Scanguns Appendices

6.1.1 Scanguns Frequently Asked Questions

There are a number of questions that are often asked regarding Mobile. In this section, we will answer some of the most common queries. Topics covered are as follows.

- General Questions
- Setup Questions

General Questions

The general questions we will cover about Mobile are as follows.

Is Liquid UI Handheld Scanguns client a plug in for SAP PDA client or is it a standalone product?

Liquid UI Mobile is a standalone product. It is a native Windows CE and PocketPC client application.

What are the Liquid UI Handheld Scanguns executable for each Windows mobile operating system?

The current combinations are as follows:

- LiquidUIMobile-PP03up.exe = Windows Mobile
- LiquidUIMobile-CE.exe = Windows CE
- LiquidUIMobile-SymbolCE.exe = Windows CE in Symbol device

What are the upgrade instructions for a Liquid UI Handheld Scanguns implementation used with Liquid UI Server and SynWatchdog?

SynWatchdog is integrated into the latest versions of Liquid UI Server. To upgrade, please do the following:

1. Obtain the latest version of LiquidUIMobile-CE.exe from Synactive Sales or Support.
2. Copy the new version to your device.
3. Stop the existing Synactive Proxy Service on your Liquid UI Server.
4. Remove Synactive Proxy Service by typing 'sapproxy.exe -remove' in the command prompt.
5. Copy the new SynWatchdog application and configuration file to the same location as the Liquid UI Server install location.
6. Place the following lines in SynWatchdog.ini to email the system administrator if Liquid UI Server should crash:

```
//Email SMTP Server
AdminSMTPServer=[your SMTP server name]
// Adminstrator Email address. Use semicolon to add more than on
e address
```


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```
AdminEmailAddress=[yourEmailAddress@youremailadress.com]
```

7. Install SynWatchdog service by typing 'synwatchdog.exe -install' in a command prompt window.
8. Start the SynWatchdog service. This will automatically start Liquid UI Server as well.

What do the Liquid UI Handheld Scanguns components actually do?

Liquid UI for Handheld Scanguns enables SAP users to view native SAPGUI transactions on Windows-based handheld devices. If the transactions have been customized, users can view them in the handheld device by utilizing Liquid UI Server and Liquid UI Handheld Scanguns together.

Is any middleware necessary between the SAP ERP application server and the handheld device?

No middleware is required. However, it is possible to add convenience and functionality by using Liquid UI technology to deliver customized screens especially made to fit the Mobile device's screen. These customized screens are created in Liquid UI Designer and delivered to the handheld device via Liquid UI Server.

Does the Designer make scripts that enable the Liquid UI client work exactly like the SAP client for SAP servers?

Liquid UI for Handheld Scanguns already is a full SAP client. Designer enables users to create customized screens for either SAPGUI or for Liquid UI Handheld Scanguns, making both easier to use.

What do I need to buy in order to run Liquid UI Handheld Scanguns on a handheld device?

Assuming SAPGUI is already installed, you need to purchase the Mobile client and a valid Mobile license. If you want to do custom transactions, you will also need to purchase Liquid UI Server.

Why does the license show 'will expire in XX days' even though a lifetime Liquid UI Handheld Scanguns or Liquid UI Server license was purchased?

License durations are typically valid for one year. If a license is valid for 84 days, customers can upgrade Liquid UI Handheld Scanguns or Liquid UI Server to the latest version before the license expires. Once a license expires, customers can continue to use the current edition of Liquid UI Handheld Scanguns or Liquid UI Server. However, it will no longer be possible to upgrade without purchasing a new license.

Can I set a start transaction in Mobile?

Yes. Please see the Profile Settings section for instructions on setting a start

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transaction.

Setup Questions

The frequently asked questions about the setup procedures that we will cover about Mobile are as follows.

An error message states that there is a problem with Mob-PPC03UP.exe. What should we do?

Check the Mobile license file (LiquidUI-Mobile.sy3) and verify that it is in the same location as the mobile scripts.

Liquid UI Handheld Scanguns disconnects when a user clicks on the Profile menu.

Regardless of whether the device is cradled or not, check the cradle option. Ensure that the scripts path is set correctly.

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