SAP NetWeaver Mobile 7.1 – Frequently Asked Questions

Applies to:

SAP NetWeaver 7.1 SP03 release and above. For more information, visit the Mobile homepage.

Summary

In the mobile business scenario, there may be thousands of mobile device installations working and synchronizing with Data Orchestration Engine across continents. This write-up is a list of frequently asked questions that may be encountered by the Administrators.

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Table of Contents

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1. Where do I find more information about the installation, operation and administration of mobile solutions on NetWeaver mobile?

Help on SAP NetWeaver Mobile is available in http://help.sap.com/nwmobile71

2. What are the prerequisites for migrating applications from MI 2.5 to NW Mobile 7.1?

You can find the migration guide in http://service.sap.com/migrationNWmobile71

3. How do I access NetWeaver mobile administration and monitoring home page? There is no such link in my SAP screen.

NetWeaver Mobile administration and monitoring Home page is available at the User Menu of SAP_DOE_ADMINISTRATOR role. Assign this Role to the user and log on to the DOE and choose Data Orchestration Engine > Data Orchestration Admin and Monitoring Portal.

4. How to assign read only rights to the user?

SAP_DOE_DISPLAY role can be assigned to the user for display only rights

5. How do I calculate the most recent system status and System summary?

Goto Mobile Overview->System status. Select the link "Calculate System Status" which triggers a job run. Refresh the screen after a few seconds which will update the new status on the screen.

Goto Mobile Overview->System summary. Select the link "Calculate System summary" which triggers a job run. Refresh the screen after a few seconds which will update the new status on the screen.

6. What is system status configuration?

To receive notification at the time when the issue occurs, threshold needs to be set. Set the system status configuration parameter as "active", to be reflected in the system status page. Set "Alerts" as active to trigger notification.

7. Where do I set the values for different configurations of DOE and backend?

In the administration portal, various configurations for the DOE and backend can be set under the "Configurations" tab.

8. How do I request trace files from the client?

In the Administration and monitoring portal, search for the device in device administration. Assign agent TRACE to the device and set the parameter value for parameters SendTraces as 'X'. Sync the device with DOE and the traces should be available in the DOE in the next sync cycle.

9. How do I find and track all the queues and its contents in DOE?

All the queues and the status of the queues are available in the "queue tracking" page in the administration and monitoring portal. Alternatively, you can track the queues in transactions SMQ1/SMQ2.

10. How to load initial data?

Initial load is actually for data objects(DO's) which are under a software component version(SWCV).You can find all the software component versions available in your system by executing transaction SDOE_WB and doing a search based on *.
Then find out the correct SWCV under which your actual data objects exists.
Now to execute initial load, execute the transaction SDOE_LOAD in your system and
then first chose the proper SWCV and then a data object under it and then execute it.

You can monitor the initial load under transaction SMQ2 where in there will be a queue entry running for every data object which fetches data from the backend to the DOE middleware.

11.   How does the BACK-END TRIGGERED as the synchronization type work?

For the backend triggered scenario, you need to specify a backend business object name when you define your backend adapter. In the backend application, when you need to push data to the DOE, you need to call the API SMMW_BE_CALL_DELTABO, passing the R3 keys (your backend keys) and the backend BO name. This would be the same name defined in the backend adapter. There should be a destination defined in sm59 for connecting from the backend to DOE, and the delta BO API should be called with this destination.

12.   Do we need to create a device first in Mobile administrator first or sync the client to get the device name?

Each physical device has to have a corresponding logical device in the Administration portal. Create a logical device in device Administration, Specify the device name and other details. The device Id is generated automatically and so is the Queue name.
On your client, enter the mandatory parameter values like device name, equipment number, and others. The Data Orchestration Engine (DOE) requires these parameters to register the client.

For more details refer:

http://help.sap.com/saphelp_nwmobile71/helpdata/en/35/5ac61424dd465cb63e76a96267e5f1/frameset.htm

1. I am getting an error while synchronizing the device with the DOE "Error Code 22" Enter the mandatory registration attributes"

Each server has certain mandatory registration attributes that have to be filled in the client to register a physical device.

2. How do I the trigger extract automatically?

Go to DOE Admin and Monitoring portal click on CONFIGURATION. Click on DOE CONFIGURATION, in Parameter Key and Name table select Parameter DO_SYNC_EXTRACT. Now Click on ADD button enter the Data Object name (F4 help can be used) Specify the TEXT VALUE for that Data Object as 'X' and save it.

3. I am not able find enough document in SAP Service Market Place neither in help.sap.com nor in sdn.sap.com. How it is different from MI 7.0 as far as the t-codes and other functionalities are concern.

Please find attached link which talks about the comparison between SAP netweaver 2004/2004s and SAP NetWeaver Mobile 7.1

https://www.sdn.sap.com/irj/sdn/go/portal/prtroot/docs/library/uuid/705ec68f-bef1-2a10-d4a3-c88434ac202d

For more information about mobile, please check the below link -

https://www.sdn.sap.com/irj/sdn/nw-mobile

4. How do I change the data object direction?

The data object direction is not allowed to be changed as long as the backend adapter is active. Delete the backend adapter of the data object and the change in direction of the data object is allowed.

5. I just created a patch (zip-file) for my mobile application. Uploaded the file with transaction SDOE_UPLOAD_ARCHIVE as Addon. But now in my SDOE Administrator the Mobile Component has the status MCD Not Assignable, how can change this status?

After you upload a mobile component to the Data Orchestration Engine (DOE), you must test it to check for any inconsistencies or errors. You can do this by deploying it on a test device. If there are no inconsistencies or errors, you can change the state of the mobile component to "tested" in **Mobile Component Administration** in the Admin and monitoring portal, and deploy it on productive client devices or assign it to device profiles. More details available in:

http://help.sap.com/saphelp_nwmobile71/helpdata/en/56/298d63296e42cc8975c92af2aec796/frameset.htm

6. What is the advantage of setting a logical device as a TEST DEVICE? What is the business case for developing the feature of TEST DEVICE?

Test Device is created for testing newly deployed MCDs on the server which are by default set as untested MCDs. Untested MCDs can only be assigned to test device.

To verify that the new MCD/application works as expected on a client, the client can be registered with the test device so that the untested MCD gets deployed on the client.

Once the application is tested fully, it can be set as Tested MCD and can be made available for "productive" devices.

7.   After transporting a working SWCV, an error occurs while generation objects. "RFC destination does not exist in DOE configuration table". There is no way of adding the RFC destination to the SWCV, data object or backend adapter.

1. Go to the Configuration link in the Portal.

2. Go to Backend configuration.

3. Select 'BACKEND_DESTINATION' parameter.

4. Add RFC destination for the particular SWCV, Data object or Adapter and save.

Now generate the objects.

8.   Receiver generator data object does not create devices for specific users for all the instances from backend after initial download

Ensure that the download of all users in data object USERDETAILS of SAP BASIS SWCV is complete. Then trigger the download of receiver generator data object, for devices assigned to users to be created.

9.   List of commonly used transactions in DOE

SDOE_WB
Data Orchestration Workbench: To Develop/Monitor the SWCV, Data objects and Adapters in DOE

SDOE_LOAD
Trigger Backend Load, forces update to retrieve data from backend adapters

SDOE_UPLOAD_ARCHIVE
To upload Mobile Components to the DOE server

SMQ2
Monitor the queues from the mobile devices

SM50
Process Overview - like the Task Manager in Windows

SDOE_DEV_REGISTER
Specifies how a mobile device registers to the logical device on the DOE

SDOE_BG_JOB_MONITOR

Administer and Monitor the background jobs that are created in DOE
1. Device is Reinitialized and Synchronization is ending with errors
    Device Re-initialization is done when the physical device is either corrupted or no longer in use. In this scenario, the synchronization between the older physical device and the logical device would not work. Now, if you want to work with the logical device on DOE, you will have to install a new physical device (mobile client installation) and synchronize with the DOE.

Related Content

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