

How to Handle the System Message in SAP NetWeaver Mobile 7.1



Applies to:

SAP NetWeaver Mobile 7.10 - SP03 and above. For more information, visit the [Mobile homepage](#).

Summary

This document briefly explains how administrator can handle the System message in SAP NetWeaver Mobile 7.1 (i.e. in Data Orchestration Engine)

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Focus

This document explains how administrator can handle System Messages in Data Orchestration Engine.

The intended audiences for the document are:

- **Administrators:** Administration of the DOE
- **End users:** Users working with a mobile device

Scenario

The administrator can create, delete, edit, activate and deactivate system messages. The messages will be stored and sent to the remote mobile devices upon synchronization. He/she can choose to send the message to a set of devices based on any device attribute.

Example

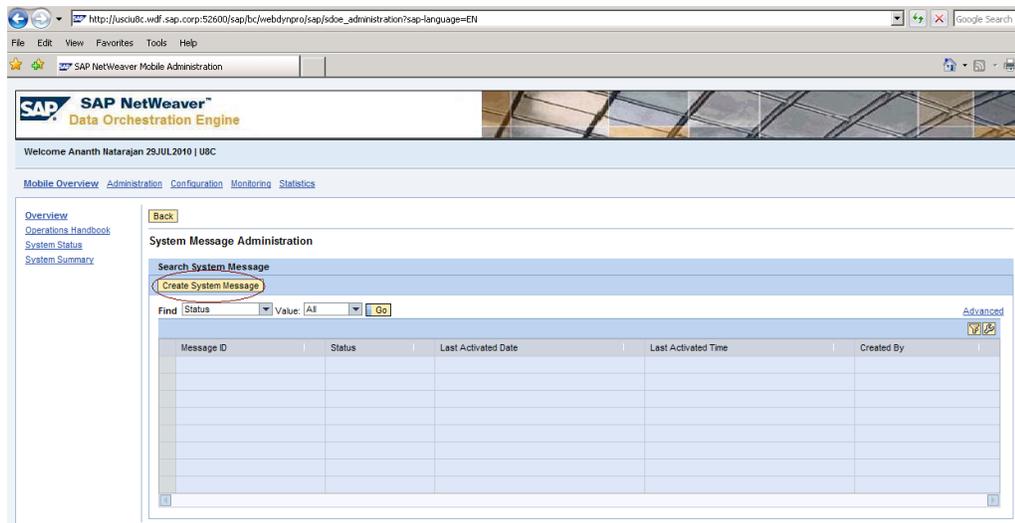
A system message allows sending important information to client devices. For example, administrator can create system message to send information about the date and time of server/system maintenance to client devices.

Creating a System Message

The SAP NetWeaver Mobile Administrator is used to administer, configure, and monitor the mobile system landscape. To access the SAP NetWeaver Mobile Administrator, the administrators must be assigned the SAP_DOE_ADMINISTRATOR role.

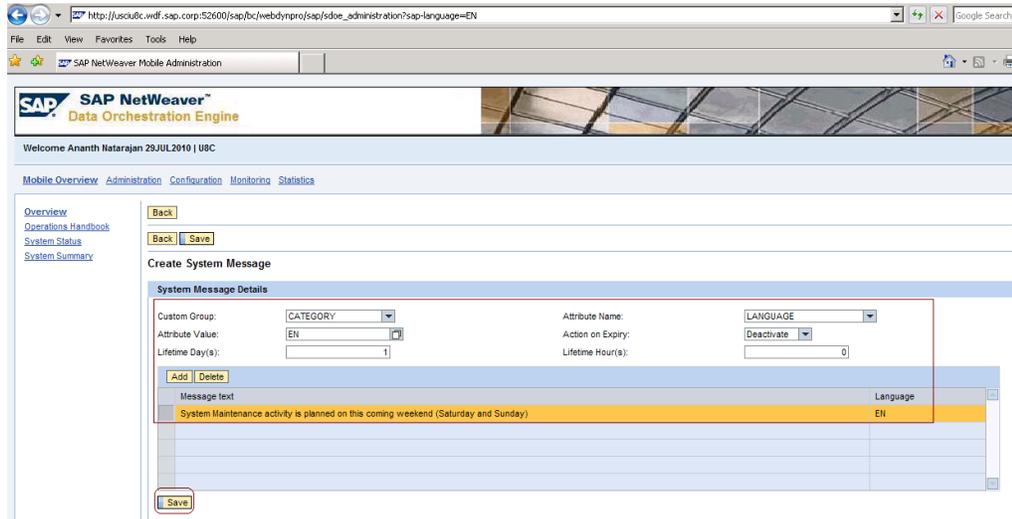
Procedure

1. Choose *Mobile Overview*
2. In the *Operations* section: choose *System Messages*
3. Choose *Create System Message*.



Note: The system messages that administrator creates are stored in the consolidated data store. The system messages are transferred to client devices when the devices connect to the DOE to synchronize data. A system message is sent to a device and not to specific users of a device. Therefore, when administrator sends a system message to a device, all the users of that device can view the message.

For example, Administrator wants to send a System message for server/system maintenance activity for this weekend. Hence he/she provides the following information while creating the system message & save it.



After administrator creates a message, it is activated automatically and sent to all the devices that meet the specified criteria.

Deactivating a System Message

Administrator can deactivate a system message based on the requirements.

Procedure

1. Choose *Mobile Overview*
2. In the *Operations* section, choose *System Messages*
3. Under *Search System Messages*, enter the required search criteria and choose *Go*
4. From the search results, select the required message
5. Choose *Activate/Deactivate*.

For example, Administrator creates a system message to send information about server/system maintenance. After creating the message, he/she decides not to send this message and want to change the server maintenance schedule based on information received from the IT team. In this case, Administrator can deactivate the message to ensure that it is not sent to devices. If he/she does not deactivate the message, then it is sent to devices because the message is activated immediately on creation and is available for distribution. If some devices have already received the message before administrator deactivates it, then a delete message is sent to these devices during their next synchronization cycle. He/she can edit this message later with the new schedule and activate it to ensure that it is sent to the relevant devices.

The screenshot shows the SAP NetWeaver Mobile Administration interface. The main content area is titled "System Message Administration". It includes a search bar with "Find" and "Go" buttons, and a table of system messages. The table has columns for Message ID, Status, Last Activated Date, Last Activated Time, and Created By. Below the table is the "System Message Details" section, which includes fields for Custom Group, Attribute Name, Attribute Value, Action on Expiry, Lifetime Day(s), and Lifetime Hour(s). There are also buttons for "Add", "Delete", and "Message text".

| Message ID | Status | Last Activated Date | Last Activated Time | Created By |
|------------|--------|---------------------|---------------------|-------------|
| 4 | ACTIVE | 29.07.2010 | 07:29:46 | NATARAJANAN |

Editing a System Message

Administrator can deactivate a system message based on the requirements.

Procedure

1. Choose *Mobile Overview*
2. In the *Operations* section, choose *System Messages*
3. Under *Search System Messages*, enter the required search criteria and choose *Go*
4. From the search results, select the required message
5. Under *System Message Details*, choose *Display/Change*
6. Edit the message
7. Choose *Save*

For example, Administrator schedules system downtime to perform some system maintenance activities. To send information about the date, time, and duration of the server/system downtime to all the relevant devices, he/she creates a system message and now changes the date of the system downtime. In this case, administrator must send this update to all the devices that received the previous message. To do this, he/she can edit the original message instead of creating a new message.

When editing a message, the updated message is sent to all the devices that received the previous message, only if he/she changes the text or lifetime of the message. If he/she changes the criteria of the message, then

1. The message is sent to a new set of devices that meet the changed criteria specified by the administrator. If the devices that originally received the message also meet the changed criteria, then the updated message is also sent to these devices.
2. A delete message is sent to the all the devices that received the original message and do not meet the changed criteria.

The screenshot shows the SAP NetWeaver Mobile Administration web interface. The main content area is titled "System Message Administration". It features a search bar with a "Go" button and a table of system messages. The table has columns for Message ID, Status, Last Activated Date, Last Activated Time, and Created By. Below the table is a "System Message Details" section with fields for Custom Group, Attribute Name, Attribute Value, Action on Expiry, Lifetime Day(s), and Lifetime Hour(s). The "Action on Expiry" dropdown is set to "Deactivate". The "Lifetime Day(s)" field contains the value "1" and the "Lifetime Hour(s)" field contains "0". At the bottom, there is a "Message text" field with the text "SYSTEM MAINTENANCE ACTIVITY IS PLANNED ON THIS COMING WEEKEND (SATURDAY & SUNDAY)" and a "Language" dropdown set to "EN".

Activating a System Message

Administrator can deactivate a system message based on the requirements.

Procedure

1. Choose *Mobile Overview*
2. In the *Operations* section, choose *System Messages*
3. Under *Search System Messages*, enter the required search criteria and choose *Go*
4. From the search results, select the required message
5. Edit the message (if required)
6. Choose *Activate/Deactivate*

For example, Administrator creates a system message to send information about server maintenance. After creating the message, he/she decides not to send this message because he/she wants to change the server maintenance schedule. Therefore, administrator can deactivate the message to ensure that it is not sent to devices. He/she can edit this message later with the new schedule and activate it to ensure that it is sent to the relevant devices.

[Please refer the screen shot under deactivating a System Message topic]

Deleting a System Message

Administrator can delete a system message before its lifetime has expired irrespective of its disposable method. In addition, he/she can delete both active and deactivated messages. When administrator deletes an active message, a delete message is sent to all the devices that have received the message.

Procedure

1. Choose *Mobile Overview*
2. In the *Operations* section, choose *System Messages*
3. Under *Search System Messages*, enter the required search criteria and choose *Go*
4. From the search results, select the required message
5. Choose *Delete*

The screenshot displays the SAP NetWeaver Mobile Administration web interface. The main content area is titled "System Message Administration" and contains a "Search System Message" section. Below the search bar, there is a table with the following data:

| Message ID | Status | Last Activated Date | Last Activated Time | Created By |
|------------|--------|---------------------|---------------------|-------------|
| 4 | ACTIVE | 29.07.2010 | 07:29:46 | NATARAJANAN |

Below the table, the "System Message Details" section is visible, showing configuration options for the selected message. The details include:

- Custom Group: CATEGORY
- Attribute Name: LANGUAGE
- Attribute Value: EN
- Action on Expiry: Deactivate
- Lifetime Day(s): 1
- Lifetime Hour(s): 0

The "Message text" section shows the message content: "SYSTEM MAINTENANCE ACTIVITY IS PLANNED ON THIS COMING WEEKEND (SATURDAY & SUNDAY)" with a Language of "EN".

Related Content

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

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