

Release Bulletin Unwired Accelerator™ 8.0 for Linux on POWER

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PC APT Execute, PC DB-Net, PC Net Library, Pharma Anywhere, PhysicalArchitect, Pocket PowerBuilder, PocketBuilder, Power++, Power Through Knowledge, power.stop, PowerAMC, PowerBuilder, PowerBuilder Foundation Class Library, PowerDesigner, PowerDimensions, PowerDynamo, Powering the New Economy, PowerScript, PowerSite, PowerSocket, Powersoft, PowerStage, PowerStudio, PowerTips, Powersoft Portfolio, Powersoft Professional, PowerWare Desktop, PowerWare Enterprise, ProcessAnalyst, Pylon, Pylon Anywhere, Pylon Application Server, Pylon Conduit, Pylon PIM Server, Pylon Pro, QAnywhere, Rapport, Relational Beams, RemoteWare, RepConnector, Report Workbench, Report-Execute, Replication Agent, Replication Driver, Replication Server, Replication Server Manager, Replication Toolkit, Resource Manager, RFID Anywhere, RW-DisplayLib, RW-Library, SAFE, SAFE/PRO, Sales Anywhere, Search Anywhere, SDF, Search Anywhere, Secure SQL Server, Secure SQL Toolkit, Security Guardian, ShareLink, SharePool, SKILLS, smart.partners, smart.parts, smart.script, SOA Anywhere Trademark, SQL Advantage, SQL Anywhere, SQL Anywhere Studio, SQL Code Checker, SQL Debug, SQL Edit, SQL Edit/TPU, SQL Everywhere, SQL Modeler, SQL Remote, SQL Server, SQL Server Manager, SQL SMART, SQL Toolkit, SQL Server/DBM, SQL Server/SMTP SubAgent, SQL Station, SQLJ, Stage III Engineering, Startup.Com, STEP, SupportNow, S.W.I.F.T, Message Format Libraries, Sybase Central, Sybase Client/Server Interfaces, Sybase Development Framework, Sybase Financial Server, Sybase Gateways, Sybase Learning Connection, Sybase MPP, Sybase SQL Desktop, Sybase SQL Lifecycle, Sybase SQL Workgroup, Sybase Synergy Program, Sybase Virtual Server Architecture, Sybase User Workbench, SybaseWare, Syber Financial, SyberAssist, SybFlex, SybMD, SyBooks, System 10, System 11, System XI (logo), SystemTools, Tabular Data Stream, The Enterprise Client/Server Company, The Extensible Software Platform, The Future Is Wide Open, The Learning Connection, The Model 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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.

v Accessing release bulletins at the Sybase Product Manuals Web site

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

2. Product summary

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

- Red Hat Enterprise Linux Advanced Server 4.0
- SuSE Linux Enterprise Server (SLES) 9.0
- Mobile Web Studio runs on Internet Explorer version 6.0+

- Portal Interface runs on:
 - Internet Explorer version 5.5 Service Pack 2 with patches: Q319182, Q321232, Q328389, Q810847, Q323759, Q824145, Q823980, Q822925, Q312461, Q818529, Q330994

Internet Explorer version 6.0 Service Pack 1 with patches: Q827667, Q828750, Q330994, Q822925, Q824145, Q824145, Q832894, Q837009, Q831167, Q823353, Q833989
 - Netscape version 7.01+
- Supported devices include:
 - Online – any device with browsers that support HTML/JavaScript/cookie, used by the Unwired Accelerator user agent 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 Windows Mobile Smartphone devices.
 - Using the RIM API for BlackBerry devices.

2.1 Version contents

The Unwired Accelerator packaging includes:

- Media
 - Getting Started with Unwired Accelerator 8.0 CD
 - SyBooks™ CD – Unwired Accelerator
 - SyBooks CD – Adaptive Server® Enterprise
 - Unwired Accelerator 8.0 CD
 - Adaptive Server Enterprise CD
- Documentation
 - *Unwired Accelerator Installation Guide for Linux on POWER*
 - *Unwired Accelerator Release Bulletin for Linux on POWER*
 - Online help text

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

- The Unwired Accelerator release bulletin (this document) for your platform contains up-to-date information not documented elsewhere.
- The Unwired Accelerator installation guide contains installation instructions.
- The *Unwired Accelerator Quick Start Guide* shows how to deploy a Web and database application to either a PDA or BlackBerry device.
- The *Mobile Application Development Tutorial* provides tutorials that help you get started using Mobile Web Studio to develop and deploy mobile applications.
- *Unwired Accelerator .NET API Cookbook* – describes how to use the .NET API.
- *Adaptive Server Enterprise documents* – Unwired Accelerator 8.0 includes the Adaptive Server Enterprise database to store system information including security authentication and authorization information.
- The *SyBooks Installation Guide* describes how to install SyBooks.

- *jConnect for JDBC documents* – Unwired Accelerator 8.0 includes the jConnect™ for JDBC™ driver to allow JDBC access to Sybase database servers and gateways. The release bulletin and installation guide are included on the Getting Started CD.

The Unwired Accelerator SyBooks CD contains these documents:

- *Portal Interface User's Guide* – describes the Portal Interface user interface and how to use Portal Interface to build and manage your content.
- *Unwired Accelerator Developer's Guide* – describes how to develop and deploy applications, portals, and their associated components, such as pages, catalogs, and so on.
- *Unwired Accelerator Administration Guide* – provides administration topics for Unwired Accelerator and its components.
- *jConnect for JDBC documents* – Unwired Accelerator 8.0 includes the jConnect for JDBC driver to allow JDBC access to Sybase database servers and gateways. The *Programmer's Reference jConnect for JDBC* is included on the SyBooks CD.

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

3. Changed functionality in this version

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

3.1 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 *Unwired Accelerator Installation Guide*, and the *Release Bulletin* for the latest information or corrections to the user documentation.
- **Advanced capture options** (see the *Unwired Accelerator Developer's Guide* for more information about these options):
 - **Custom capture** – capture Web data using a user-created JSP file that programmatically extracts content.

- Crystal Reports – capture content from a Web page generated by a Crystal Report, using provided JSP files that programmatically extract content.
- Custom XSL capture – capture Web data using a user-created JSP file that programmatically extracts content, and an XSL file that transforms data for grid presentation.
- Excel – capture data from an existing Excel spreadsheet or workfile, and define grid rules on the data.
- Web service plus WSDL files – build Web services applications based on available Web services objects and methods.
- Enterprise applications – connect with your hosted enterprise connections to create mobile applications:
 - 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 *Developer's Guide*.
 - SAP – establish connection and build mobile applications using SAP data. See the *Unwired Accelerator Administration Guide*, and *Developer's Guide*.
- Unwired Accelerator 8.0 includes additional UA clients, to support a broader range of mobile devices, including:
 - BlackBerry client – UA 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) – UA 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*.

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 provided that enables you to create your own Unwired Accelerator client. See the *Unwired Accelerator Mobile Application Development Tutorial*, *Administration Guide* and [http://\\$SYBASE/tomcat/webapps/onepage/dotnet/docs/index.html](http://$SYBASE/tomcat/webapps/onepage/dotnet/docs/index.html).

- MobiLink and Ultralite support – install the MobiLink server on a Windows machine in your network. From Mobile Web Studio on Linux on POWER, 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*, *Developer's Guide*, and *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 CRL certificate validation
 - RADIUS authentication support
 - Auditing
- Linked parameters

- BlackBerry improvements (online and offline)
- 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 *Unwired Accelerator Developer's Guide*.
 - Integrate custom code to process application content, before CCL processing or for playback.
- Mobile Web Studio changes:
 - Removed Continuous Capture – the Continuous Capture window is no longer included in the Application Builder wizard, and references to continuous capture have been removed from the documentation.
 - Removed Split window from workflow – Split screen is now enabled in global properties by setting split-enabled to “true.” See the *Unwired Accelerator Developer's Guide*.
 - New options in the Web elements drop-down list – Custom, Crystal Reports, and Custom XSL.
- Database connection management is no longer via the *global.properties.xml* file. Unwired Accelerator 8.0 now uses container-based management of database connections via the Tomcat server *.xml* file. See the *Administration Guide* for information about setting up data source resources and connections.
- Workspace – includes a new optional file in the *\$SYBASE/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.

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

3.2 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.

- e-mail and phone datatypes are available in online mode, and for BlackBerry devices in offline mode.
- CGI parameter or drill down charting is only supported on the 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 Crystal capture strategy does not capture reports of countries with a country number of 33 or higher.
- 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 uses 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 (J2ME) 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

3.2.1 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.

3.2.2 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, UA Client uses the current date during the Add to Calendar and Add to Address Book functions.

3.3 Unsupported features

Some Unwired Accelerator features are not supported in Unwired Accelerator 8.0 for Linux on POWER, either because the features cannot be ported or because comparable features have replaced original features for Linux on POWER. The unsupported features include:

- Adaptive Server Anywhere – Unwired Accelerator uses ASA as persistent storage. For Linux on POWER, Adaptive Server Enterprise, Enterprise Edition replaces ASA for persistent storage.

Note One exception is that the .NET client configuration deploys ASA on CE for data storage on the mobile device.

- Domino element – Domino element creation is not supported on Linux on POWER.
- Business Objects capture – Business Objects capture is not supported on Linux on POWER.
- Java ME (Symbian/J2ME) clients – Java ME clients are not supported on Linux on POWER.

- ActiveX – ActiveX capture strategies are valid only on a Windows platform, and are not supported on Linux on POWER.
- M-Business Anywhere – M-Business server and client software is used to deploy mobile applications to mobile devices. For Linux on POWER, the .NET Framework and client software replaces M-Business Anywhere (the BlackBerry server and client remain for deploying mobile applications to BlackBerry devices).
- Answers Anywhere – Answers Anywhere is a search engine available when Unwired Accelerator is installed on a Windows machine. For Linux on POWER, this feature is not available.
 - On the mobile device, the “AskUA” menu option, which enabled you to search across applications, has been removed from the mobile device client application (you can search within an application with both the BlackBerry and .NET clients). The “Save Question/Answer” and “History” menu options have also been removed.
 - In Mobile Web Studio, the Answers Anywhere option on the Application Properties tab still appears, but is not enabled.
- EAServer – For Linux on POWER, an EAServer configuration is not available.

Note The online help, software, and documentation include references to these features. Ignore these references, and substitute comparable features for Linux on POWER, as described in “Documentation and unsupported features” on page 44.

3.3.1 Sample databases

The sample database (sampledb), which is used in many of the tutorials in the *Mobile Application Development Tutorial* has been ported to Linux on POWER. However, some stored procedures, specifically those associated with ASA but not used with Unwired Accelerator, have not been ported. You may see evidence of the stored procedures in the software, but they are not available [CR #423206-1].

Other sample databases, such as mpharma and msales, have not been ported to Linux on POWER. In the documentation, you may see screen shots that include these other sample databases, or references to them in the text, but they are not available. The tutorials in the *Mobile Application Development Tutorial* do not use these sample databases [CR #423206-1].

3.4 Change in import/export functionality

In versions of UA earlier than 8.0, you could deploy a JSP application into an EAR file that contained multiple WAR files and application definition files using Import/Export. This functionality is no longer available. To deploy a JSP application into an EAR file, you must now use the application server.

- v **Deploying a JSP application into an EAR file**
 - 1 Export the JSP applications to an XML file.
 - 2 Create a separate WAR file for each JSP application.
 - 3 Import the XML file.
 - 4 Deploy the WAR file to the application server (Tomcat).

4. Special instructions

This section describes any special instructions for Unwired Accelerator.

4.1 Daylight savings change and upgrading Java SDK/JREs

The Energy Policy Act of 2005 changes the US daylight savings time (DST) observance beginning in 2007. The bill amends the “Uniform Time Act” of 1966 by changing the start and end dates of daylight saving time starting in 2007. The updated DST starts on the second Sunday in March and ends on the first Sunday in November. In 2007, the start and stop dates will be March 11 and November 4, respectively, compared with the first Sunday in April (April 2) and the last Sunday in October (October 29) for 2006.

Due to these changes, the IBM JRE DST rules need to be updated with the new dates to avoid discrepancies between JRE and updated DST time. For customers in the United States, these changes were made in UA 8.0, and no action is required. For others—such as Western Australia, Bermuda, and others—the IBM Java SDK/JREs must be upgraded for this change.

Guidance on upgrading the IBM Java SDK/JREs for DST can be found on the IBM support Web site at <http://www-1.ibm.com/support/docview.wss?rs=3068&uid=swg21251761>. The Java SR 3 (Service Release) from IBM contains the DST-enabled Java from IBM. This Java SR contains the Day Light Savings time update for US and Canada. For other locations that need the DST update, follow the instructions in the IBM link to use the IBM Time Zone Update Utility.

5. 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/>.

5.1 Installer

This section describes known problems for the Unwired Accelerator installer.

5.1.1 Reinstallation problems after deleting Unwired Accelerator files

Sybase provides an uninstaller for cleanly removing Unwired Accelerator from Linux on POWER. Do not remove Unwired Accelerator by deleting the installation directory and reinstalling Unwired Accelerator.

If you have problems reinstalling Unwired Accelerator, you may need to remove the *vpd.properties* file. However, deleting the *vpd.properties* is a last resort and not recommended, since you will lose all information about any previous InstallShield installations performed on the machine.

Workaround:

- 1 Uninstall Unwired Accelerator again using instructions in the *Unwired Accelerator Installation Guide*.
- 2 Remove the *vpd.properties* file located in:

`~<user id>/InstallShield/Universal/common/Gen1/_vpddb`
- 3 Try the installation again using instructions in the *Unwired Accelerator Installation Guide*.

5.2 Adaptive Server Enterprise

This section describes known problems for using Adaptive Server Enterprise with Unwired Accelerator.

5.2.1 Error when importing applications created with ASA database

[CR #451287] An error occurs when importing the database applications that were created based on ASA SQL syntax, to Linux on POWER, which uses Adaptive Server Enterprise.

Workaround: Use the standard SQL statements to create database applications either on ASA or on ASE.

5.2.2 Adaptive Server Enterprise does not support aliases in a where clause

[CR #446291] An error displays when using a alias of a field name in a SQL where clause.

Workaround: Use the actual field name in the SQL where clause and the query runs correctly.

5.2.3 Adaptive Server Enterprise performance tuning

[CR #428851] While stress testing Unwired Accelerator for Linux on POWER at 1000 users, testers noted Adaptive Server Enterprise consuming 100% CPU. Making changes to several configuration settings alleviated the problem.

Workaround: If you note high CPU usage, try the following to improve Adaptive Server Enterprise performance:

- Modify configuration parameters:
 - `sp_cacheconfig` – increase the default data cache to 200MB:

```
sp_cacheconfig "default data cache", "200M"
```
 - `sp_configure` – lower the runnable process search count from 2000 to 3:

```
sp_configure "runnable process search count", 3
```
- The following `sp_configure` changes may yield additional, minor performance improvements:
 - Increase the procedure cache by about 1/2 MB per user, maybe a little less:

```
sp_configure "procedure cache", 150000
```
 - Increase the number of CPUs with which Adaptive Server Enterprise starts up, to 2 or more:

```
sp_configure "number of engines at startup", 2
```
- The following `sp_configure` changes were not tested in this situation, but may also improve Adaptive Server Enterprise performance when used with Unwired Accelerator for Linux on POWER:

```
sp_configure "max parallel degree, 2"  
sp_configure "max scan parallel degree", 2  
sp_configure "sort buffers", 5000  
sp_configure "stack size", 393216  
sp_configure "number of open objects", 2000  
sp_configure "user logs cache size", 8192
```

See the Adaptive Server Enterprise documentation on the Getting Started CD for more information about Adaptive Server Enterprise commands and performance tuning.

5.3 Mobile Web Studio

This section describes known problems with Mobile Web Studio.

5.3.1 Special character in a linked field not treated correctly in a click-across application

[CR #446034] In a click-across application, if the linked field name includes a special character, such as, R&D, the pop-up page displays incorrectly when you select the link with the special character.

Workaround: None.

5.3.2 Chinese character in a linked field not treated correctly in a click-across application

[CR #452175] In a click-across application, if the linked field name includes a Chinese character, the server-side click-across application shows no record, and the input displays in the UTF-8 format rather than in the DBCS character format.

Workaround: None.

5.3.3 Convert error when using double-byte characters with an ASE PortalDB that is not UTF-8

[CR #450160] Convert error messages display if you input double-byte characters in a name field, if the Adaptive Server Enterprise database is not configured for UTF-8.

Workaround: None. If you need to enter double-byte characters, make sure the Adaptive Server Enterprise database is configured for UTF-8.

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

[CR #449799] The UA Web service parser may not work with 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. UA should then be able to parse this new WSDL file correctly.

5.3.5 COD names with “-” or “_” cannot be downloaded via OTA

[CR #449299-1] If the COD name in the Device Template for the Blackberry client includes a dash or underscore (“-” or “_”), for example, “cust-client,” this customization client cannot be downloaded via OTA. This is because the RIM COD module name is created with “\$”, for example, “cust\$2dclient,” which is a different and unrecognized name.

Workaround: After building a new Blackberry client using the Signature tool, open the file `\build\codfiles\ota\<cod_name>.jad`, search for `$2d`, and replace it with the correct string.

5.3.6 Template titles should not exceed 20 bytes

[CR #448573] In the BlackBerry Online Application Template wizard, the length of the template title cannot be longer than 20 bytes (UTF-8).

Workaround: None.

5.3.7 Invalid preview of font in Online Application Template Customization

[CR #446612] In the BlackBerry Online Application Template wizard, no matter what font you select in the Appearance tab, the font always defaults to Arial in the Preview tab.

Workaround: None. The correct font displays when the application runs on a mobile device.

5.3.8 Fatal internal error when creating a database application

[CR #446172] A fatal internal error occurs when creating a database application with a large data selection. The exception reported is similar to The server encountered an internal error () that prevented it from fulfilling this request.

Workaround: Enlarge the value of `JAVA_OPTS` in `$$SYBASE/setenv.sh`. Change the default value of 250MB to a larger value, such as 500MB or more, depending on your environment.

```
JAVA_OPTS=-Xmx250m
export JAVA_OPTS
```

5.3.9 Degraded performance for some Web applications

[CR #441305-2] Some users noted a significant degradation in performance when running some Web applications in UA 8.0 compared to UA 7.0. This is due to a difference in how JDK open sockets are handled in JDK 1.5.0 (used in UA 8.0) versus JDK 1.4.2 (used in UA 7.0). With JDK 1.5.0, if you capture a site using an IP address, and the DNS server accessible to UA does not provide a 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 UA to use this release (edit *setenv.bat*, and so forth).

5.3.10 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 (either by changing the orientation attribute from row to column or vice versa, or by changing the transpose attribute from true to false or vice versa), the application layout is transposed accordingly but the event definitions remain unchanged.

Consequently, the initial click-across event you defined for row 2 of an application, after you transpose 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 actually is column 2 of the original application definition. Thus, click-through operation might appear to be inconsistent.

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

5.3.11 Advanced Navigation does not work

[CR #421265] The Advanced Navigation option in the New Web Element window, which enhances the ability to capture ActiveX, is not supported on Linux for POWER.

Workaround: None.

5.3.12 DOM format does not work

[CR #405306] The DOM format option in the New Web Element window does not work. This option is used with the Advanced Navigation option, which is not supported on Linux on POWER.

Workaround: None.

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

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

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

5.3.14 Authorization fails if you are assigned more than 20 roles

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

Workaround: None.

5.3.15 Changes not propagated to the device during sync

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

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

5.3.16 “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 Short Message Service (SMS) registration.

Workaround: Try registering again.

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

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

Workaround: None.

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

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

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

5.3.19 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, and Table 2 on page 20 shows the actual result:

Table 1: Expected result

Emp name	Salary
Ann	500
Karen	300
Val	450
Total	1250

Table 2: Actual result

Ann	500
Emp name	Salary
Karen	300
Total	1250
Val	450

Workaround: None.

5.3.20 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 most recent event defined is saved and used.

Workaround: None.

5.3.21 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 Short Message Service (SMS) support, do not exceed the size limit of 110 characters.

5.3.22 Multilayered XML content does not display correctly

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

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

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

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

5.3.23 Users created in LDAP server must activate their profile

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

Workaround: The user must log in to Portal Interface.

5.3.24 Join Now link displays on some Smartphones

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

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

5.3.25 HTTPS not supported on Smartphones

[CR #360928] Cannot access the portal using HTTPS from Smartphones. For example, the following does not work:

```
https://<hostname>.sybase.com:8443/onepage/mp.jsp?rid=1.
```

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

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

5.3.26 Secure applications do not function properly on Smartphones

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

Workaround: None.

5.3.27 Raw XML data displays when saving XSL

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

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

5.3.28 When deleting applications, dependencies on agents are not checked

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

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

5.3.29 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`.
- 2 Find `<Property name="XmlValidation">` and verify that the value is set to "off." If not, change it.
- 3 Save the file and close the text editor.
- 4 Restart the application server.

5.3.30 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/onepage/config/global.properties.xml*.

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

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

Save and close the file.

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

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

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

5.3.32 Error message does not display when entering wrong information

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

Workaround: None.

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

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

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

5.3.34 Search uses alphanumeric search

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

Workaround: None.

5.3.35 & character causes problems with XML parsing

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

Workaround: None.

5.3.36 Cannot transpose rows and columns

[CR #426528] Server-side click-across links fail in mobile applications, if you choose to transpose rows and columns when building the application in Mobile Web Studio. The transpose feature is intended for Enterprise Portal.

Workaround: None.

5.3.37 Template causes error messages on device

[CR #422046, 451512] When you assign a template to an application without selecting the device type first, the application does not display, even if the device type matches the template. In addition, you cannot fix the problem by selecting the device type and then reassigning the template.

Workaround: When creating the application, first select the device type “Portal,” and assign the default template for the Portal device type. Next verify that the application displays properly, and save the application. Reassign the template by selecting the device type first and assigning the template.

5.3.38 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 on-screen 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 will be for the current on-screen keyboard, while additional firings of the EnabledChanged events will be for the InputPanel controls on the previously closed forms. For this reason, the InputPanel control will be null for these additional firings of the EnabledChanged event. Any reference to the InputPanel control in the EnabledChanged event handler method will result 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 the following forms, perform the steps listed below to correct this situation:

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 the following line of code:

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

5.3.39 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 the following line of code:

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

Change the code to the following:

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

5.3.40 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: None.

5.3.41 Internet Explorer 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 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 process can cause Internet Explorer to crash.

Note This occurs only when you select Advanced Navigation.

Workaround: Restart Internet Explorer. There is no impact to Unwired Accelerator.

5.3.42 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: Close the browser after use for security.

5.3.43 Imported guest page group does not display if Portal Setup Complete is not selected

[CR #438006] To view imported guest pages or guest page groups, select the Resources property of “Portal Setup Complete.” However, if you return to your setup and select the Resources property, your guest page (or guest page group) fails to display altogether.

Workaround: After selecting the Resource property of “Portal Setup Complete,” import the guest page group/guest page again.

5.3.44 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.

5.3.45 Crystal capture strategy does not capture all content from tables

[CR #435929] When you create a new Web element application in Mobile Web Studio, not all of your content in certain types of tables are captured if you use Crystal as your content capture strategy. These types can include tables separated by red rectangles as well as charts.

Workaround: None.

5.3.46 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.

5.3.47 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 only see the changes you made to your templates when you restart the Tomcat server.

5.3.48 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: None.

5.3.49 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: Instead of using the Element Definition screen, use the Parameter Configuration screen.

5.3.50 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: None.

5.3.51 List/Detail preview on PDA/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: None.

5.3.52 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.

5.3.53 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: None.

5.3.54 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.

5.3.55 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.

5.3.56 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.

5.4 Portal Interface

This section describes known problems with the Portal Interface.

5.4.1 Edit function broken on user's defined portlet

[CR #448430] The Edit function does not work properly for portlets the user defines in Portal Interface.

Workaround: None. To access other pages or portlets, you must log out and log back in to Portal Interface.

5.4.2 After self-registering through a shared page, a 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 then cannot display the shared page.

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

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

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

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

5.4.4 "Access granted" problems appear unless the PortalUser role is selected during self-registration

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

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

5.4.5 Page group names have a 25-character limit

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

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

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

5.4.6 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.

5.4.7 Mobilizing personal channels using secure applications not supported

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

Workaround: Do not create personal channels with secure applications.

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

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

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

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

You may also need to modify the link depth.

5.5 Tomcat server

This section describes known problems with Unwired Accelerator and the Tomcat server.

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

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

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

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

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

5.6 Mobile Data Service (MDS)

This section describes known problems with Unwired Accelerator and RIM MDS.

5.6.1 Syncing a large UA application to BlackBerry

When syncing 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.

5.7 Mobile devices

This section describes known problems with mobile devices.

5.7.1 .NET container client does not support linked parameters

[CR #447026] If you attempt to create a mobile application with linked parameters for .NET, you will see input boxes instead of drop-down boxes in the mobile application. This is expected, since the .NET container client does not currently support linked parameters.

Workaround: None.

5.7.2 Error message in BlackBerry indicates network or *PortalDB* problems

[CR #446307] If a network or PortalDB problem occurs, the error message that displays on the BlackBerry device is difficult to understand and not very informative (such as, JVM runtime IOException).

Workaround: None.

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

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

Workaround: None.

5.7.4 Sync update log is not detailed

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

Workaround: None.

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

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

Workaround: None.

5.7.6 Database portlet without data causes error

[CR #421880] Any mobile database application without data cannot be opened from the BlackBerry client, making users unable to insert or update data. The following message displays on the BlackBerry client:

```
application <application name> has no data to view
```

Workaround: None.

5.7.7 CGI parameter portlet does not display if input value has trailing space

[CR #437896] On the browsers of online devices, the CGI parameter portlet with grid data does not display if you have a trailing space in your input value. When this occurs, the portlet appears blank.

Workaround: Make sure your input value has no extra space at the end.

5.7.8 Top link of Detail view does not work on PocketPCs and Smartphones in online mode

[CR #437602] The top link in the Detail view does not work on PocketPC and Smartphone devices in online mode, and clicking on it does not return you to the top.

Workaround: None.

5.7.9 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 only from 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 fails again 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.

5.7.10 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.” This occurs because the RIM API does not work with this value.

Workaround: None.

5.7.11 Refresh does not work on changes in BlackBerry devices

[CR #438994] The following changes and updates do not work when performing 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 drop-down and server-side click-across applications do not sync to the offline device correctly.

Workaround: None.

5.7.12 Selecting any profile menu option besides *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 not valid, and selecting them returns an error message such as:

`No application is selected`

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

5.7.13 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.

5.7.14 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.

5.8 MobiLink

This section lists the known problems with MobiLink.

5.8.1 Authentication error and .NET client cannot connect to MobiLink server

[CR #452164] After installing Unwired Accelerator and MobiLink server, and before deploying an application to MobiLink server, you will encounter an authentication error on MobiLink server, and you will not be able to connect the .NET client to the MobiLink server. On the mobile device, when you start the .NET client and try to sync with the MobiLink server, you see:

```
Get exception: invalid userid and password
```

On the MobiLink Server console, you see:

```
Authenticating user in UA: username  
Connection refused: connect
```

Workaround: Once you deploy a mobile application from Mobile Web Studio, this problem clears up.

5.8.2 Concurrent synchronizations using the same user name are not allowed

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

Workaround: None.

5.8.3 Defining primary key results in duplicate row after sync

[CR #433913] You can 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.

5.8.4 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 the element 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.

5.8.5 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.

5.8.6 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.

5.9 Push synchronization

This section lists the known problems with push synchronization.

5.9.1 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. The cancellation of the initial synchronization process prevented the UA server from creating the security token it needs to successfully sync with the UA listener.

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

5.9.2 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: None.

5.9.3 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: None.

5.9.4 “Refresh” does not refresh the 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 on 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.

5.9.5 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.

5.9.6 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 generates push notification during the next sync if the data has changed, since the data differs from what is on the UA server.

5.10 SAP and Remedy

This section describes known problems with Unwired Accelerator, and SAP and Remedy.

5.10.1 IE stops responding when creating or editing an SAP application

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

Workaround: Close Internet Explorer and restart it.

5.10.2 IE stops responding with multiple edits

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

Workaround: Restart IE.

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

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

Workaround: Try using the German keyword.

5.10.4 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.

5.10.5 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.

5.10.6 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 grayed out. This behavior is expected.

However, although you should be able to then enable the Enter Value button by selecting your input tables explicitly, 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.

5.10.7 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 the following 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.

5.10.8 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.

5.11 Security

This section describes known problems for security.

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

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

Workaround: Log out and log in again.

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

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

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

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

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

Workaround: None.

6. Documentation updates and clarifications

This section provides documentation changes for Unwired Accelerator for Linux on POWER.

6.1 Documentation and unsupported features

As described in “Unsupported features” on page 10, some features are either not supported in Unwired Accelerator for Linux on POWER, or have been replaced with comparable features. The online help, software, and product documentation continue to refer to these unsupported features (such as Adaptive Server Anywhere, M-Business Anywhere, EAServer, and Answers Anywhere). **[CR #422731]**

When using the documentation, make these substitutions:

- Adaptive Server Anywhere – substitute Adaptive Server Enterprise, Enterprise Edition, which is used for data storage in Unwired Accelerator Linux on POWER. Ignore the ASA procedure, and use the comparable ASE procedure. See the Adaptive Server Enterprise documentation for details on the Getting Started CD.
- Domino element – Domino element creation is not supported on Linux on POWER. Ignore documentation references.
- Business Objects capture – Business Objects capture is not supported on Linux on POWER. Ignore documentation references.
- Java ME (J2ME) clients – Java ME clients are not supported on Linux on POWER. Ignore documentation for Symbian/J2ME clients.
- ActiveX – ActiveX capture strategies are only valid on a Windows platform, and are not supported on Linux on POWER. Ignore documentation references.
- M-Business Anywhere – substitute .NET client, which is used to deploy mobile applications to PDAs. See the *Unwired Accelerator Development Guide* for .NET client installation and user procedures.
- Answers Anywhere – ignore references to Answers Anywhere (or to AskUA), which is not available on Linux for POWER.
- EAServer – ignore references to EAServer; Unwired Accelerator for Linux on POWER uses the Tomcat application server.

6.2 Installation Guide

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

6.2.1 Starting Unwired Accelerator

Following are the various ways to start and stop Unwired Accelerator. [CR #446688]

- To start Unwired Accelerator and UA Mobile Web Studio, execute `$$SYBASE/startua.sh`, or start Tomcat by executing `$$SYBASE/starttomcat.sh`.
- To connect to UA Mobile Web Studio from a browser window, enter this URL:

`http://hostname.domain:port/onepage/loader.html`

- To stop Unwired Accelerator, execute `$SYBASE/stopua.sh`, or stop Tomcat by executing `$SYBASE/stoptomcat.sh`.

6.3 Mobile Application Development Tutorial

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

6.3.1 Creating a customer list

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. [CR #440594]

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.id
set rowcount 0
```

6.4 Administration Guide

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

6.4.1 Application list tab parameters

In “Application list tab parameters” in Table 6-3, the parameter “Add to Menu List” on page 101 should be removed. The feature of adding the application to the menu list via this check box has been removed, so the option no longer displays on the tab. [CR #445885]

6.4.2 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.

6.4.3 Unwired Accelerator client accounts

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

- On pages 49-50, in “Unwired Accelerator client accounts,” keep in mind that 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.

- On page 50, the paragraph starting with “In addition, for BlackBerry or 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 devices.
- On page 52, the procedure entitled “Setting up push sync for Symbian/J2ME client” should be removed. Push sync is not supported on 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:

 - a Select Advanced on the trackwheel menu.

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

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

6.4.4 Managing synchronization

In Chapter 6, “Managing Integrated Products,” additional push-synchronization information should be included.

- Push-synchronization is not supported on Symbian/J2ME devices, so ignore any references in the chapter.
- 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. [CR #431722]
- 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, following is additional 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 3 on page 49 provides additional information about push-sync operations on the BlackBerry offline client and the Mobile Web Studio Push Admin GUI.

Table 3: Push-sync operations

BB offline client/ Push Admin GUI	Function	Operations	Remarks
BlackBerry offline client	AutoRefresh	a Refreshes all assigned applications (whether push-enabled or disabled) through the Push Admin GUI to a BlackBerry offline client. b All the push parameters are overwritten with UA server values to the client. c AutoRefresh creates agents if push is set to “Y” for the first time.	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	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). Synchronization creates agents if the push is set to “Y” for the first time.	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.	

6.4.5 Customizing BlackBerry client device templates

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

- You do not need to 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` (or `$SYBASE/tomcat/webapps/onepage/ota/bb/direct` for Linux on POWER).

6.4.6 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 if your BlackBerry is paired with a BES server.

If your BlackBerry is not paired, then 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 only pertains 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.

6.4.7 Troubleshooting

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

- On page 173, in Table 9-9, “Troubleshooting SAP, Domino, and Remedy connection problems,” for the problem starting with “Unwired Accelerator cannot connect with the SAP environment,” here are additional items to check:
 - Check that there are not different versions of the *librfc32.so* and *sapjcorrfc.so* 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.
- On page 174, in Table 9-10, “Troubleshooting mobile application problems,” add a new topic:

Problem: The Unwired Accelerator Web service parser does not work with some WSDL files. [CR #449779]

Try this: 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/`.

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

6.5 Developer's Guide

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

6.5.1 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 actually 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 could lead to differing behavior.

6.5.2 Creating update links

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

- 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.

Note 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 application.

6.5.3 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 use %2B in place of + in the Web Services input parameters. 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.

6.5.4 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 not punctuated correctly:

```
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>"
```

7. 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.

8. 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/>.

8.1 Sybase certifications on the Web

Technical documentation at the Sybase Web site is updated frequently.

v **Finding the latest information on product certifications**

- 1 Point your Web browser to Technical Documents at <http://www.sybase.com/support/techdocs/>.
- 2 Select Products from the navigation bar on the left.
- 3 Select a product name from the product list and click Go.
- 4 Select the Certification Report filter, specify a time frame, and click Go.
- 5 Click a Certification Report title to display the report.

v **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.

8.2 Sybase EBFs and software maintenance

v **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.

