the customerOrder application.

1. In Mobile Web Studio, select Applications in the left pane, and Approved in the Application Manager Status menu.
2. Right-click employeeSales in the detail pane, and select Define Events.
3. On the Define ClickAcross Events window, click Select next to the grid format, and click Next. The Preview window displays.
4. In Preview, make these entries (otherwise accept the defaults):
 - Row – (under Assign An Event), enter 2- to include all rows starting with row 2 [a].
 - Column – enter 4 to indicate column 4 (**cust_id**).
 - Event Name – enter `cust_id`.



- Click “Find application” [b]. In the Search window, click Search, select the customerOrder application, and click Add. In Portlet Name, customerOrder displays.

- Click Add to create the event [c, previous page]. Column 4 is now selected and the new rule is added under Current Assigned Events.
5. Click Next. The Preview window displays. You see the values under **cust_id** are underlined; you can click a link to access the customer record in the customerOrder application.
 6. Click Finish. The Preview window closes.
 7. In Application Builder, with Nokia Online still selected as the device type, click Preview. Now you see the new links. Try clicking a link to view customer information. Close the window when finished.



Next, deploy the application, as described in “Deploying to mobile devices.”

Deploying to mobile devices

Deploy the employeeSales application to your mobile device or simulator, using the following information as a guide. If appropriate, set up your applications to deploy in all modes.

Mode	Device	Description
Offline	BlackBerry client Symbian/J2ME client .NET container client (Pocket PC)	Select “Make available for disconnected mobile devices” on the Mobile tab.
Offline	PDA	Select Deploy to MobiLink. See the <i>Unwired Accelerator Developer’s Guide</i> for information.
Online	Browser Portal Interface	Create a page/page group container for the application. Deploy the container to any browser-based mobile device in online mode. Typically, you create a page/page group for every application.
Connected and disconnected	M-Business client	Deploy to M-Business in public or group channels. See the <i>Unwired Accelerator Developer’s Guide</i> and <i>Administration Guide</i> for information.

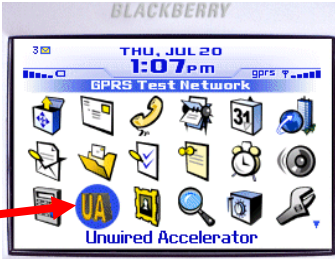
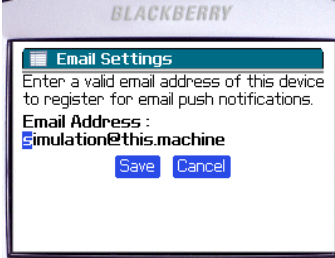
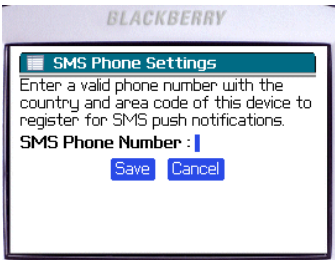
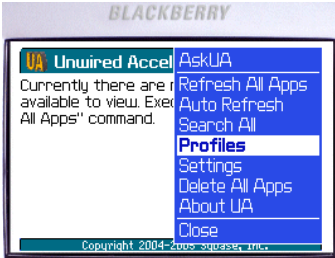
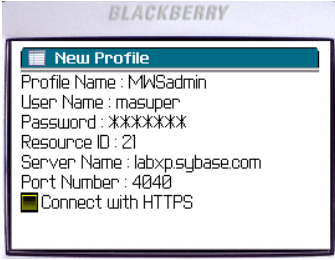
Deploying in Offline Mode (BlackBerry and Symbian/J2ME)

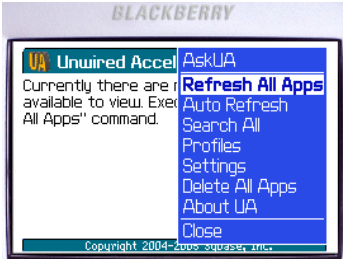
This example deploys the employeeSales application to a BlackBerry device in offline mode. The same information and procedure applies to Symbian/J2ME devices in offline mode.

Note This step assumes Research in Motion (RIM) server and client software is installed and synchronized with a BlackBerry mobile device. If you do not have a BlackBerry device, you can download a simulator from Research in Motion (RIM). At <http://www.blackberry.com/developers/>, select BlackBerry Device Simulators, click Download a Device Simulator link, and select BlackBerry Handheld Simulator v41.1.0.292. For simulator documentation, access the Developer’s window; select the Developer Documentation link under “Development Questions;” and scroll down to the simulator section.

You can also obtain J2ME simulators from Sun (http://java.sun.com/products/sjwtoolkit/download-2_2.html); Sony Ericsson (http://developer.sonyericsson.com/site/global/docstools/java/p_java.jsp); and Nokia (<http://www.forum.nokia.com>).

❖ **Deploying Employee Sales to a BlackBerry device**

<p>1. On the BlackBerry device or simulator, make sure you see the Unwired Accelerator icon.</p>	
<p>2. If you are using OTA, set up an e-mail address or SMS phone number (or both).</p> <p>For e-mail, select Settings > Email Settings, then supply a valid e-mail address for device to register for e-mail push notifications. Save the entry, and Close.</p> <p>For SMS, select Settings > SMS Phone Settings, then supply a valid phone number with the country and area code of the device to register for SMS push notifications. Save the entry, and Close.</p>	 
<p>3. If you have not already done so, select the Profiles option on the menu, and then select New Profile.</p>	
<p>4. On New Profile, enter your profile name, user name, password, resource ID, server name, and port number. This example uses MWSadmin for Profile Name, and masuper and m8super for the User Name and Password.</p> <p>If you are using OTA, be sure to select Connect with HTTPS, and supply the secure port identifier, typically 4443. (Contact your system administrator to obtain these values).</p> <p>Save the settings, and set this profile as active if you have more than one profile. Return to UA.</p>	

<p>5. Select Refresh All Apps from the menu. A list of available applications is compiled. Status messages keep you informed. The list of applications displays.</p>	 <p>The screenshot shows a BlackBerry trackwheel menu with the following options: AskUA, Refresh All Apps (highlighted), Auto Refresh, Search All, Profiles, Settings, Delete All Apps, About UA, and Close. The background shows a status bar with 'Unwired Accelerator' and a copyright notice for 2004-2006 Sybase, Inc.</p>
<p>6. Select the employeeSales application (if there are multiple applications). A check mark displays next to the Employee Sales application indicating the application is selected.</p>	
<p>7. Select Open from the menu. The employeeSales application displays.</p> <p>Use the menu to navigate, and to use the application.</p>	

Note If you receive a JVM sync error when synchronizing the employeeSales, try synchronizing again. If the problem persists, select Delete All Apps from the trackwheel menu; remove all applications from memory; and then sync again, selecting only the employeeSales application.

Deploying in Online Mode (PDA)

To deploy applications to PDAs in online mode, you must create a page and page group container for the application. Users receive the application.

❖ Deploying in a page/page group container

1. In Mobile Web Studio, create a page for the application:
 - Select Build > Pages in the left pane, and click New.
 - Click Add.
 - Click Search.
 - Select the employeeSales application, and click Add.
 - Click Save.
 - For Name, enter employeeSales, and click Add All to select all roles.
 - Click OK to save, and OK to confirm.
 - Click Close to exit the Page Builder window.
 - Approve the page (click New under Page Manager, right-click the application, select Status > Approved, and click OK to confirm).
2. Create a page group using the page you just created:
 - Select Build > Page Groups in the left pane, and click New.
 - Click Add.
 - Click Search.
 - Select the page, and click Add.

- Click Save.
 - Enter the application name, employeeSales, for the page group name, and select all Navigation Styles and all Roles.
 - Click OK to save, and OK to confirm.
 - Click Close to exit the Page Group Builder window.
 - Approve the Page Group (click New under Page Group Manager, right-click the page group; select Status > Approved; and click OK to confirm).
3. Deploy the page group:
- Select Page Groups > Approved.
 - Select the page group in the detail pane.
 - Click the Update button, and click OK twice to confirm.
4. On the PDA, to see the application:
- Enter this URL, substituting your values for hostname, domain, and port:
<http://hostname.domain.com:port/onepage/mp.jsp>
 - Click Join Now, and set up an account using your initials for the member name and password.

Mobilizing the enterprise

Unwired Accelerator 8.0 enables you to mobilize your enterprise – creating custom client applications for mobile devices, and turning your hosted enterprise applications—such as BusinessObjects, Remedy and SAP—into mobile applications. Unwired Accelerator provides several samples to demonstrate enterprise mobilization. The samples include:

- Field Force Automation (FFA) – a mobile field services PocketPC client and data synchronization solution (packaged with UA).
- Sales Force Automation (SFA) – a mobile CRM demonstration client (packaged with UA).
- Customized BusinessObjects client – a BlackBerry client application with BusinessObjects 6.x/XI data (downloadable from the Sybase demo server).
- Customized Remedy client – a BlackBerry client application with Remedy HelpDesk data (downloadable from the Sybase demo server).

Deploying FFA and SFA samples

A deployment utility is included with Unwired Accelerator 8.0 to allow for rapid deployment of the FFA and SFA sample applications. The deployment tool is located in the Unwired Accelerator installation folder, %SYBASE% and is named *deploy.bat*. The basic procedure to deploy a sample application follows; specific details are provided for each sample in later sections:

1. Copy the properties file, the application import file and the database file, if one is provided for the sample, to the Unwired Accelerator installation folder, %SYBASE%. These file names are specified in the “Field Force Automation sample” and “Sales Force Automation sample” sections.

2. If needed, edit the properties file and make any needed customization. Typically, you can use the properties file as is, but you may have to modify it if your need to rerun the *deploy.bat* file. See “Troubleshooting sample deployment” on page 18 if you run into this situation.
3. If you are running UA as a service, stop it using Start > Programs > Sybase > Unwired Accelerator > Stop UA (Windows Services).
4. Restart the Unwired Accelerator database and application servers using the *startdb.bat* and *starttomcat.bat* scripts, located in %SYBASE%. Do not use the “Start UA (Windows Services)” option, available from the Start menu, or you will encounter problems.
5. From a Command Prompt window, navigate to the Unwired Accelerator installation directory, %SYBASE% and run this command to deploy the sample:

```
deploy.bat properties_file [database_file]
```

For example, for the Field Force Automation sample, enter:

```
deploy.bat ffa-deploy.properties ffa.db
```

Messages in the Command Prompt window keep you informed as sample applications are imported and deployed. If a database is included as part of the deployment, the Unwired Accelerator database and application servers are stopped and started.

Note After the deployment has completed, you can remove the properties file, application import file, and database (if one was part of the application being deployed), from the Unwired Accelerator installation folder, %SYBASE%.

6. Access Mobile Web Studio, using the “Accessing Mobile Web Studio” procedures on page 2.
7. Log in to Mobile Web Studio, using the new user login defined in the properties file (either *ffa/ffa* for the Field Force Automation sample, or *sfa/sfa* for the Sales Force Automation sample).
8. Navigate to Build > Applications > Approved to see the imported applications.

Note If you encounter problems when deploying the samples, see “Troubleshooting sample deployment” on page 18 for information.

Field Force Automation sample

The FFA sample application is available at <http://host.domain:port/onepage/apps/ffa> and contains the following items:

- *ffa.db* – the ASA database that serves as the backend data storage for the FFA system.
- *ffa-deploy.properties* – properties file for use with the *deploy.bat* deployment utility.
- *FFAApplications.xml* – an Unwired Accelerator 8.0 applications import/export file.
- *FieldForceAutomation.zip* – a zip archive of the FFA mobile device client's source code.

The following ready-to-use installers are available for the FFA PocketPC client:

- <http://host.domain:port/onepage/ota/wm/ffa/uaffa.exe> – a compressed self extracting installation EXE that can be downloaded to and run directly on a Windows Mobile PocketPC.

- <http://host.domain:port/onepage/ota/wm/ffa/uaffa.cab> – a traditional uncompressed CAB installer.

After installing the FFA client:

1. You can start the application by tapping once on the Sybase UA 8.0 FFA icon in the Programs screen.
2. Once the FFA client has started, select Menu > Settings and enter the settings specific to your Unwired Accelerator/MobiLink server.
3. Once the new settings are entered, save the settings.
4. Synchronize the client by selecting Menu > Synchronize > All.

1. List of jobs for an engineer.	2. Parts screen for BackReport.	3. Job completion signature capture.

Sales Force Automation sample

The SFA sample application is available at <http://host.domain:port/onepage/apps/sfa> and contains the following items:

- *sfa.db* – the ASA database that serves as the backend data storage for the SFA system.
- *sfa-deploy.properties* – properties file for use with the *deploy.bat* deployment utility.
- *SFAApplications.xml* – an Unwired Accelerator 8.0 applications import/export file.
- *SFAPPCProject.zip* – a zip archive of the SFA PocketPC client's source code.
- *SFASPPProject.zip* – a zip archive of the SFA SmartPhone client's source code.
- *SFACustomized.zip* – a zip archive containing a customized BlackBerry client for SFA. This can be used in conjunction with the BlackBerry Customization Tool feature in Unwired Accelerator 8.0.

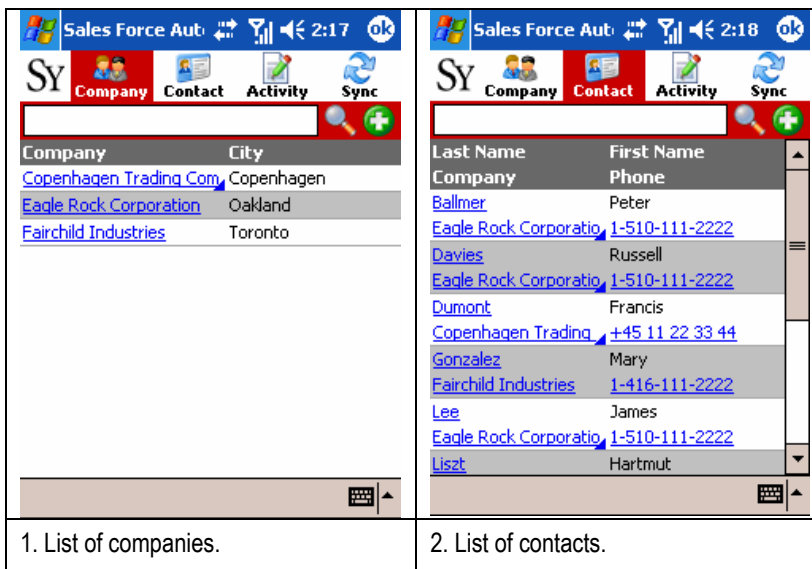
The following ready-to-use installers are available for the FFA PocketPC client:

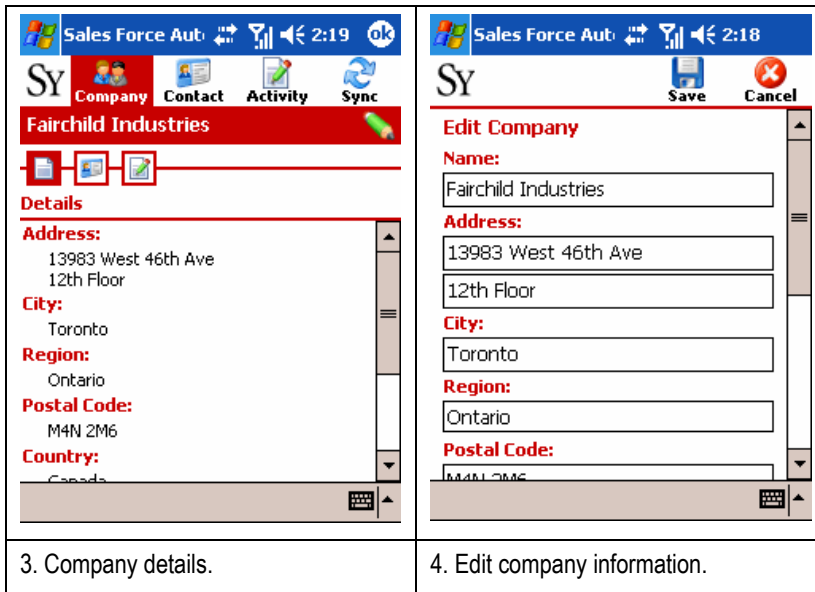
- <http://host.domain:port/onepage/ota/wm/sfa/uasfappc.exe> – a compressed self extracting installation EXE that can be downloaded to and run directly on a Windows Mobile PocketPC.
- <http://host.domain:port/onepage/ota/wm/sfa/uasfappc.cab> – a traditional uncompressed CAB installer for Windows Mobile PocketPC devices.
- <http://host.domain:port/onepage/ota/wm/sfa/uasfasp.cab> – a compressed CAB installer for Windows Mobile SmartPhone devices.
- <http://host.domain:port/onepage/ota/j2me/sfa/SFAClient.jad> – a J2ME installer JAD file. This J2ME client is intended for use on touch screen enabled Sony Ericsson Symbian phones, such as the P910.

Server settings for the Windows Mobile clients can be edited in the mobile device client application's configuration files. The Windows Mobile PocketPC client's configuration file is named *Config.xml.txt*. The Windows Mobile SmartPhone client's configuration file is named *customization.xml.txt*.

Settings for the J2ME client application can be edited by tapping on the logo in the upper left corner of the J2ME client.

Changing the server for the customized BlackBerry client requires using the Unwired Accelerator's BlackBerry Customization Tool. See the *Unwired Accelerator Administration Guide* for information and procedures.





Deploying BusinessObjects and Remedy client applications

In order to experience BusinessObjects, Remedy and SAP mobilization, Unwired Accelerator needs access to these enterprise servers. Sybase has created a demo/showcase setup for you to get an experience of these enterprise applications mobilized. In order to use the mobile versions of BO and Remedy on BlackBerry you can download the customized client from the demo server.

In UA 8.0, the BlackBerry client software has been packaged into two core reusable framework components (UA Framework and UA Listener), and into one or more client application (such as the Standard Client, the customized BO Client etc). This approach allows users to have multiple UA client applications (typically customized for specific business needs) on the program ribbon. All client applications share the same framework components (UA Framework and Listener), which need to be installed only the first time. New customized client applications can be installed, as they are made available.

To access the client applications:

1. On your BlackBerry device, create a bookmark to the UA 8.0 OTA URL:
<http://ua8.sybase.com/onepage/ota>
2. Install the UA Framework and UA listener in order.
3. Install the client application (Customized BO Client or Customized Remedy Client) from the UA OTA location.

BusinessObjects 6.x/XI mobilization sample

With the UA Framework, UA Listener, and Customized BO Client installed on your BlackBerry device or simulator, you can access the BusinessObjects application sample. In the Account Information dialog, enter `bo/bo` for the username and password. The applications are synchronized in the background.

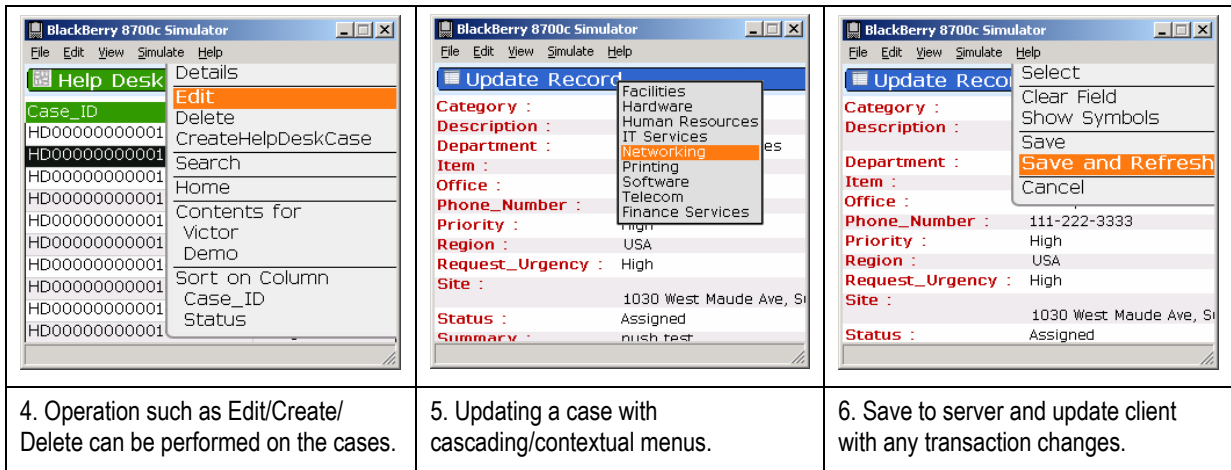
<p>1. Enter bo/bo for username/ password.</p>	<p>2. Click OK to allow for the demo application to sync in the background.</p>	<p>3. BusinessObjects reports are synced to the device.</p>

<table border="1"> <thead> <tr> <th>Store name</th> <th>Lines</th> <th>Sales revenue</th> </tr> </thead> <tbody> <tr> <td>e-Fashion Au...</td> <td>Dresses</td> <td>\$5,057.90</td> </tr> <tr> <td>e-Fashion Ho...</td> <td>Dresses</td> <td>\$4,954.80</td> </tr> <tr> <td>e-Fashion Ho...</td> <td>Dresses</td> <td>\$3,903.60</td> </tr> <tr> <td>e-Fashion Da...</td> <td>Dresses</td> <td>\$2,650.90</td> </tr> <tr> <td></td> <td>Dresses</td> <td>\$16,567.20</td> </tr> <tr> <td></td> <td>Average:</td> <td>\$4,141.80</td> </tr> </tbody> </table>	Store name	Lines	Sales revenue	e-Fashion Au...	Dresses	\$5,057.90	e-Fashion Ho...	Dresses	\$4,954.80	e-Fashion Ho...	Dresses	\$3,903.60	e-Fashion Da...	Dresses	\$2,650.90		Dresses	\$16,567.20		Average:	\$4,141.80		<table border="1"> <thead> <tr> <th>SKU_desc</th> <th>Unit</th> <th>Exte.</th> </tr> </thead> <tbody> <tr> <td>Pastel Colored Viscose Scarf</td> <td>\$90.00</td> <td>\$90.00</td> </tr> <tr> <td>Flower Patterned Viscose S...</td> <td>\$62.10</td> <td>\$62.10</td> </tr> <tr> <td>Stole and Feather Boa Set</td> <td>\$110.00</td> <td>\$110...</td> </tr> <tr> <td>Leather Belt</td> <td>\$79.90</td> <td>\$79.90</td> </tr> <tr> <td>Bell Necklace</td> <td>\$69.90</td> <td>\$69.90</td> </tr> <tr> <td>Pendant Earrings</td> <td>\$69.99</td> <td>\$69.99</td> </tr> <tr> <td>Rigid Droplet Necklace</td> <td>\$224...</td> <td>\$224...</td> </tr> <tr> <td>Rigid Twisted Knot Bracelet</td> <td>\$83.50</td> <td>\$83.50</td> </tr> <tr> <td>Shell Headband</td> <td>\$161.99</td> <td>\$161...</td> </tr> <tr> <td>Sketched Flowers Silk Scarf</td> <td>\$34.30</td> <td>\$34...</td> </tr> </tbody> </table>	SKU_desc	Unit	Exte.	Pastel Colored Viscose Scarf	\$90.00	\$90.00	Flower Patterned Viscose S...	\$62.10	\$62.10	Stole and Feather Boa Set	\$110.00	\$110...	Leather Belt	\$79.90	\$79.90	Bell Necklace	\$69.90	\$69.90	Pendant Earrings	\$69.99	\$69.99	Rigid Droplet Necklace	\$224...	\$224...	Rigid Twisted Knot Bracelet	\$83.50	\$83.50	Shell Headband	\$161.99	\$161...	Sketched Flowers Silk Scarf	\$34.30	\$34...
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<p>4. Open the Product Reports application and view list view content.</p>	<p>5. Open the Products application.</p>	<p>6. View the Products report in list view.</p>																																																						

Remedy mobilization sample

With the UA Framework, UA Listener, and Customized Remedy Client installed on your BlackBerry device or simulator, you can access the Remedy application sample. In the Account Information dialog enter [remedy/remedy](#) for username and password. The applications are synchronized in the background.

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<p>1. Enter remedy/remedy for username/password.</p>	<p>2. Click OK to continue background sync.</p>	<p>3. List of Help Desk cases.</p>																						



Troubleshooting sample deployment

- Typically you do not need to modify the *ffa-deploy.properties* or the *sfa-deploy.properties* files. However, you may need to do so if want to deploy the sample applications to an existing RID and UID (such as 21), or if you encounter a deployment problem during the import application step. In this case, you need to create a new RID and UID by adding these properties anywhere in the properties file (this example shows 211):

```
existing.rid=211
existing.uid=211
```

Then rerun the `deploy.bat` tool, but do not include the database as a parameter. For example:

```
deploy.bat properties_file
```

- If you do specify the database, the database name is added to the *startdb.bat* file, but is not created again.
- If you prefer to use the Window Service to start and stop UA, rather than using the batch files (*startdb.bat*, *stopdb.bat*, *starttomcat.bat*, and *stoptomcat.bat*), you need to manually edit *uadbservice.bat* to add the new database and reinstall the service:

```
uadbservice.bat remove
uadbservice.bat install
```

- The *deploy.bat* tool assumes ASA uses the default port 4747. If the port is different, you must modify the JDBC Datasource in `%SYBASE%/tomcat/conf/server.xml`.

What's next?

For detailed information, read the *Mobile Application Development Tutorial*, which you can find by accessing <http://infocenter.sybase.com/help/index.jsp>. Follow the links to the Unwired Accelerator 8.0, select *Mobile Application Development Tutorial* in the left pane, and display either the HTML or PDF version of the document in the right pane.