



## SAP BusinessObjects Installation and Deployment Guide

- SAP BusinessObjects 4.0.3

2012-03-23

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2012-03-23

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# About this Guide

## 1.1 Overview

This guide explains how SAP BusinessObjects Mobile 4.0 Feature Pack 03 is deployed and supported in the enterprise environments. It includes the following information:

- Understanding SAP BusinessObjects Mobile 4.0 fp 03 solution.
- Instructions on how to deploy and configure server components.
- Instructions on how to deploy and configure client application on the device.
- Instructions on how to upgrade your existing components.
- Information on how to set-up and manage users rights.
- Troubleshooting the SAP BusinessObjects Mobile 4.0 fp 03 system.

## 1.2 Target Audience

This guide is designed to help the following end users:

- IT administrators, who install and configure the Mobile server.
- Business Intelligence administrators who perform the following tasks:
  - Plan how business intelligence (BI) data and applications are deployed and managed.
  - Manage BI documents and folders for mobile users.
- IT security managers who perform the following tasks:
  - Guarantee that business intelligence data communicated through the Internet and wireless networks remains secure.
  - Manage mobile client access and the security policy of the Mobile server.
- E-mail/mobile administrators, who configure the Blackberry Enterprises Server (BES).



## What has Changed in this Version?

In SAP BusinessObjects Mobile 4.0 fp03, implementation of Mobile server components have changed. In this version of the software, the windows services:

- Mobile Authentication Server (VAS)
- Mobile Job Server (VMS)

are replaced by Mobile BI Web application server (MobileBIService.war). Therefore, all the server requests from the mobile client devices that includes BlackBerry, Symbian and Windows Mobile are now handled by this web application server.

Following are the visible changes as part of this version:

- The authentication and synchronization databases that stored data from VAS and VMS are not used any more. This functionality is now handled by **Mobile BIService.war** file.
- The **cluster.config** files and **server.config** files that were requisites to configure VAS and VMS are no longer required. **Mobile BIService.war** file handles the configuration of the Mobile server. For more information, refer to [Upgrading the Application](#) section.
- No processes use the port numbers 11011 (default port for VAS) and 11711 (default port for VMS). So, any firewall changes to enable communication through these ports can be safely reverted.
- XI3MobileAuthServer and XI3MobileJobServer Windows services are no longer required and therefore, fp03 installation does not create them. To uninstall these Window services refer to [Upgrading the Application](#) section.

### **Note:**

The above changes have no effect on the feature and usability of the product. However, it does have effect on installing and configuring your application.

For more information on how to upgrade your current version of the SAP BusinessObjects XI 3.1x to 4.0 fp03, refer to [Upgrading the Application](#) section.

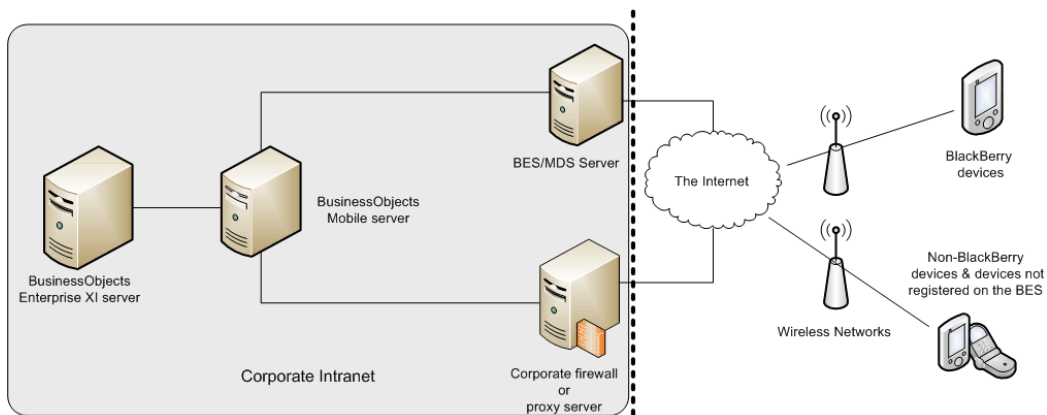




# Introducing the SAP BusinessObjects Mobile Solution

## 3.1 Solution Overview

The SAP BusinessObjects Mobile solution allows users on the move, to access and analyse business intelligence data using a mobile device such as BlackBerry, Symbian or Windows mobile; to take analytical decisions.



This solution comprises of the following three major components:

- The SAP BusinessObjects Mobile Client
- The SAP BusinessObjects Mobile Server
- The SAP BusinessObjects Business Intelligence (BI) platform

**Note:**

The above components are part of the SAP BusinessObjects BI platform installer.

**Related Topics**

- [The SAP BusinessObjects Mobile Client](#)
- [The SAP BusinessObjects Mobile Server](#)
- [The SAP BusinessObjects Business Intelligence \(BI\) Platform](#)

### 3.1.1 The SAP BusinessObjects Mobile Client

The **SAP BusinessObjects Mobile Client** is an application that needs to be downloaded to each mobile device. A specific version of the client application is delivered for each of the following mobile operating platforms:

- BlackBerry
- Symbian
- Windows mobile

This application is designed specifically to optimize the display of Business Intelligence (BI) content using the device appropriate features such as native rendering, single click access and user interactivity.

Using this application end users can access and interact with the following type of BI documents:

- Web Intelligence documents
- Crystal report documents

SAP BusinessObjects Mobile works on data infrastructures such as Edge, Wi-Fi and 3G networks.

**Note:**

SAP BusinessObjects Mobile supports BI reports created using SAP Business Warehouse. Depending on the document type, you can view, analyze, and interact with the data contained in the documents.

**Device types**

SAP BusinessObjects Mobile is not guaranteed to work on all mobile devices and operating systems. For a list of supported devices and operating systems, see: <http://service.sap.com/bosap-support>

**Related Topics**

- [Downloading the SAP BusinessObjects Mobile to your Device](#)
- [Setting the MIME Types on the Application Server](#)
- [Configuring the Client Application](#)

### 3.1.2 The SAP BusinessObjects Mobile Server

The SAP BusinessObjects Mobile server is a Web application server. It performs the following functions:

- Receiving the requests that are sent by the SAP BusinessObjects Mobile client and passing it to the SAP BusinessObjects Business Intelligence (BI) platform server.
- Receiving the response (for example, a Web Intelligence document or a Crystal report document) from the SAP BusinessObjects Business Intelligence (BI) platform server and sending it to the SAP BusinessObjects Mobile client.

**Note:**

The Mobile server can communicate with multiple SAP BusinessObjects BusinessIntelligence platform Central Management Servers (CMS). You specify the CMS name in the "Connection Settings" screen of the Mobile Client application on each device. This means that different devices can connect to different CMS servers on your deployment. The Mobile server forwards the connection request to the CMS as specified on the device.

### 3.1.3 The SAP BusinessObjects Business Intelligence (BI) Platform

The SAP BusinessObjects BI platform server projects the data captured from corporate databases and data warehouses as business intelligence documents or reports. It handles all aspects of the document lifecycle, including creation, catalog, refresh, content delivery, and report interactivity.

The SAP BusinessObjects BI platform server processes requests sent by SAP BusinessObjects Mobile client through the SAP BusinessObjects Mobile server, and sends back responses (for example, a Web Intelligence document or a Crystal report document).

**Note:**

- For users accessing the portal through a desktop computer, the portal is referred to as the **BI launch pad**.
- For Mobile users, accessing the portal through a device, the portal is referred to as the **SAP BusinessObjects Business Intelligence Platform** server.

## 3.2 Capabilities

With SAP BusinessObjects Mobile, you can manage your Business Intelligence (BI) documents and data, using a wide range of features and functionality.

- Set up a default document or folder that opens automatically whenever you log into the application.
- Refresh reports to retrieve the most up-to-date data.
- View results using keypad shortcuts.
- Navigate to related documents using hyperlinks in reports.
- View filtered results by modifying prompt values.
- Receive alerts when a specific document is modified, a condition is met, or a schedule is run.
- Perform follow-up actions by clicking on report cells to launch SMS, phone calls or e-mails.
- Save documents locally and view them offline, to mitigate network interruptions and minimize communication costs.
- Send links of BI documents by e-mails.
- Search BI documents in the Mobile category.

- Extend the usability for existing groups of mobile users that have secure access to BI content. This supports the mobile device form factor. This includes re-using universes, queries, variables, and report parts.

While viewing Web Intelligence reports, you can also:

- Drill down through results to analyze detailed or summary data.
- Track data changes using customizable highlighting (this feature is set up by the document creator).

### **3.2.1 Recommendations for Creating Reports**

Although SAP BusinessObjects Mobile can display any Web Intelligence document or Crystal report, the optimal user experience is when reports are created specifically for easy reading and navigation on a small screen. You can find best practice information on how to design reports aimed at mobile end users in the *Designing BI documents for mobile users guide* : "Best practices for mobile document design" section.

# Setting up the SAP BusinessObjects Mobile Server Connections

## 4.1 Pre-Installation Checklist

This checklist provides an overview of the steps you need to complete, in order to deploy and configure SAP BusinessObjects Mobile. We recommend you read this checklist before beginning the installation procedure.

- Check that your environment meets all the requirements for this version of the SAP BusinessObjects Mobile. To see a list of the supported platforms, visit our website <http://service.sap.com/bosap-support>
- Install and configure SAP BusinessObjects Business Intelligence platform.

For more information, refer to the *SAP BusinessObjects Business Intelligence Platform Installation and Configuration Guide*.

- Check that the SAP BusinessObjects Enterprise CMS is running.
- Check that your application server is Java-compliant and supported by the latest version of the SAP BusinessObjects Enterprises (BOE).

## 4.2 Deploying and Configuring the Web Application Servers

### 4.2.1 Tomcat Web Application Server

The SAP BusinessObjects Mobile server is supported on Tomcat Web application server. To install Mobile server package on Tomcat Web application server, perform the following steps:

1. Stop Tomcat Web application server.
2. Copy the following .war files :
  - MobileOTA14.war from the source location `SAP BusinessObjects\Mobile 14\Client`
  - MobileBIService.war from the source location `SAP BusinessObjects\Mobile 14\Server`

- **MOBIServer.war** from the source location `SAP BusinessObjects\Mobile 14\Server` file to the following SAP BusinessObjects BI platform locations, `[Tomcat home directory]\webapps`.

### 3. Start Tomcat.

#### Note:

- The SAP BusinessObjects Mobile server can be installed on the same Tomcat Web application server on which other SAP BusinessObjects BI platform Web applications are deployed. It can also be installed on a separate Tomcat Web application server.
- Explicit configuration for Tomcat Web application server is not required. However, for Netweaver and Websphere application servers you need to perform configuration settings to complete the installation.

## 4.2.2 NetWeaver Web Application Server

To deploy the Mobile server package on NetWeaver Web application server, perform the following steps:

### 1. Create NetWeaver supported SCA files.

To create the Netweaver supported SCA files, perform the following substeps:

- a. Using the command prompt remote access the BI platform server where SAP BusinessObjects Mobile 4.0 fp 3 is installed. The `SAP_metadata.Properties` files for different web application bundles can be found in the following locations:

**BOE.WAR:** `<BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLDSupport\NWSLD\BOE`

**BusinessProcess BI:** `<BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLDSupport\NWSLD\BusinessProcessBI`

**Mobile:** `<BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLDSupport\NWSLD\MobileOTA14`

**OpenSearch:** `<BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLDSupport\NWSLD\OpenSearch`

- b. Using command prompt, open `<BOE_Install_Folder>\<Enterprise_DIR>\wdeploy`.
- c. Create SCA files using the `wdeploy` command :

For window: **Wdeploy.bat sapappsvr73 predeployall**

For UNIX: **./Wdeploy.sh sapappsvr73 predeployall**

- d. MOVE (Cut and Paste) all the SCA files from `<BOE_INSTALL_DIR>/<Enterprise_DIR>/wdeploy/workdir/sapappsvr73/application` to `'<Install_Drive>:\usr\sap\Trans\EPS\in` folder on Netweaver machine.

### 2. Deploy SCA files on NetWeaver using the JSPM tool.

To deploy the SCA files on the NetWeaver machine using the JSPM tool, perform the following substeps:

- a. Open `<Install_Drive>:\usr\sap\<AS_ID>\J00\j2ee\JSPM` folder to launch Java Support Manager (JSPM) tool.
- b. Run **go.bat**.
- c. On the **Login** screen, enter the SAP NW administrator **username** and **password**.
- d. Select **Log On**.
- e. On the **Welcome > Select Package Type** screen, select **New Software components**.
- f. Select **Next**.
- g. On the **New Software component > Specify Queue** screen, select **Next**.
- h. On the **New Software component > Check Queue**, select **Start**.

The deployment of the SCA file begins. This takes approximately 40 minutes.

3. Deploy MobileBIService.war manually once the installation process is complete, to use mobile applications.

To manually deploy the MobileBIService.war file, perform the following substeps:

- a. Copy MobileBIService.war from `<BOE_Install_Folder>\<Mobile 14>\server` to your system local drive.
- b. Extract MobileBIService.war to your local drive.
- c. Open `<BOE_Install_Dir>\<Enterprise_DIR>\wdeploy\conf` and Update config `.<app server server>` with the required parameters.
- d. Open `<BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLDSupport\NWSLD` and create a temporary folder MobileBIService.
- e. Open `<BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLDSupport\NWSLD\MobileOTA14` and copy **SAP\_metadata.Properties** file to `<BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLDSupport\NWSLD\MobileBIService`.
- f. Enter **scn** and **name** parameters for **SAP\_metadata.Properties** file.

The parameters **scn** and **name** have identical names. If the name property is set to a value of **BOEWEBAPPJAVA**, then the **scn** property must also be set to **BOEWEBAPPJAVA**.

- g. Set the App Properties for `MobileBIService.properties` in the location: `<BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\conf\apps`
- h. Using the command prompt, open `<BOE_Install_Folder>\<Enterprise_DIR>\wdeploy`.
- i. Create SCA files using the `wdeploy` command: `wdeploy.bat sapappsvr73 -Dapp_source_dir=<Location_of_MobileBIService.war> -DAPP=<App_Directory_Name> predeploy`
- j. **MOVE (Cut and Paste)** all the SCA files from `<BOE_INSTALL_DIR>/<Enterprise_DIR>/wdeploy/workdir/sapappsvr73/application` to `<Install_Drive>:\usr\sap\Trans\EPS\in` folder.
- k. Deploy SCA file on Netweaver using JSPM tool. Go to step 2.
- l. After successful deployment, restart the Web application server and access the mobile URL : `http://<Hostname>:<Web Application Server Port>/MobileBIService/MessageHandlerServlet`.

**Note:**

The parameters `servicelevel` and `patchlevel` must be set based on the version of Support Pack and Patch release. For example for SP01, `servicelevel` should be set to 1 and `patchlevel`

should be set to 0. For Support Pack1 and Patch 1 release, servicelevel should be set to 1 and patchlevel should be set to 1.

### 4.2.3 WebSphere Web Application Server

There are two ways to deploy the SAP BusinessObjects server on the WebSphere application server.

- If you have installed the Mobile server package on the same WebSphere web application server, deploy the `MobileOTA14.war` file manually.
- If you have installed the Mobile server package on the SAP BusinessObjects Enterprise (BI platform) server, use the `wdeploy` tool to deploy the `MobileOTA14.war` file automatically.

To deploy the `MobileOTA14.war` file on the web-tier installation using `Wdeploy` tool, perform the following steps:

1. Copy the `MobileOTA14.properties` and `MobileOTA14.war` files from the full or custom installation of the SAP BusinessObjects Mobile to the corresponding folder on the web-tier host. The `MobileOTA14.properties` file is located there: `<BOE_INSTALL_DIR>\SAP BusinessObjects Enterprise XI 4.0\wdeploy\conf\apps`.
2. Use **Wdeploy** to deploy the `MobileOTA14.war` file.

For information on how to use the **Wdeploy** tool, refer to *SAP BusinessObjects Enterprise Web Application Deployment Guide*.

#### 4.2.3.1 Deploying SAP BusinessObjects Mobile on WebSphere Application Server

To deploy the SAP BusinessObjects Mobile on the WebSphere application server, perform the following steps:

1. Open `<BOE_Install_Folder>\<Mobile 14>\server` on your local drive.
2. Create a temporary folder **MobileBIService**.
3. Extract `MobileBIService.war` to the **MobileBIService** folder.
4. Go to the `MobileBIService\WEB-INF\lib` folder and perform the following substeps:
  - a. Create a temporary folder "Extracts".
  - b. Select one Java archive (.jar) file to be kept in the current location. Move (cut and paste) the other .jar files to the "Extracts" folder.

**Note:**

The .jar files take a long time for deployment due to their large file size. Hence they are moved to a temporary folder.

5. Create a new war file **MobileBIService.war** with META-INF and modified WEB-INF.



6. Open the administrator console of WebSphere, and perform the following substeps:
  - a. Select **Application > New Application > New Enterprise Application**.
  - b. Browse for the new **MobileBIService.war** file.
  - c. Select **Next**.
  - d. Select **Next** until the context path page appears.
  - e. Set the **Context path** as **MobileBIService**.
  - f. On the **Summary Panel**, select **finish**.
  - g. Save the deployment.
7. Open the "Extracts" folder. Move (copy and paste) the jar files to `MobileBIService\WEB-INF\lib` folder.

### 4.2.3.2 Launching the WebSphere Application Server

To launch the WebSphere application server, perform the following steps:

1. Open the administrator console of WebSphere.
2. Go to **Enterprise Applications**.
3. Select **MobileBIService > Manage Modules > Module**.
4. Under **Update**, select **Classes loaded with local class loader first (Parent Last)**.
5. Start **MobileBIService.war** from the administrator console.

## 4.3 Upgrading the Application

### Upgrading Mobile Server:

To upgrade the SAP BusinessObjects XI R2 and XI 3.x version installed on your mobile server to SAP BusinessObjects Mobile 4.0 fp 03 , perform the following steps:

1. Deploy the **MobileBIService.war** file from the following location: `$ Business Objects\Mobile 14\server` to your Application server. For more information, refer to "Deploying and Configuring the Web Application Servers" section.
2. Uninstall the XI3MobileAuthServer and XI3MobileJobServer window services.
  - To uninstall XI3MobileAuthServer window services, perform the following steps:
    - a. Stop XI3MobileAuthServe services.
    - b. Run `vtauthd.bat`, specify `service_uninst` as the parameter.
  - To uninstall XI3MobileJobServer window services, perform the following steps:
    - a. Stop XI3MobileJobServer services.
    - b. Run `vtvmsd.bat`, specify `service_uninst` as the parameter.

3. To Manually delete folders VAS and VMS located at `$Mobile14\Server`.

### Upgrading Client application

To upgrade the SAP BusinessObjects XI R2 and XI 3.x version installed on your mobile device to SAP BusinessObjects Mobile 4.0 fp03 client application, perform the following steps:

1. Uninstall the client application on your device.
2. Download the application on your mobile device.

For more information, refer to "Connecting the SAP BusinessObjects Mobile Client" section.

#### **Note:**

After client application installation, to retrieve the local documents on your device, use recover local store on your application menu.

## 4.3.1 Migrating from Previous Versions of Mobile

If you are migrating from SAP BusinessObjects Mobile 4.0, XI 3.x, and XI R2 versions installed on your Mobile server, the following features supported on the server remain unchanged.

### Alerts

If users have subscribed to alerts while using a previous version of Mobile, those subscriptions remain unchanged when migrating to the later version.

### Local documents

The documents stored locally on your device are deleted from the device when the Mobile client application is removed. To restore local documents to the device, you need to recover them from the SAP BusinessObjects Business Intelligence platform CMS. To do this, proceed as follows:

- On the user's device, log on the SAP BusinessObjects Mobile application, launch the menu and select **Preferences**.
- Launch the menu again and select **Recover Local Store**. The documents stored in the Mobile Offline Data Store (on the CMS) for this user are restored to the Local Documents folder on the device.
- For mobile reports, if you have defined any specific additional DSNs (ODBC connections) for universes and CR data sources in the previous release, then you must create the DSNs in the SAP BusinessObjects 4.0 machine.

## Testing the Server Side Installation

We recommend that you test your connections between the Mobile Servers and the SAP BusinessObjects BI platform server. Using the BlackBerry device simulator, before you deploy them on the actual device.

### 5.1 Pre-requisites

- A machine with Sun's Java Runtime Environment (JRE V1.5 or higher). You can download the JRE from Sun's Web site: <http://java.sun.com/javase/downloads/index.jsp>.
- Download and install the BlackBerry simulator and its E-mail and MDS Services companion simulator version 4.2 or higher from the BlackBerry Developers Website: <http://na.blackberry.com/eng/developers/resources/simulators.jsp>.
- You must install the BlackBerry simulator and its E-mail and MDS Services companion simulator on the same server machine.
- Access the Mobile server and index page of MobileOTA14 application from the machine where the BlackBerry simulator is installed.

### 5.2 Verifying your Installation

To test the server side installation, perform the following steps:

1. Launch the Mobile application on the device or simulator.  
For more information, see: [Launching the BlackBerry Simulator](#).
2. Log into the SAP BusinessObjects BI platform server (CMS).  
For more information, see: [Logging on to the SAP BusinessObjects Mobile Application](#).
3. Browse the documents on the server.  
For more information, see: [Accessing the SAP BusinessObjects Documents](#).
4. Open a document on the server.  
For help on troubleshooting, see the Troubleshooting Information section of this documentation.

## 5.2.1 Launching the BlackBerry Simulator

To launch the BlackBerry simulator on your computer, perform the following steps:

1. Start the Mobile Data System (MDS) service by selecting **Start > Programs > Research in Motion > BlackBerry Email and MDS Services Simulators <version\_n> > MDS.**

**Note:**

When you start the MDS, you should see the MDS DOS Command window. If you do not see the command window, or if it disappears immediately, then your MDS simulator did not start correctly. For more information on how to overcome this problem, refer to [Problems Encountered While Working with the Simulator](#).

You can also verify the status of the MDS connection server by accessing: [http://bes:mds\\_port](http://bes:mds_port) where, "bes" is the machine name on which MDS is installed.

2. Start the BlackBerry simulator by clicking **Start > Programs > Research in Motion > BlackBerry Smartphone Simulators <version\_n> > <version\_n>.**

**Note:**

- If you have deployed the OTA download web application, launch the Blackberry browser and then type in the URL of your SAP BusinessObjects Mobile client application download page, select the **Blackberry Version**, and click **OK**.
- If you have not deployed the OTA download web application, copy all the files in the <BOBJ\_INSTALLDIR>\Mobile 14\Client\blackberry directory on your Mobile server into the <Research In MotionInstallDir>\BlackBerry Device Simulators <version\_n>\<version\_n> (8800-OrangeFR) installation directory of the simulator.

## 5.2.2 Logging onto the SAP BusinessObjects Client Application on Simulator

To log onto the SAP BusinessObjects Mobile using Mobile client, perform the following steps:

1. Select the SAP BusinessObjects application icon.
2. On the login screen, select **Connection settings** from the menu.
3. Enter the following information in the screen Server: `http(s)://<mobile-server>:<port>`

**Note:**

For Tomcat server: Default port number is 8080 CMS: <machine name/IP of BOE where CMS is running>

4. Select **Save**.
5. Enter the **Username** and **Password** that you received after registering .
6. Select **Login** from the menu.

Once you have successful logged in, you will see the following list on the home screen:

- **Local Documents**
- **Server Documents**
- **Mobile Ready Documents**
- **Search**

### 5.2.3 Accessing the SAP BusinessObjects Documents

Once you have logged on to the SAP BusinessObjects Mobile application on your mobile device, you can choose between the following categories of documents:

- **Local documents:** These documents are stored locally on your device. You can synchronize local documents with the online versions of the same documents currently published on the SAP BusinessObjects Enterprise server.

**Note:**

When you synchronize your mobile device with the SAP BusinessObjects Enterprise server, any local documents that no longer exist on the server are automatically deleted from your device.

For example, if you save a copy of a server document called "LocDoc1" to your device and the server version is deleted later, the next time you save a different server document to your device, LocDoc1 is deleted.

- **Server documents:** These documents are stored on the SAP BusinessObjects Enterprise server. Therefore, they are accessible only in the online mode when you are connected to the server.
- **Mobile-ready document:** User is allowed to view the documents that are available under Mobile category with in Business enterprise repository.
- **Search:** SAP BusinessObjects Mobile searches the documents that are categorized as "Mobile-ready" and retrieves the list of documents that matches the specified search string.

### 5.3 Configuring the BlackBerry MDS Simulator to Function Behind the Proxy Server

To set up the BlackBerry MDS Simulator to function behind a proxy, the **rimpublic.property** file must be updated with the appropriate proxy information.

Edit the **rimpublic.property** file with the following proxy information:

```
application.handler.http.proxyEnabled=true
application.handler.http.proxyHost=proxy
application.handler.http.proxyPort=8080
```

**Note:**

**rimpublic.property** is located at: <Research In MotionInstallDir>\BlackBerry Email and MDS Services Simulators #.#.#\MDS\config

**Alternatively, you can also use the proxyAutoConfig options**

```
application.handler.http.proxyAutoConfig=true  
application.handler.http.proxyAutoConfigURL=http://proxy:8083  
application.handler.http.proxyAutoConfig.ScriptCacheTime=0
```

# Connecting the SAP BusinessObjects Mobile Client

## 6.1 Creating Pre-defined Connections

You can create/add new connections for each MobiServer deployed. Deploying MobiServer installs the `Server.properties` file. You can configure this file based on your requirements to create new server connections.

To create/ add new connection, perform the following steps:

1. Open the `server.properties` file from the following location:  
<INST\_WEB\_APP\_SERVER>/MobiServer/WEB-INF/ Here, INST\_WEB\_APP\_SERVER is the web application server installation directory where you deployed the MOBIServer.war file.

2. Add the line **mobi.connections**.

The list of mobile connection are identified by `mobi.connections` values For example, `mobi.connections=connection1, connection2, connection3` this, means three MobiServer connections are configured.

3. For each mobi connection, enter a value for its properties. Below is the list of properties:

- `connectionName.DisplayName`
- `connectionName.BOBJ_MOBILE_CMS`
- `connectionName.BOBJ_MOBILE_URL`
- `connectionName.BOBJ_MOBILE_AUTH_METHOD`
- `connectionName.BOBJ_MOBILE_CONNECTION_TYPE`

4. **Save** the `properties.file`.

This provides you with the flexibility/control to restrict the connection and control the connection behavior.

Using these pre-defined server connections, you can make http calls to MOBIServer. For more information, see *Configuring your device to access the SAP BusinessObjects Business Intelligence platform* in the SAP businessObjects Mobile User Guide.

### Example:

#### Properties file

#values for connection1 connection

- `connection1.DisplayName= dewdftvoo583q`
- `connection1.BOBJ_MOBILE_CMS = 10.208.110.75`
- `connection1.BOBJ_MOBILE_URL = http://10.208.110.75:8080`

- connection1.BOBJ\_MOBILE\_AUTH\_METHOD = secEnterprise, secLDAP , secWinAD , secSAPR3 ( any of the one that you want to use)
- connection1.BOBJ\_MOBILE\_CONNECTION\_TYPE = CONNECTION\_BES , CONNECTION\_WIFI, CONNECTION\_BIS, CONNECTION\_TCP ( the one that you want to use)

#values for connection2 connection

- connection2.DisplayName= jkhxuchd23h
- connection2.BOBJ\_MOBILE\_CMS = 20.123.123.89
- connection2.BOBJ\_MOBILE\_URL = http://20.123.123.89:8080
- connection2.BOBJ\_MOBILE\_AUTH\_METHOD = secEnterprise, secLDAP , secWinAD , secSAPR3 ( any of the one that you want to use)
- connection2.BOBJ\_MOBILE\_CONNECTION\_TYPE = CONNECTION\_BES , CONNECTION\_WIFI, CONNECTION\_BIS, CONNECTION\_TCP (the one that you want to use)

## 6.2 Deploying the SAP BusinessObjects Mobile client

### 6.2.1 Preconfiguring the Mobile Client Application with Connection Setting Details

You can configure the Mobile client application with connection settings details before deploying the client on the device. This eliminates the need to manually configure connection setting details. This is supported on BlackBerry devices with OS version 4.3.0 or higher.

To preconfigure your mobile client application with the connection settings details, perform the following steps:

1. Locate the MobileXI4BB.jad file in the directory SAP BusinessObjects\Tomcat6\webapps\MobileOTA14\blackberry.
2. Open the .jad file with the text editor and edit the values for the attributes. You can exclude any values that are not required.

```
BOBJ_MOBILE_URL: http://<mobile server:port number>
BOBJ_MOBILE_CMS: <cms address>
BOBJ_MOBILE_AUTH_METHOD: <authentication type>
BOBJ_MOBILE_USER_NAME: <enter the username>
BOBJ_MOBILE_USER_PASSWORD: <enter the password>
BOBJ_MOBILE_SAVE_PWD: <enter default value for save password>
```

For Example:

```
BOBJ_MOBILE_URL:http://10.208.106.244:8080
BOBJ_MOBILE_CMS: 10.208.106.244
BOBJ_MOBILE_AUTH_METHOD:secWinAD
BOBJ_MOBILE_SAVE_PWD: Yes/No
```



where <authentication type> can be any of the following values: secEnterprise, secWinAD, secLDAP, secSAPR3.

**Note:**

- Ensure that you delete the Java application server cache.
- If you want to lock the attributes values, then use XXX\_LOCKED. Replace <xxx> with the attribute name to make it non-editable. The attribute value can be set to true / false. The default set value for the attributes is false.

```
BOBJ_MOBILE_URL_LOCKED
BOBJ_MOBILE_CMS_LOCKED
BOBJ_MOBILE_AUTH_METHOD_LOCKED
BOBJ_MOBILE_USER_NAME_LOCKED
BOBJ_MOBILE_USER_PASSWORD_LOCKED
```

For Example:

```
BOBJ_MOBILE_URL_LOCKED:True
BOBJ_MOBILE_CMS_LOCKED:False
```

- If you want to The following attributes can be set to hide/show. A missing attribute means that the value is show.

```
BOBJ_MOBILE_SAVE_PWD_UI
BOBJ_MOBILE_URL_UI
BOBJ_MOBILE_CMS_UI
BOBJ_MOBILE_AUTH_METHOD_UI
BOBJ_MOBILE_UNMASK_PASSWORD_UI
```

For Example:

```
BOBJ_MOBILE_SAVE_PWD_UI:hide
BOBJ_MOBILE_URL_UI: show
```

3. Save the file.
4. Re-start the Java application server.
5. Download the Mobile client onto your mobile device.

The connection settings details such as Mobile server, CMS name, and authentication type are populated.

## 6.2.2 Downloading the SAP BusinessObjects Mobile to your Device

There are two ways to download the SAP BusinessObjects Mobile Client application to your device.

- Over-The-Air (using OTA delivery) using a secure web page: This requires you to deploy the OTA web application delivered with SAP BusinessObjects Mobile on a secure corporate web application server.
- Manually on each device using the client desktop manager software supplied by your device manufacturer (for example USB, Bluetooth or Infrared). For more information, refer to the documentation supplied by your device manufacturer.

### 6.2.2.1 Over-The-Air (OTA) via Secure Website

The OTA download web application package is delivered as a standard SUN war file `MobileOTA14.war`. It includes:

- a Web application
- a Java servlet to enable device detection on the web page
- SAP BusinessObjects Mobile client application (one application version per device type)

To deploy the client application on your device using OTA, perform the following steps:

1. On your mobile device, select the browser icon.
2. Download the client application from the standard OTA (Over-The-Air) protocol. Default Url: `http://IP Address:Port/MobileOTA14`
3. Select **Click here to download SAP BusinessObjects Mobile for Blackberry** .
4. On the **Download SAP BusinessObjects** screen, select **Set Application Permission**.
5. Select **Download**.
6. A pop-up window appears with the message "This application was successfully installed", select **OK**.

### 6.2.2.2 Using the BlackBerry Desktop Software

You can also download the client application on your BlackBerry device using the BlackBerry desktop software. To download the client application on to your BlackBerry mobile device, perform the following steps:

1. Open the `client\blackberry` folder on the local drive of your desktop.
2. Launch **BlackBerry desktop software** on your desktop.
3. Connect your BlackBerry device using a data cable or a Bluetooth connection to your desktop.
4. In the BlackBerry desktop software, select **Applications**.
5. Select **Import file**.
6. Open **Mobi.alx**.
7. Select **Apply**.
8. Disconnect your BlackBerry device.

The SAP BusinessObjects icon is now available on your BlackBerry device.

## 6.3 Configuring Client Application with the BI Platform Server

After you have installed the OTA download web application and deployed the `MobileOTA14.war` on the web application server. Before configuring the client application with BI platform server, you need to add the MIME types for each device type that is used to deploy SAP BusinessObjects Mobile.

### Related Topics

- [Setting the MIME Types on the Application Server](#)
- [Configuring the Client Application](#)

### 6.3.1 Setting the MIME Types on the Application Server

Below table lists the MIME types supported by SAP BusinessObjects Mobile for all the device types:

Extension	MIME
.jad	text/vnd.sun.j2me.app-descriptor r
.cod	application/vnd.rim.cod

For information on how to add MIME types to your specific brand of web application server, refer to the documentation of your web application server.

### Related Topics

- [Setting MIME Types on NetWeaver Server](#)

#### 6.3.1.1 Setting MIME types on Apache Tomcat

In Tomcat, you can add MIME type declarations to the end of `<mime-mapping>` list of the `$TOMCAT_HOME/conf/web.xml` as follows:

1. Stop Tomcat.
2. Open `$TOMCAT_HOME/conf/web.xml` for editing.

### 3. Add the following text:

```
<!-- MH Extensions for Mobile Application download -->
<mime-mapping>
<extension>jad</extension>
<mime-type>text/vnd.sun.j2me.app-descriptor</mime-type>
</mime-mapping>
<mime-mapping>
<extension>cod</extension>
<mime-type>application/vnd.rim.cod</mime-type>
</mime-mapping>
```

4. Save and close the web.xml file.
5. Restart Tomcat.

## 6.3.1.2 Setting MIME Types on NetWeaver Server

To resolve the .jad errors that occur when downloading the client to a BlackBerry device, perform the following steps:

1. Open SAP Net Weaver Administrator, Select **Configuration > Infrastructure > Java System Properties**.
2. On the **Services** tab, select **HTTP Provider Service**.  
On the **Extended Details** tab, you can see a list of all the service properties.
3. Enter a **New MIME type** in the list that appears as a value for the MIME property.  
Specify different MIME type entries enclosed in curly brackets. You must specify the file extension first and then the MIME type, separated by a comma. For example, { .html, text/plain}. Different MIME types entries in the list are also separated by commas.
4. Enter the **MIME type**- { .jad, text/vnd.sun.j2me.app-descriptor}.
5. Select **Save Changes**.

## 6.3.2 Configuring the Client Application

Before configuring your device to be connected to the SAP BusinessObjects Enterprise server, make sure you have the following details:

- The SAP BusinessObjects Mobile server name and port number
- The CMS name
- The server authentication type

To configure the client application, perform the following steps:

1. Select the SAP BusinessObjects Mobile application icon.
2. Enter the connection and authentication information as follows.

- a. Launch the SAP BusinessObjects Mobile application on your mobile device.
- b. On the **Login** screen, open the device menu.
- c. Select **Connection settings** and enter the information in the following fields:
  1. In the **Mobile Server** field, enter the Mobile server name provided to you by your IT administrator
  2. In the **CMS name** field, enter the SAP BusinessObjects Enterprise server name provided to you by your IT administrator
  3. In the **Auth. Method** field, select the authentication method configured for you by your IT administrator.
  4. Select the **Connection Preference** field.
- d. Select **Save** to save your changes.
- e. Return to the **Login** screen.

## 6.4 Accessing the SAP BusinessObjects Mobile Home Page

When you connect to SAP BusinessObjects Mobile application, the application displays the home page. This contains a list of documents that can be opened on your mobile device.

### 6.4.1 Logging on to the SAP BusinessObjects Mobile Application

1. On the **Login** page, enter your **Username** and **Password**.
2. If you want to avoid entering your user name and password each time you log into SAP BusinessObjects Mobile, select **Save Password**.
3. If you want to connect to the SAP BusinessObjects Mobile Homepage automatically when you launch the client application, select **Auto connect**.
4. If you only want to access documents stored locally on your device and you do not want to access the online SAP BusinessObjects Enterprise server, select **Work offline**.
5. Open the device menu and select **Login**.

### 6.4.2 Accessing Documents

Once you have logged into the SAP BusinessObjects Mobile application on your mobile device, you can choose the following categories of documents:

- **Local documents:** These documents are stored locally on your device. You can synchronize local documents with the online versions of the same documents currently published on the SAP BusinessObjects Enterprise server.

**Note:**

When you synchronize your mobile device with the SAP BusinessObjects Enterprise server, any local documents that no longer exist on the server are automatically deleted from your device.

For example, if you save a copy of a server document called LocDoc1 to your device and the server version is deleted later, the next time you save a different server document to your device, LocDoc1 is deleted.

- **Server documents:** These documents are stored on the SAP BusinessObjects Enterprise server and are therefore only accessible in online mode when you are connected to the server.
- **Mobile-ready document:** The user is allowed to view the documents that are available in the Mobile category (Business enterprise repository).
- **Search:** SAP BusinessObjects Mobile searches for documents categorized as "Mobile-ready" and retrieves a list of documents matching the specified search string.

## Advanced Configuration

### 7.1 Customizing the mobi.properties file

You can work with all the features of the application with the default set mobi.properties file. However to customize the mobi.properties file, perform the following steps:

1. Browse to MobileBIService /WEB-INF/ mobi.properties file.
2. Open the mobi.properties file in the text editor.

To enter the values for each property, refer the table below:

	Property	Values Set	Description	Possible Values
--	----------	------------	-------------	-----------------

	Property	Values Set	Description	Possible Values
#default	default.corporateCategory	Mobile	Provide a name for a corporate category. Documents assigned to this category are considered to be Mobile ready documents. Documents assigned under this category can be accessed by users within your organization. For more than one category name, specify the values separating each with a comma.  <b>Note:</b> The value specified here is case sensitive.	Any specific corporate category chosen by the admin.
	default.personalCategory	Mobile	Provide a name for a personal category. Documents assigned to this category are user specific. For more than one category name, specify the values separating each with a comma.  <b>Note:</b> The value specified here is case sensitive.	Any specific personal category chosen by the admin.
	default.search.supportDocumentTypes	Webi	Specify the document types you want to retrieve from the server. For more than one document type, specify the values separating each with a comma.	Webi,CrystalReport
	default.imageSize	100000 bytes	Specify the size for an image to be displayed on your device.	Any numeric value
	default lov.size.limit	50	Specify a value to display List of Values for a prompt on client device.	Any numeric value
	default.search.resultsPerPage	10	Specify the number of search results to be displayed per page on the mobile device.	Any numeric value



	Property	Values Set	Description	Possible Values
	de-fault.search.max-Documents	500	Specify the max number of documents to be displayed on performing search.	Any numeric value
	de-fault.search.max-InstanceOfDocument	5	Specify max number of instances for a document to be displayed on performing search.	Any numeric value
#ipad	ipad.corporate-Category	Mobile	<p>Provide a name for a corporate category. Documents assigned to this category are considered to be Mobile ready documents. Documents assigned under this category can be accessed by users within you organization. For more than one category name, specify the values separating each with a comma.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>The value specified here is case sensitive.</li> <li>If you specify a value, then this value is taken instead of the default.corporateCategory value.</li> </ul>	Any specific corporate category chosen by the admin.
	ipad.personal-Category	Mobile	<p>Provide a name for a personal category. Documents assigned to this category are user specific. For more than one category name, specify the values separating each with a comma.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>The value specified here is case sensitive.</li> <li>If you specify a value, then this value is taken instead of the default.personalCategory value.</li> </ul>	Any specific corporate category chosen by the admin.
	ipad.page-mode	true	This value is for internal use only and they must not be modified.	

	Property	Values Set	Description	Possible Values
	ipad.output-DataType	convertChart-ToTable	This value is for internal use only and they must not be modified.	
	ipad.search.supportDocument-Types	Webi	Specify the document types you want to retrieve.	Webi,CrystalReport
#iphone	iphone.corporateCategory	Mobile	Reserved for future use.	Mobile
	iphone.personalCategory	Mobile	Reserved for future use.	Mobile
	iphone.page-mode	true	This value is for internal use only and they must not be modified.	
	iphone.output-DataType	convertChart-ToTable	This value is for internal use only and they must not be modified.	
	iphone.search.supportDocument-Types	Webi	Specify the document types you want to retrieve.	Webi,CrystalReport
#black-berry mobile	bbphone.page-mode	false	This value is for internal use only and they must not be modified.	
	bbphone.output-DataType	XML	This value is for internal use only and they must not be modified.	
#black-berry Tablet	bbtablet.page-mode	false	This value is for internal use only and they must not be modified.	

	<b>Property</b>	<b>Values Set</b>	<b>Description</b>	<b>Possible Values</b>
	bbtablet.output-DataType	XML	This value is for internal use only and they must not be modified.	
#black-berry Tablet	bbtablet.page-mode	false	This value is for internal use only and they must not be modified.	
	bbtablet.output-DataType	XML	This value is for internal use only and they must not be modified.	



# Administrative and Security Rights

## 8.1 Managing Document Access and Other Rights for Mobile Users

Administrators can set up security rights for mobile users and groups on the SAP BusinessObjects Business Intelligence Platform Central Management Console (CMC), using the standard SAP BusinessObjects Business Intelligence platform security rules.

**Note:**

For complete information on configuring rights, refer to the *SAP BusinessObjects Business Intelligence Platform Administrator's Guide*.

**Mobile rights for users and groups**

SAP BusinessObjects Mobile supports the following application rights for selected users and groups:

Right	Description
Log on to SAP BusinessObjects Mobile application	Permits you to log into SAP BusinessObjects Business Intelligence platform (using the Mobile application) and view documents.
Subscribe to document alerts	<p>Permits you to subscribe to document/recurring alerts.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• If you were previously granted the "Subscribe to document alerts" right and access is currently denied, you will still continue to receive subscribed alerts. You must explicitly unsubscribe from alerts if you do not want to receive them.</li> <li>• To subscribe to document alerts (or recurring instances) for schedules, user must have "Full Control" security access for the "System Events" folder under "Events" in Central Management Console (CMC).</li> </ul>
Save documents locally to device	<p>Permits you to save documents on the Mobile device.</p> <p><b>Note:</b></p> <p>If you saved documents on the device when you were granted the "Save documents locally on device" right, the documents still exist on the device even if you are currently not authorized to save. However, these documents are not synced during the synchronization process.</p>
Send documents on device as an email	Permits you to send reports by e-mail.

By default, users belonging to the administrators group have full access rights and all other users only have the "Log on to SAP BusinessObjects Mobile application" right granted to them.

The Mobile application rights did not exist in XI R2 and XI 3.x releases. Hence, if you are upgrading or migrating from XI R2 or XI 3.x system to 4.0 system, rights for users and groups are configured in the 4.0 system.

**Authentication**

SAP BusinessObjects Mobile supports the following authentication methods:

- Enterprise
- Windows AD
- LDAP
- SAP R/3

**Note:**

To enable Windows AD authentication on your Mobile deployment, you need to run the Mobile Server Configuration Tool.

## 8.2 Mobile Category and Document Access

We recommend that your Enterprise administrator creates a category in the BI Launch pad named **Mobile under corporate categories**, and assigns mobile-related documents to this category. If the administrator groups all mobile documents under the same category, then mobile users only access the content designed for mobile consumption through the **Home** page. This reduces the number of clicks required to access documents at each login.

As an administrator, you can deny or grant specific groups in the Mobile deployment access to the documents and sub-categories within the Mobile category.

## 8.3 Working with CORBA SSL Enabled CMS

If your SAP BusinessObjects Business Intelligence platform CMS is configured to use CORBA SSL, then additional configuration is required to enable the Web application servers (WAS) to work with CORBA SSL.

Add the following entry to java options of any WAS:

```
-Dbusinessobjects.orb.oci.protocol=ssl -DcertDir=<directory  
where SSL certificates are located> -Dtrusted  
Cert=cac  
ert.der -DsslCert=servercert.der -DsslKey=server.key  
-Dpassphrase=passphrase.txt
```

For information about configuring servers for SSL, see *SAP BusinessObjects Business Intelligence Platform Administrator's Guide* .





# Auditing

Auditing enables you to keep a record of significant events on SAP BusinessObjects Business Intelligence platform servers and applications, giving you a picture of what information is being accessed, how it is being accessed and changed, and who is performing these operations. This information is recorded in a database called the Auditing Data Store (ADS). Once the data is in the ADS, you can design custom reports to suit your needs.

For information on the list of auditing events and details, the auditing database and schema, and understanding how auditing works refer to the “Auditing” chapter of the *SAP BusinessObjects Business Intelligence Platform Administrator's Guide*.

## 9.1 Auditing Events

The SAP BusinessObjects Mobile supports the following auditing events:

Event	Event Type ID	Description
View	1002	This event is triggered when mobile users attempt to view a BI document in the Mobile client
Save	1008	This event is triggered when mobile users attempt to save a BI document in the local store of the Mobile client

The “View” and “Save” events are common to all SAP BusinessObjects Business Intelligence platform components. However, you can identify the events specific to the Mobile application by querying the ADS using the `application_type_name = 'SAP BusinessObjects Mobile'` parameter.

## 9.2 Creating Custom Auditing Reports

Auditing reports help you identify, troubleshoot, and detect underlying system errors.

You need to build an auditing universe using the auditing database. You can use the SAP Crystal Reports or SAP BusinessObjects Web Intelligence to create custom auditing reports for user and system actions.

**Example: SQL for generating report for Mobile application 'View' event**

```
Use BOE140_Audit
Go
SELECT a.event_type_id,a.event_type_name,c.event_detail_type_id,
c.event_detail_type_name,b.event_id,d.event_detail_value

FROM
ads_event_type_str a,
ads_event b,
ads_event_detail_type_str c,
ads_event_detail d,
ads_application_type_str e

WHERE

a.event_type_id = b.event_type_id and
c.event_detail_type_id = d.event_detail_type_id and
b.event_id = d.event_id and
e.application_type_name = 'SAP BusinessObjects Mobile' and
a.Language ='SOURCE' and
c.Language ='SOURCE' and
a.event_type_id =1002
```

**Note:**

When generating a Save event report, use a.event type id=1088.

---

# Troubleshooting Information

## 10.1 Logging and Tracking the Mobile Server Errors

The main types of server errors that you need to capture in your deployment are:

- SAP BusinessObjects Business Intelligence platform errors, reported directly to the Mobile client. Refer to the *Error Messages Explained* guide for details.
- Mobile server errors:
  - Generic errors
  - Authentication errors such as “invalid credentials”, “session errors”
  - Networking Errors such as “Remote site unreachable”, “Cannot resolve the address”, “Local database access errors”, “Connection to the application server lost ”
  - Https errors

### 10.1.1 Defining the Log Level

The procedure enables the Mobile application to record information on the execution of the application. This log information helps you to identify issues if the application fails or encounters a problem.

To set log levels for the Mobile Server component.

- You need to create three environment variables
  - BO\_TRACE\_LOGDIR: Specifies the path to the folder where logs are generated.
  - BO\_TRACE\_CONFIGFILE: Specifies the path to BO\_trace.ini
  - BO\_TRACE\_CONFIGDIR: Specifies the path to the folder where BO\_trace.ini is located.
- BO\_trace.ini is the configuration file in which multiple log levels can be set. There are different log level types: XL, L, M, XS, S. BO\_trace.ini should have atleast 4 parameters.

The following table describes the logging level importance in decreasing order of verbosity:

The Logging level importance	Description
<< (FINE)	Logs the detailed information (generally used for debugging purposes)
<= (CONFIG)	Logs server configuration information
== (INFO)	Logs general information about the state of the server and client
>= (WARNING)	Logs warning messages
>> (ERROR)	Logs information if something unexpected happens that can cause an error or cause application to stop functioning correctly

To set the log level, perform the following steps:

1. Open the BO\_Trace.ini file for editing.
2. Set the required logging level importance for each unit.

**Note:**

If you do not set the importance for any units, then the default importance that you set for the global parameter is applied to these units.

**Sample BO\_trace.ini**

```
active = false;
importance = m;
alert = true;
severity = 'E';
```

## 10.1.2 Viewing Build Numbers

After installing the Mobile server and the client, you can access the build number of the Mobile application for both the server and client. The build number enables you to identify which version of Mobile application you have installed. It is also useful for troubleshooting any Mobile server and client problems.

You can access the build number of the Mobi server from the log files of the log level DEBUG. These are located in the **MANIFEST** file which is located in the **MobiBIService.war** file.

To view the build number of the Mobile client application you can either:

1. Look at the splash screen when you start the Mobile client application on the device.
2. Open the device menu and select **Preferences > About**.

## 10.2 Standard Troubleshooting Tips

The following questions can help you analyze and resolve the errors captured in your server and device logs.

**Identifying the component causing the error**

Is the error caused by:

- a server-specific or client-specific issue?
- an installation or deployment issue?
- a login issue?
- an execution issue?

**Verifying platform pre-requisites and connectivity**

Some areas to check when troubleshooting:

- Is the device supported/compatible?
- Can the device browser access the internet?
- Can the device access the BES/MDS ?
- Is the server OS/JDK version/database supported?

## **10.3 Problems Encountered While Working with the Simulator**

**Troubleshooting frequently encountered problems while working with simulators**

Problems	Solution
Unable to connect to any URLs from the Simulator	Check if the MDS service is started.
The Blackberry MDS service did not start correctly	Check whether the "Java_Home" and "PATH" environment variables are set correctly. Also refer to BlackBerry FAQs: <a href="http://www.blackberry.com/knowledgecenterpublic/livelink.exe/fetch/2000/348583/796557/800738/800792/801079/Support_-_Mobile_Data_Service_Simulator_does_not_launch.html?nodeid=800979">http://www.blackberry.com/knowledgecenterpublic/livelink.exe/fetch/2000/348583/796557/800738/800792/801079/Support_-_Mobile_Data_Service_Simulator_does_not_launch.html?nodeid=800979</a>
JVM 104 error on the Simulator	<p>To get eliminate JVM errors, add the following parameters to the BAT file of the Simulator:</p> <pre data-bbox="715 737 1444 762">/ignore-error=104 /app-param=JvmNoBreakOnThrowable</pre> <p>For example, the Bold simulator BAT file ("9000.bat") is located at: &lt;Research In MotionInstallDir&gt;\BlackBerry Smartphone Simulators 4.6.0\4.6.0.150 (9000)</p>

**10.4 Network Unavailable Errors**

Mobile devices that connect to SAP BusinessObjects Mobile need to be configured for Internet access. Ensure that all devices in your deployment can connect to the Internet, so that they can access the Mobile server.

If TCP and APN settings are not correctly configured on the device, the user might receive **Open-tunnel failure** or **Network unavailable errors**. Configure the device for Internet access to resolve these errors. These can also be caused by:

Cause	Resolution
Incorrect network configuration for device	<ul style="list-style-type: none"> <li>• Check the data subscription</li> <li>• Check the carrier settings (TCP)</li> <li>• Check the IT policy</li> <li>• Check the application rights (can use HTTP and socket connection)</li> </ul>
Incorrect connection settings	<ul style="list-style-type: none"> <li>• Mobile server name</li> <li>• Mobile port number</li> <li>• CMS name</li> </ul>
Device cannot connect to the Mobile server	<ul style="list-style-type: none"> <li>• Device cannot connect to the BES</li> <li>• BES cannot connect to the Mobile Server</li> <li>• Mobile Server cannot connect to the SAP BusinessObjects Business Intelligence platform Server</li> <li>• Device cannot connect to the internet or to the proxy server (if your deployment includes a proxy server)</li> <li>• The proxy server cannot connect to the Mobile Server (if your deployment includes a proxy server)</li> <li>• The Mobile Server cannot connect to the SAP BusinessObjects Business Intelligence platform Server</li> </ul>

## 10.5 HTTPS Errors

For Information on Https errors , follow the W3C RFC link <http://www.w3.org/Protocols/rfc2616/rfc2616-sec10.html#sec10> .

**Note:**

Each Web Application server have their own Https error codes. To troubleshoot these problems, refer to your Web Server documentation.





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