



SAP BusinessObjects Mobile Installation and Deployment Guide

SAP BusinessObjects Mobile XI 3.1 Service Pack 5

windows



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About this Guide

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chapter

Overview

This guide explains how SAP BusinessObjects Mobile XI 3.1 Service Pack 5 is deployed and supported in the enterprise environments. It includes the following information:

- Understanding SAP BusinessObjects Mobile XI 3.1 Service Pack 5 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 your SAP BusinessObjects XI Mobile 3.1 Service Pack 5 system.

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?

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chapter

In SAP BusinessObjects Mobile XI 3.1 SP05, implementation of Mobile Server components has changed. From this version onwards, 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 (BlackBerry, Symbian-60 and Windows Mobile) are now handled by this web application server.

Following are the visible changes as part of this:

- 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 requisite to configure VAS and VMS are no longer required. **Mobile BIService.war** file handles the configuration of the Mobile OTA. For more information, refer to [Upgrading the Application](#)
- 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, SP5 installation does not create them. To uninstall these Window services refer to upgrading your application.

These 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 SP05, refer to [Upgrading the Application](#).



Introducing the SAP
BusinessObjects Mobile
Solution

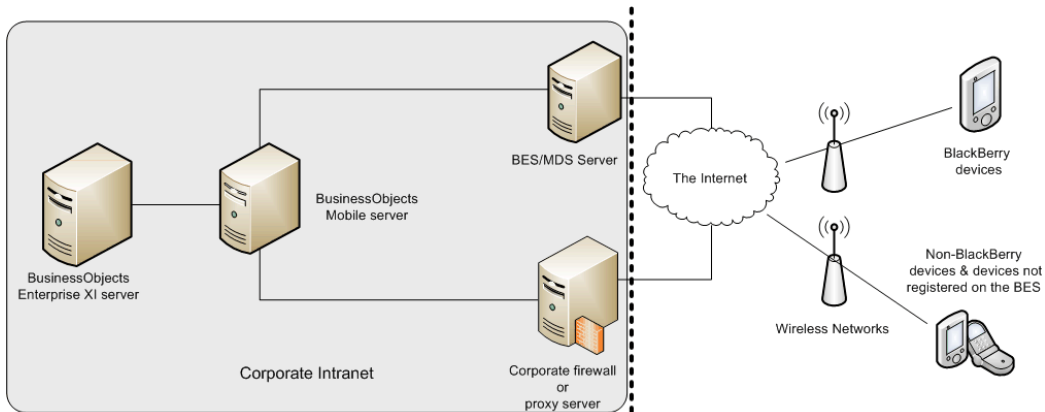
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Solution Overview

The SAP BusinessObjects Mobile solution allows users, who are on the move to access, and interact with their business intelligence data using a mobile device, such as Smartphone or PDA.



This BusinessObjects Mobile solution deployment consists of the following 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](#)

The SAP BusinessObjects Mobile Client

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

- BlackBerry
- Symbian series-60
- Windows Mobile

The application is designed specifically to optimize the display of Business Intelligence (BI) content on your mobile device, for device 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
- Some gauge analytics (including speedometers, barometers, and thermometers)

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

Note:

- Gauge analytics cannot be viewed from Windows Mobile compatible devices.
- 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. Detailed information on the supported document features that can be leveraged using BusinessObjects Mobile is provided in the *Using SAP BusinessObjects Mobile guide: Best practices for mobile document design* section.

Related Topics

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

The SAP BusinessObjects Mobile Server

The SAP BusinessObjects Mobile Server is a Web application. 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 Business Intelligence platform Central Management Servers (CMS). CMS name is specified 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.

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.

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 zoom and navigational shortcuts.
- Navigate to related documents using hyperlinks in reports.
- Change how results are filtered 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.

While viewing Web Intelligence reports, you can also:

- Drill on results to analyze detailed or summary data.
- Track data changes using customizable highlighting (set up by the document creator).

Note:

SAP BusinessObjects Mobile also supports viewing Crystal reports and Web Intelligence documents created by SAP BandWidth.

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



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chapter



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.

Refer to the *SAP BusinessObjects Business Intelligence Platform Installation and Configuration Guide* for more information.

- 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).

Deploying and Configuring the Web Application Servers

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 :
 - **MobileOTA.war** from the source location `SAP BusinessObjects\Mobile 12\Client`
 - **MobileBIService.war** from the source location `SAP BusinessObjects\Mobile 12\Server`
 - **MOBIServer.war** from the source location `SAP BusinessObjects\Mobile 12\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 installation.

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.

For more information, see: [Creating NetWeaver Supported SCA files](#).

2. Deploy SCA file on NetWeaver using JSPM tool.

For more information, see: [Deploying SCA files on NetWeaver Using the JSPM tool](#).

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

For more information, see: [Deploying MobileBIService.war for Mobile Application Support](#).

Creating NetWeaver Supported SCA files

To create NetWeaver supported SCA files, perform the following steps:

1. Using the command prompt remote access the BI platform server where SAP BusinessObjects Mobile 3.1 Service Pack 05 is installed.

Note:

The SAP_metadata.Properties files for different web application bundles can be found in the following locations:

```
BOE.WAR : <BOE_Install_Folder>\<Enterprise_DIR>\wde  
ploy\SLDSupport\NWSLD\BOE
```

dswsbobje: <BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLDSupport\NWSLD\dswsbobje

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

Mobile: <BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLDSupport\NWSLD\MobileOTA

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

2. Using command prompt, open <BOE_Install_Folder>\<Enterprise_DIR>\wdeploy.
3. Create SCA files using the wdeploy command :
For window: **Wdeploy.bat sapappsrv73 predeployall**
For UNIX: **./Wdeploy.sh sapappsrv73 predeployall**
4. MOVE (Cut and Paste) all the SCA files from <BOE_INSTALL_DIR>/<Enterprise_DIR>/wdeploy/workdir/sapappsrv73/application to '<Install_Drive>:\usr\sap\Trans\EPS\in folder on Netweaver machine.

Deploying SCA files on NetWeaver Using the JSPM tool

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

1. Open <Install_Drive>:\usr\sap\<AS_ID>\J00\j2ee\JSPM folder to launch Java Support Manager (JSPM) tool.
2. Run **go.bat**.
3. On the **Login** screen, enter the SAP NW administrator **username** and **password**.
4. Select **Log On**.
5. On the **Welcome > Select Package Type** screen, select **New Software components**.
6. Select **Next**.
7. On the **New Software component > Specify Queue** screen, select **Next**.
8. On the **New Software component > Check Queue**, select **Start**.

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

Deploying MobileBIService.war for Mobile Application Support

1. Copy **MobileBIService.war** from <BOE_Install_Folder>\<Mobile 12>\server to your system local drive.
2. Extract **MobileBIService.war** to your local drive.
3. Open <BOE_Install_Dir>\<Enterprise_DIR>\wdeploy\conf and Update **config.<app server server>** with the required parameters.
4. Open <BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLD Support\NWSLD and create a temporary folder **MobileBIService**.
5. Open <BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLD Support\NWSLD \MobileOTA and copy **SAP_metadata.Properties** file to <BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\SLDSupport\NWSLD\MobileBIService.
6. 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.
7. Set the App Properties for **MobileBIService.properties** in the location: <BOE_Install_Folder>\<Enterprise_DIR>\wdeploy\conf\apps
8. Using the command prompt, open <BOE_Install_Folder>\<Enterprise_DIR>\wdeploy.
9. Create SCA files using the wdeploy command : wdeploy.bat
 sapappsrv73
 -Dapp_source_dir=<Location_of_MobileBIService.war>
 -DAPP= <App_Directory_Name> predeploy
10. MOVE (Cut and Paste) all the SCA files from <BOE_INSTALL_DIR>/<Enterprise_DIR>/wdeploy/workdir/sapappsrv73/application to <Install_Drive>:\usr\sap\Trans\EPS\in folder.
11. Deploy SCA file on Netweaver using JSPM tool.
 For information, see: [Deploying SCA files on NetWeaver Using the JSPM tool](#) section.

12. 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.

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 **MobileOTA.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 **MobileOTA.war** file automatically.

Note:

If you plan to use the `Wdeploy` tool to deploy **MobileOTA.war** file on the web-tier installation, perform the following steps:

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

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

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 12>\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 steps:
 - 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.
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 steps:
 - a. Select **Application > New Application > New Enterprise Application**.
 - b. Browse for the new **MobileBIService.war** file.
 - c. Select **Next**.
 - d. Keep selecting **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.

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.

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 3.1 SP 05, perform the following steps:

1. Deploy the **MobileBIService.war** file from the following location: \$ Business Objects\Mobile 12\server to your Application server. For more information, refer to [Tomcat Web Application Server](#).
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 XI3MobileAuthServe services.
 - b. Run vtvmsd.bat, specify service_uninst as the parameter.
3. To Manually delete folders VAS and VMS located at \$Mobile12\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 3.1 SP 05 client application, perform the following steps:

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

For more information, refer to [Downloading the SAP BusinessObjects Mobile to your Device](#)

Note:

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

Migrating from Previous Versions of Mobile

If you are migrating from SAP BusinessObjects Mobile 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.

4 | Setting up the SAP BusinessObjects Mobile Server Connections *Upgrading the Application*



Testing the Server Side Installation

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chapter



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.

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 MobileOTA12 application from the machine where the BlackBerry simulator is installed.

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 onto 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 in this documentation.

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. Refer to *Problems Encountered While Working with the Simulator* for details on how to overcome this problem.

You can also verify the status of the MDS connection server by accessing: http://bes:mbs_port where, “bes” is the machine name on which MDS is installed.

2. Start the BlackBerry simulator by selecting **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 12\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.

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**

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.

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.proxyAutoConfig  
URL=http://proxy:8083  
application.handler.http.proxyAutoConfig.ScriptCa  
cheTime=0
```

5 | Testing the Server Side Installation *Configuring the BlackBerry MDS Simulator to Function Behind the Proxy Server*



Connecting the SAP BusinessObjects Mobile Client



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chapter



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\MobileOTA`.
2. Open the `.jad` file with the text editor and enter the values. 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: <Set value to true to enable
this option on the client
application>
```

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.

Deploying the SAP BusinessObjects Mobile client

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.

Over-The-Air (OTA) through Secure Website

The OTA download web application package is delivered as a standard SUN war file **MobileOTA.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 BlackBerry device, select the browser icon.
2. Download the client application from the standard OTA (Over-The-Air) protocol. Default Url: `http://IP Address:Port/MobileOTA`.
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**.

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 sync the device with 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.

Configuring Client Application with the BI Platform Server

After you have installed the OTA download web application and deployed the **MobileOTA.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](#)

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
.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](#)

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.

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 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**.

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.

Accessing the SAP BusinessObjects Mobile

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

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**.

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.

6 | Connecting the SAP BusinessObjects Mobile Client *Accessing the SAP BusinessObjects Mobile*



Advanced Configuration



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chapter



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	<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>Note: The value specified here is case sensitive.</p>	Any specific corporate category chosen by the admin.
	default.personalCategory	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>Note: The value specified here is case sensitive.</p>	Any specific personal category chosen by the admin.
	default.supportDocumentTypes	Webi	<p>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.</p>	Webi, CrystalReport

	Property	Values Set	Description	Possible Values
	defaultsearchresultsPerPage	10	Specify the number of search results to be displayed per page on the mobile device.	Any numeric value
	defaultsearchmaxDocuments	500	Specify the max number of documents to be displayed on performing search.	Any numeric value
	defaultsearchmaxInstanceOfDocument	5	Specify max number of instances for a document to be displayed on performing search.	Any numeric value
#ipad	ipad.corporateCategory	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>Note:</p> <ul style="list-style-type: none"> The value specified here is case sensitive. If you specify a value, then this value is taken instead of the default.corporateCategory value. 	Any specific corporate category chosen by the admin.

	Property	Values Set	Description	Possible Values
	ipad.personalCategory	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>Note:</p> <ul style="list-style-type: none"> The value specified here is case sensitive. If you specify a value, then this value is taken instead of the default.personalCategory value. 	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.	
	ipad.outputDataType	convertChatToTable	This value is for internal use only and they must not be modified.	
	ipadsearchsupportDocumentTypes	Webi	Specify the document types you want to retrieve.	Webi, CrystalReport
#phone	iphone.corporateCategory	Mobile	Reserved for future use.	Mobile

	Property	Values Set	Description	Possible Values
	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-DataTypes	convertChatToTable	This value is for internal use only and they must not be modified.	
	iphone.supportDocumentTypes	Webi	Specify the document types you want to retrieve.	Webi, CrystalReport
#black-berry phone	bb-phone.page-mode	false	This value is for internal use only and they must not be modified.	
	bb-phone.output-DataTypes	XML	This value is for internal use only and they must not be modified.	
#black-berry Tablet	bb-tablet.page-mode	false	This value is for internal use only and they must not be modified.	

	Property	Values Set	Description	Possible Values
	btablet.output-DataType	XML	This value is for internal use only and they must not be modified.	
#blackberry Tablet	btabletpage-mode	false	This value is for internal use only and they must not be modified.	
	btablet.output-DataType	XML	This value is for internal use only and they must not be modified.	



Administrative and Security Rights



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chapter



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=cacert.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* .



Troubleshooting Information



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chapter



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?

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: http://www.blackberry.com/knowledgecenterpublic/livelink.exe?fetch2000/348583/796557/800738800792801079Support_-_Mobile_Data_Service_Simulator_does_not_launch.html?nodeid=800979
Network unavailable error on the Simulator / Unknown MDS error on the VAS server log	If you are using the RIM MDS simulator on the same machine as where SAP BusinessObjects Business Intelligence platform is installed, you must change the port used by the MDS. The default port of MDS is 8080, which is also the Tomcat Http port. To change the default port, update the "WebServer.listen.port" property in the <code>rimpublic.property</code> file located at: <Research In MotionInstallDir>\BlackBerry Email and MDS Services Simulators\MDS\config\
JVM 104 error on the Simulator	

Problems	Solution
	<p>To get eliminate JVM errors, add the following parameters to the BAT file of the Simulator:</p> <pre data-bbox="736 395 1180 453">/ignore-error=104 /app-param=JvmNoBreakOnThrowable</pre> <p>For example, the Bold simulator BAT file ("9000.bat") is located at: <Research In MotionInstallDir>\BlackBerry Smartphone Simulators 4.6.0\4.6.0.150 (9000)</p>

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

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.



More Information



A

appendix

Information Resource	Location
SAP BusinessObjects product information	http://www.sap.com
SAP Help Portal	<p>Navigate to http://help.sap.com/businessobjects and on the "SAP BusinessObjects Overview" side panel click All Products.</p> <p>You can access the most up-to-date documentation covering all SAP BusinessObjects products and their deployment at the SAP Help Portal. You can download PDF versions or installable HTML libraries.</p> <p>Certain guides are stored on the SAP Service Marketplace and are not available from the SAP Help Portal. These guides are listed on the Help Portal accompanied by a link to the SAP Service Marketplace. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p>
SAP Service Marketplace	<p>http://service.sap.com/bosap-support > Documentation</p> <ul style="list-style-type: none"> • Installation guides: https://service.sap.com/bosap-inst guides • Release notes: http://service.sap.com/releasenotes <p>The SAP Service Marketplace stores certain installation guides, upgrade and migration guides, deployment guides, release notes and Supported Platforms documents. Customers with a maintenance agreement have an authorized user ID to access this site. Contact your customer support representative to obtain an ID. If you are redirected to the SAP Service Marketplace from the SAP Help Portal, use the menu in the navigation pane on the left to locate the category containing the documentation you want to access.</p>

Information Resource	Location
Docupedia	<p>https://cw.sdn.sap.com/cw/community/docupedia</p> <p>Docupedia provides additional documentation resources, a collaborative authoring environment, and an interactive feedback channel.</p>
Developer resources	<p>https://boc.sdn.sap.com/</p> <p>https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary</p>
SAP BusinessObjects articles on the SAP Community Network	<p>https://www.sdn.sap.com/irj/boc/businessobjects-articles</p> <p>These articles were formerly known as technical papers.</p>
Notes	<p>https://service.sap.com/notes</p> <p>These notes were formerly known as Knowledge Base articles.</p>
Forums on the SAP Community Network	<p>https://www.sdn.sap.com/irj/scn/forums</p>
Training	<p>http://www.sap.com/services/education</p> <p>From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style.</p>
Online customer support	<p>http://service.sap.com/bosap-support</p> <p>The SAP Support Portal contains information about Customer Support programs and services. It also has links to a wide range of technical information and downloads. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p>

Information Resource	Location
Consulting	<p>http://www.sap.com/services/bysubject/businessobjectsconsulting</p> <p>Consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in topics such as relational and multidimensional databases, connectivity, database design tools, and customized embedding technology.</p>



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