

SAP BusinessObjects Mobile XI 3.1 for BlackBerry - Common Issues and Resolution



Applies to:

SAP BusinessObjects Mobile XI 3.1, SAP BusinessObjects Enterprise XI 3.1. For more information, visit the [Business Objects homepage](#).

Summary

This document gives an overview of the common issues along with their resolution encountered while configuring the BusinessObjects Mobile XI 3.1 Server for BlackBerry simulator.

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Author Bio



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Introduction

This document gives an overview of the common issues along with their resolution encountered while configuring the BusinessObjects Mobile XI 3.1 Server for BlackBerry simulator.

BusinessObjects Mobile Server

The BusinessObjects Mobile server consists of two components:

- VAS – Mobile Authentication Server: manages user access and records user logs.
- VMS – Mobile Monitoring Server: manages synchronization operation.

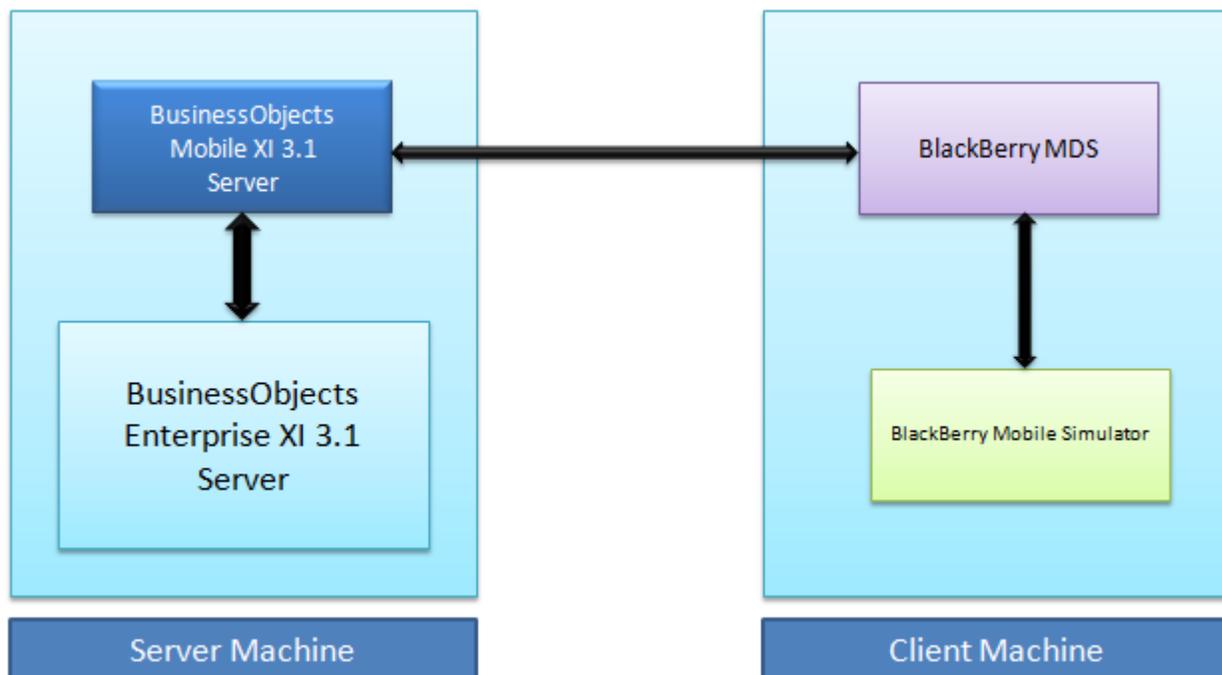
BusinessObjects Mobile Client

The BusinessObjects Client consists of the following components:

- BlackBerry Mobile Data System (MDS) -- Push data and services to BlackBerry mobile simulator.
- BlackBerry Mobile Simulator -- Test deployment and connection.

Configuration

To simulate and test the mobile server, the following configuration was adopted:



The BO Mobile server was installed on the same machine that hosted the BO Enterprise server. A client machine was identified to host the BlackBerry MDS & the BlackBerry device simulator. The two machines were connected to each other via corporate LAN.

- Server Machine -- Operating System: Windows Server 2003
- Client Machine -- Operating System: Windows Vista Enterprise

For detailed installation steps please refer to the [SAP BusinessObjects Mobile Installation and Deployment Guide](#).

Common Issues

The following are the issues faced during the simulation exercise.

Prerequisites

1. On the Server Machine:
 - a. Install the BO Mobile Server.
 - b. Modify the VAS & VMS configuration files.
2. On the Client machine:
 - a. Install the BlackBerry MDS.
 - b. Install the BlackBerry Mobile Simulator.

Unable to Open MDS

Error

The MDS command prompt window disappears instantly when the user starts the MDS on the client machine.

Reason

This issue is faced in the client system that has a Windows Vista Operating System. The MDS is installed by default in the directory:

```
C:\Program Files\Research In Motion\BlackBerry Email and MDS Services Simulators 4.1.4\
```

Solution

Change the MDS installation directory to:

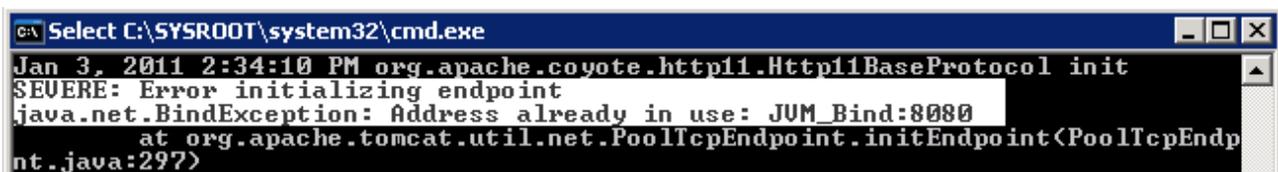
```
C:\Research In Motion\BlackBerry Email and MDS Services Simulators 4.1.4\
```

Port 8080 not free for MDS

Error

The MDS command window shows the following error:

```
SEVERE: Error initializing endpoint
java.net.BindException: Address already in use: JVM_Bind:8080
```



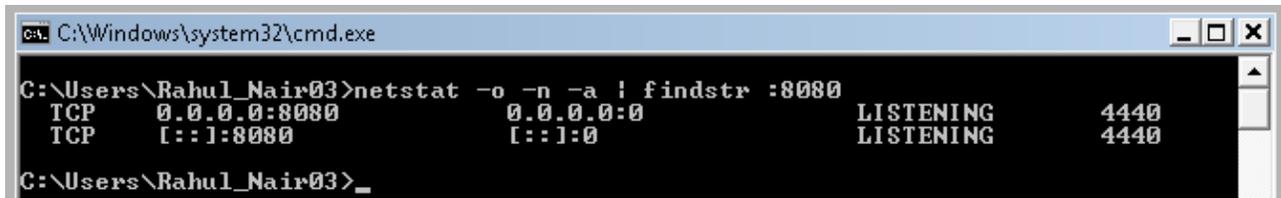
Reason

The MDS uses port 8080 of the client machine. This error is encountered when some other service or application is already using the port 8080.

To test if the port is free or not, open the command prompt (**run > cmd**) and type the command:

```
netstat -o -n -a | findstr :8080
```

If the port is already in use, an output similar to the one shown below is observed.



```

C:\Windows\system32\cmd.exe
C:\Users\Rahul_Nair03>netstat -o -n -a | findstr :8080
TCP    0.0.0.0:8080      0.0.0.0:*       LISTENING      4440
TCP    [::]:8080      [::]:*          LISTENING      4440
C:\Users\Rahul_Nair03>_

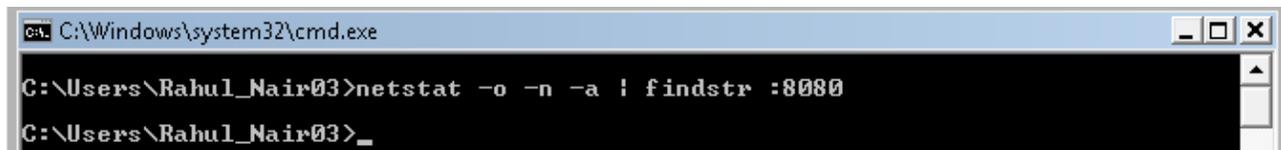
```

Solution

Turn off the application which is using the port 8080.

The application can be identified by the process ID obtained from the above operation. The last column of each row (here: **4440**) gives the process id of the application. In the Windows Task Manager, identify the application which is using the process ID. Close the application after confirming with server administrator.

If the port is free, the **netstat -o -n -a | findstr :8080** command does not return any row.



```

C:\Windows\system32\cmd.exe
C:\Users\Rahul_Nair03>netstat -o -n -a | findstr :8080
C:\Users\Rahul_Nair03>_

```

Device Simulator - JVM Error 104

Error

The JVM Error 104 occurs when the BlackBerry simulator is left idle for more than two minutes.

Reason

There is a technical error in the BlackBerry Mobile Simulator.

Solution

Take remedial action as per Knowledge Base article [1286050](#).

Change the batch file of the BlackBerry device simulator in the client machine and add the below code in the parameter line:

```
/ignore-error=104 /keep-lcd-on /app-param=JvmNoBreakOnThrowable
```

For example, the BlackBerry device simulator 8700's batch file can be found at the below mentioned path in the client machine:

```
C:\Research In Motion\BlackBerry Device Simulators 4.2.1\4.2.1.91 (8700)\8700-black.bat
```

Tip

If the system does not allow the batch file to be modified at its current location, then copy the batch file onto the desktop and add the code to the command line of the file. Overwrite the existing file with the modified file.

Mismatch in the IP of the Client Machine

Error

The device simulator is not able to connect to the mobile server.

Reason

There might be a mismatch between the IP/machine name mentioned in the configuration file of the VAS server and the actual IP/machine name of the client machine.

Solution

In the server machine, check for the machine name mentioned for the client machine. The **cluster.config** file of the VAS server holds the data under the parameter:

```
[comm $ mds]
HOST_PORT = clientmachinename:8080
```

Path for file **cluster.config**:

```
C:\Program Files\Business Objects\Mobile 12\server\VAS\config
```

Open the command prompt window (**run > cmd**) and ping the client machine name mentioned in the **cluster.config** file. If the ping is unsuccessful, change the **hosts** file in the server machine to point to the actual IP address of the client machine.

The **hosts** file can be found at the below mentioned path on the server machine:

```
C:\SYSROOT\system32\drivers\etc
```

Restart the VAS and the VMS servers to effect the changes.

Server Logs

The server logs prove quite helpful in identifying the cause of an error.

The log for the VAS server can be found at the path:

```
C:\Program Files\Business Objects\Mobile 12\server\VAS\logs\server.AUTH_SERVER.<DATE>.log
```

The log for the VMS server can be found at the path:

```
C:\Program Files\Business Objects\Mobile 12\server\VMSServer\logs\server.VMS_SERVER.<DATE>.log
```

Open the log files using Notepad (or any other text editor) to view the detailed contents.

Related Content

[SAP - BusinessObjects Mobile Features and Functions](#)

[Using BusinessObjects Mobile](#)

SAP Community forum -- [BO Mobile using Blackberry Simulator_Webi Report Error JVM 104](#)

For more information, visit the [Business Objects homepage](#).

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