

Getting Started

Installation of the SalesLogix Mobile BlackBerry Client can be done on the device, or for developers, this can be done on a Simulator.

Install Prerequisites

- 1) Ensure the BlackBerry Desktop Manager 4.1 (or greater) is installed

Note: The BlackBerry Desktop Manager is available from <http://www.blackberry.com/products/software/desktop/index.shtml>

Setup the BlackBerry Simulator

For partners/developers, the SalesLogix Mobile BlackBerry Client can be run on a Simulator. In order to run the Simulator, the Java 2 runtime is required. For developers, the Java 2 SDK will include the runtime along with developer documentation.

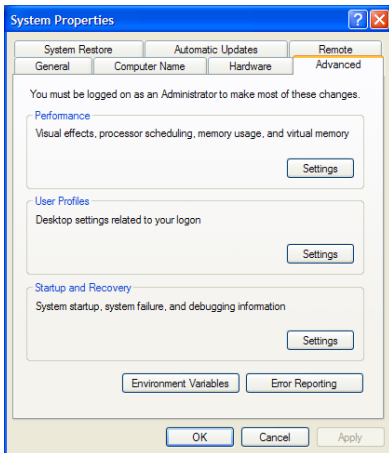
Setup the Java 2 SDK

1. Install the Java 2 SDK (JDK)
Download and install the Java 2 SDK (latest version 1.5.0 – Update 6)
<http://java.sun.com/j2se/1.5.0/download.jsp>

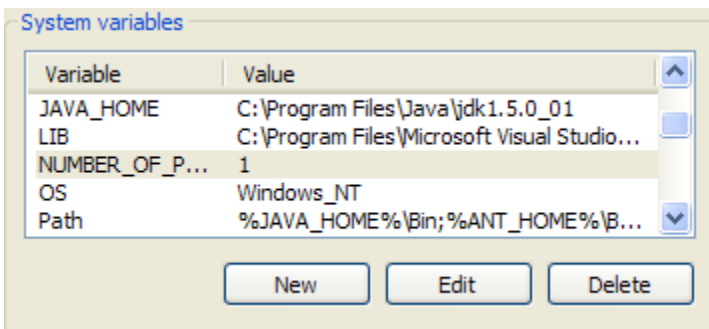
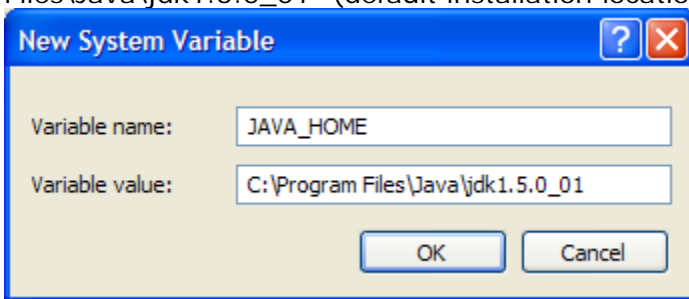
Refer to the Installations Instructions for the Java 2 SDK. The installation filename will be jre-1_5_0_06-windows-i586-p.exe (or something similar based on the latest update (06 refers to update 6 in this case))

2. Configure the JDK installation path in Windows
Create Environment variable JAVA_HOME and set it to "C:\Program Files\Java\jdk1.5.0_01" (default installation location for the JDK).

To create an Environment variable, select Properties on "My Computer". From the Advanced Tab, click Environment variables



Add System Environment variable JAVA_HOME and set it to "C:\Program Files\Java\jdk1.5.0_01" (default installation location for the JDK).



Setup the BlackBerry Simulator

For Enterprise Developers:

Install the BlackBerry Java Development Environment (JDE) v4.1. This will include the necessary simulators.

As noted on the BlackBerry site, it is recommended that downloads made before November 3, 2005 be replaced with this version. Previous versions of the JDE v.4.1 must be uninstalled before the new installation is initiated.

For Non-Developers

BlackBerry Device Simulators are available from the following link
<http://www.blackberry.com/developers/downloads/simulators/index.shtml>

Download the applicable 4.1 device simulator installation package
(e.g. BlackBerry_Simulators_4[1].1.0.286.exe)

This installs the simulator(s) and creates the necessary shortcuts to launch a particular device simulator.

Name	Size	Type
Debug		File Folder
Java		File Folder
META-INF		File Folder
5790.bat	1 KB	MS-DOS Batch File
5790.log	18 KB	Text Document
5790.xml	1 KB	XML Document
5790.xml-(2005-07-27).log	43 KB	Text Document
5790.xml.manifest	12 KB	MANIFEST File
5790-as.dmp	16 KB	Crash Dump File
5790-fs.dmp	6,529 KB	Crash Dump File
5790-nv.dmp	96 KB	Crash Dump File
5790-pw.dmp	8 KB	Crash Dump File
6210.bat	1 KB	MS-DOS Batch File
6210.xml	1 KB	XML Document
6220.bat	1 KB	MS-DOS Batch File
6220.xml	1 KB	XML Document
6230.bat	1 KB	MS-DOS Batch File
6230.xml	1 KB	XML Document
6280.bat	1 KB	MS-DOS Batch File
6280.xml	1 KB	XML Document
6710.bat	1 KB	MS-DOS Batch File
6710.xml	1 KB	XML Document
6720.bat	1 KB	MS-DOS Batch File
6720.xml	1 KB	XML Document
7100g.bat	1 KB	MS-DOS Batch File
7100g.xml	1 KB	XML Document
7100g~.bat	1 KB	MS-DOS Batch File

Alternatively, there will be several Batch (.BAT) files that will launch the simulator for a particular device (i.e. 7290.BAT)

SalesLogix Mobile BlackBerry Client

To install the SalesLogix Mobile BlackBerry Client, please ensure the BlackBerry Desktop Manager is NOT running.

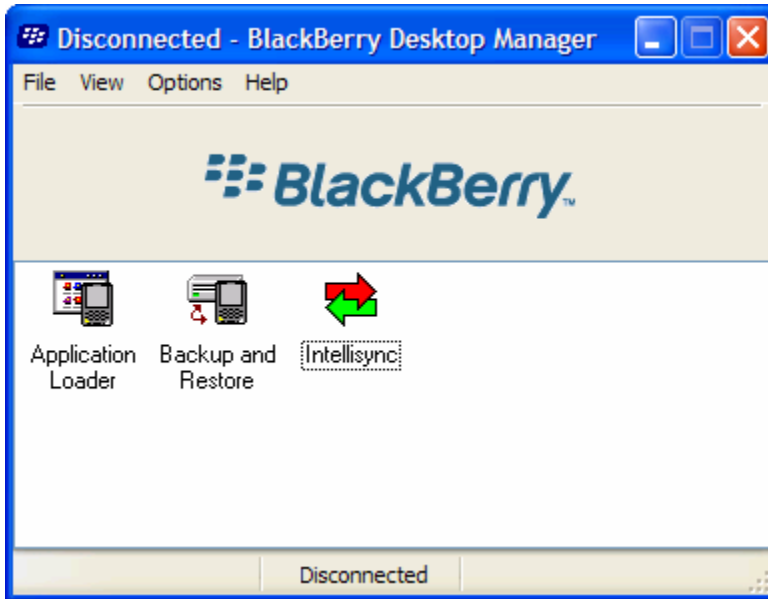
To install the BlackBerry client, double click on the SalesLogixMobileBlackBerryClient.exe file and follow the prompts. The default installation folder will be "C:\Program Files\Corum Corporation\SalesLogixMobile40\BlackBerry".

To use via the Simulator, you need to select Simulate with the appropriate setting for use with the BlackBerry Desktop Manager.

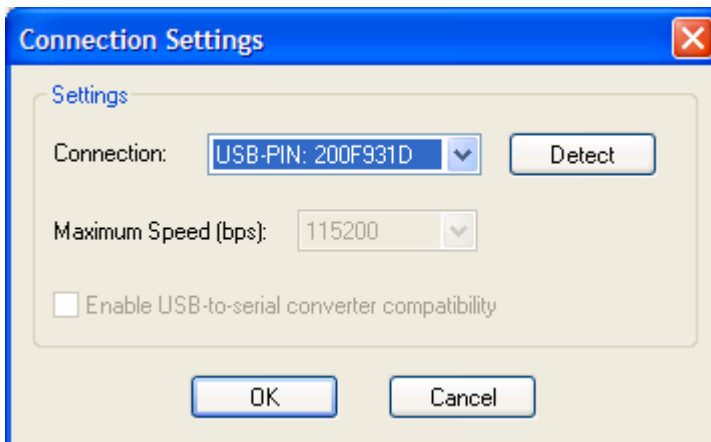


Desktop Addin Configuration and Client Installation

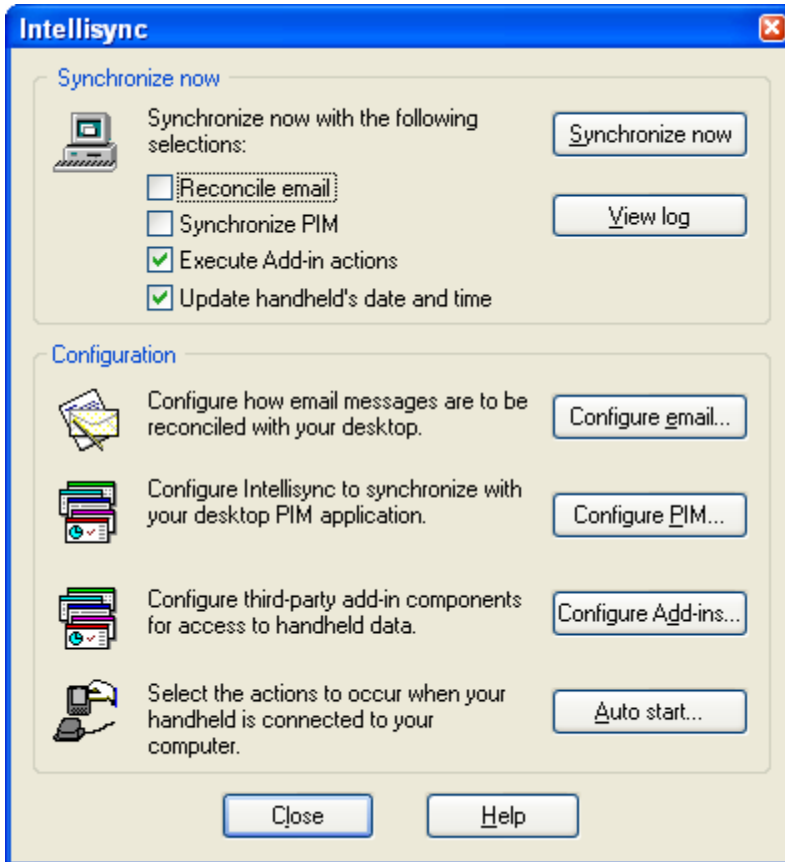
Start the BlackBerry Desktop Manager. You will see a window appear similar to the one below:



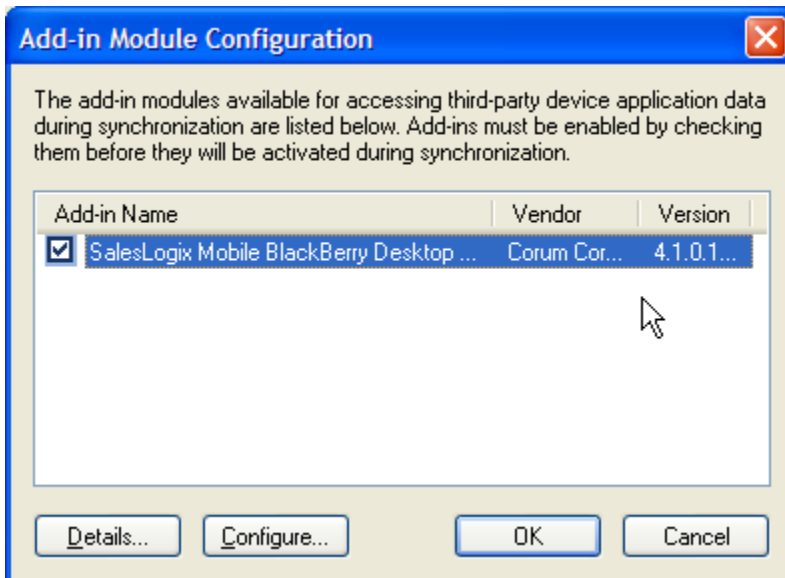
In **Options** -> **Connection Settings**, configure the connection to your handheld device, and then click **OK**.



Click **IntelliSync**. In the IntelliSync dialog, click **Configure Add-ins**.

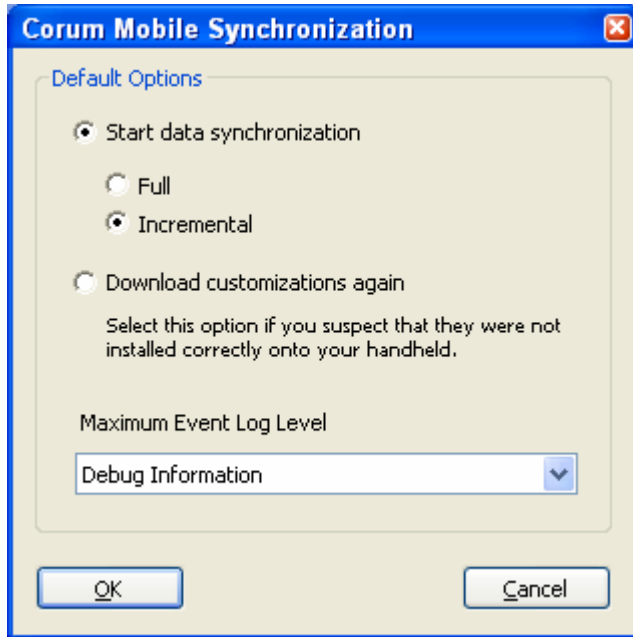


You should see "SalesLogix Mobile BlackBerry Desktop Manager Add-In" along with a version (e.g. 4.1.0.17597). Ensure that the checkbox is checked.

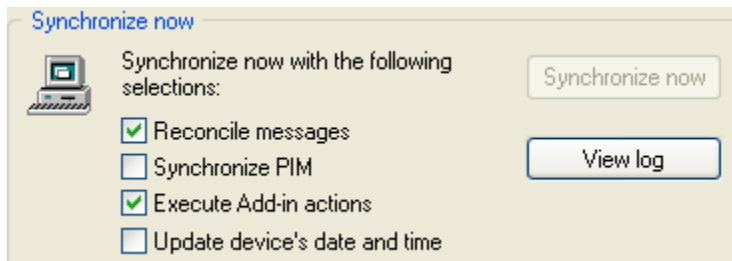


Click **Configure** in this window. Here you can optionally set default options for Data synchronization modes and for Customizations download modes. Note that these settings do not affect the initial synchronization, which is always a customizations download and a full data synchronization (even if set to *Incremental*).

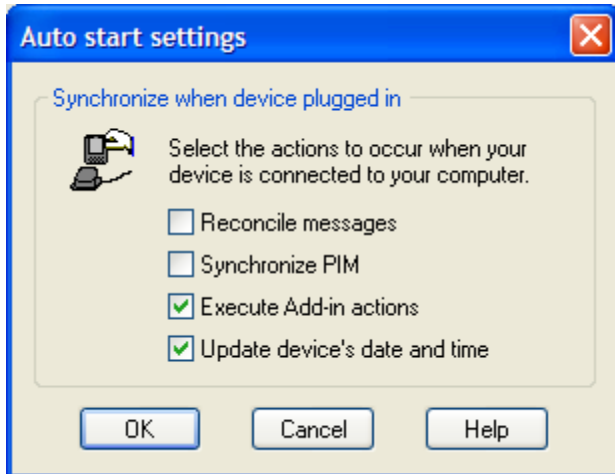
You can also change the Maximum Event Log Level value to control the extent to which log messages are detailed.



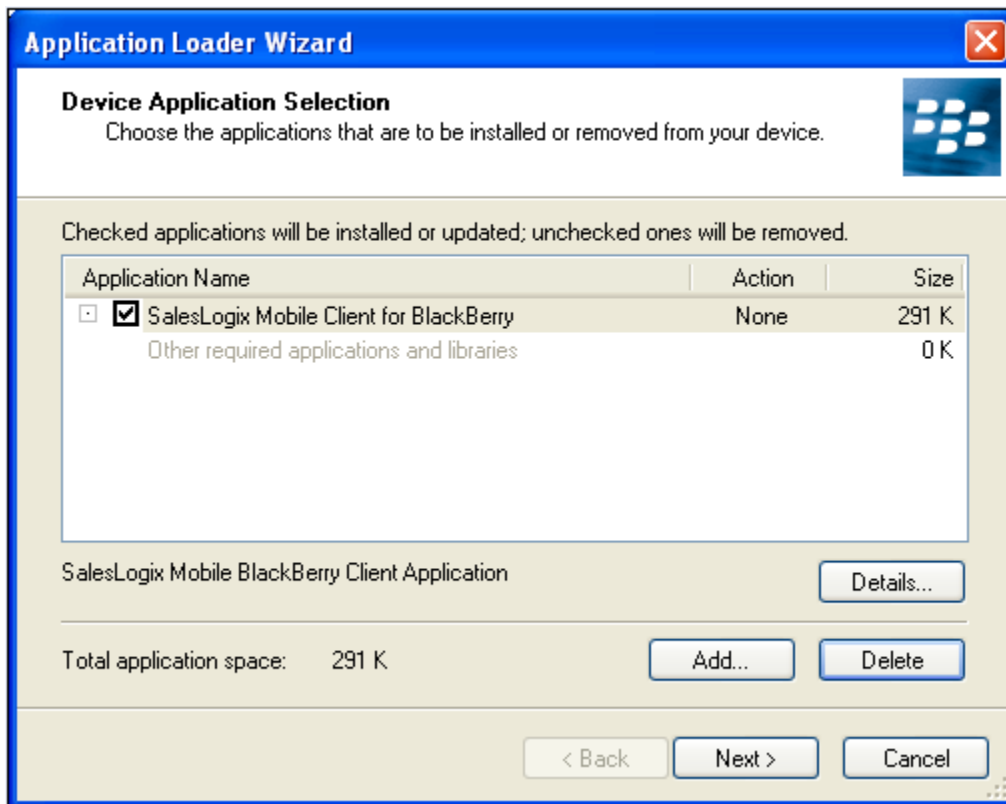
In order for the Synchronization to be run, you need to ensure the "Execute Add-in actions" is checked.



If you want the synchronization to run each time the device is connected, ensure the "Execute Add-in actions" is checked in the Auto start settings.



Click **OK** until to return to the main Blackberry Desktop Manager window. Click **Application Loader** to run the Application Loader Wizard. Note: This step is not required if using a simulator.



For synchronization with the BlackBerry Desktop Manager: Click **Add** and browse for **SalesLogixMobileClientForBlackBerry4.0.alx**. This file will be located in the folder **\Program Files\Corum Corporation\SalesLogixMobile40\BlackBerry**. You will see **SalesLogix Mobile Client for BlackBerry** in the list of application names. Check the items and click next. The process will copy the Client software to the BlackBerry device and then restart it.

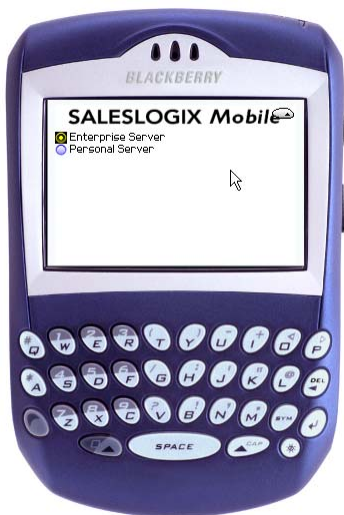
If using a simulator, copy the following .cod files (located in the 'C:\Program Files\Corum Corporation\SalesLogixMobile40\BlackBerry' folder by default) to where your simulator resides (i.e. C:\Program Files\Research In Motion\BlackBerry JDE 4.1.0\simulator):

CorumMobileApp.cod
CorumMobileCore.cod
CorumMobileSalesLogixProvider.cod
CorumMobileSyncAgent.cod
CorumMobileUI.cod
CorumBusinessBase.cod

Before being able to synchronize, you must configure the SalesLogix Mobile Client settings on the handheld. Locate the **SalesLogix Mobile Client** application icon in the main menu and click the track wheel on it.



The following configuration screen appears:



Select your data synchronization server.

If you are a Personal Edition user, or an Enterprise User who will sync with a SalesLogix Remote User database, then select Personal Server. If you do not use a Remote User database, select Enterprise Server. Please contact your SalesLogix Administrator if you are unsure of your profile.

Note: Synchronization to a Personal Server requires the SalesLogix Mobile Personal Server be installed on the machine hosting the Remote User database. This machine will be connected to the device via Desktop Manager.

Click the track wheel and select 'Next'



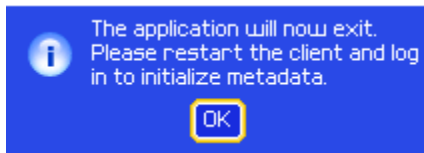
For Personal Server the default settings below should not be altered

MobileID:	9850
Server:	localhost
Port:	8085
Virtual Root:	SalesLogixMobilePersonal

Enter your user and server settings in accordance with your assigned configuration in Administrator, then click the track wheel and select **Save**, then click the track wheel again.



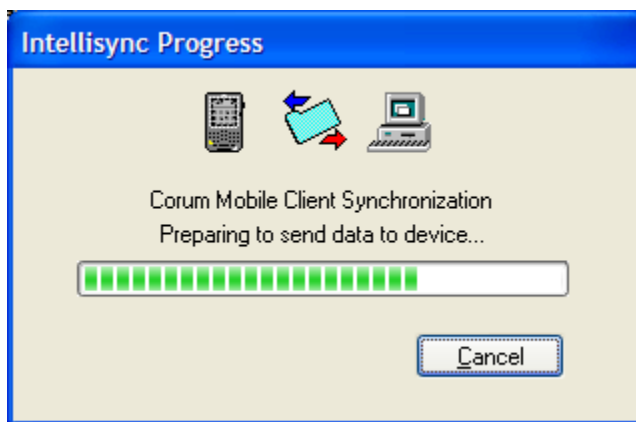
After the initial settings have been saved, you will be prompted restart the client. Restarting the application is necessary after the initial settings, otherwise the sync process will not working properly.



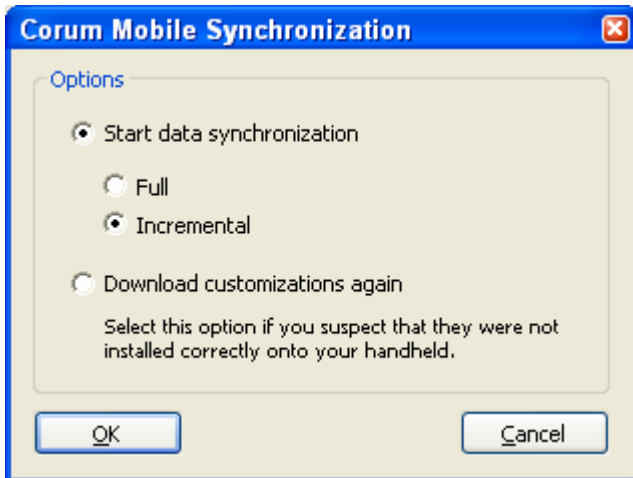
The device can be synced using Desktop Manager or wirelessly (enterprise only).

Synchronize Using Desktop Manager

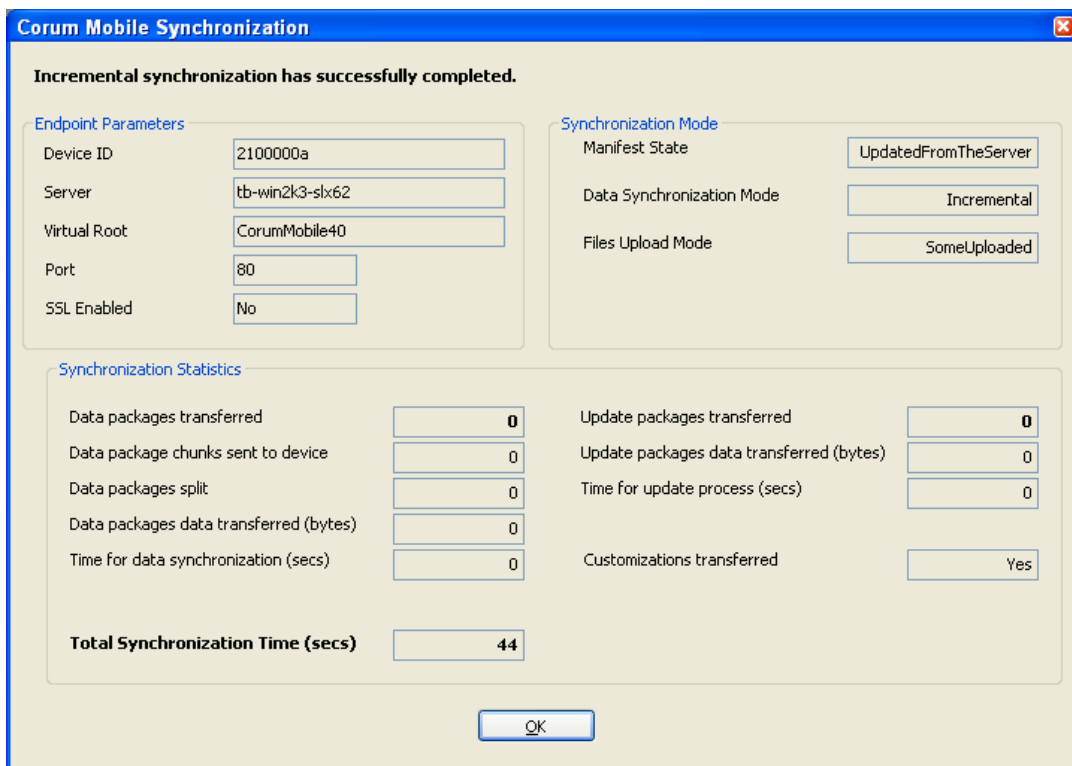
To synchronize your device, return to the BlackBerry Desktop Manager, click **Intellisync**, then click **Synchronize now**. Your initial synchronization will automatically consist of customizations and a full data sync.



Upon subsequent synchronization sessions, the following dialog will pop up and prompt you for synchronization options:

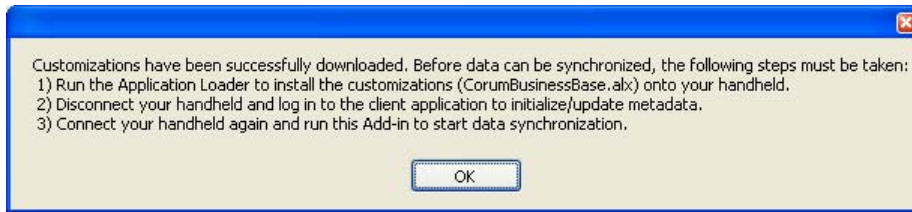


At the end of every synchronization session, the following **Statistics** dialog will pop up to provide a summary of various metrics.



The user can see parameters of synchronization and statistics information for every synchronization phase. It shows the number of packages transferred their length in a sum and time spent of the phase in seconds. Total Synchronization Time shows the overall time spent for the synchronization session.

If there was a Customizations download or it is detected you have the incorrect version on your device (compared to the one deployed to the server), one more message window will appear on the screen:



Install Customizations using a simulator

If using a simulator, the new CorumBusinessBase.cod needs to be manually copied down to the simulator.

- 1) Turn off the simulator
- 2) copy the new CorumBusinessBase.cod that has been transferred from your server (located in the 'C:\Program Files\Corum Corporation\SalesLogixMobile40\BlackBerry\Desktop Add-In\Downloads' folder by default) to the folder where your simulator resides (i.e C:\Program Files\Research In Motion\BlackBerry JDE 4.1.0\simulator):
- 3) Restart the simulator, you should be able to login
- 4) Repeat the Desktop synchronization (for data synchronization)

For any synchronization problem resolution please use event log file located in the application installation folder in "log" sub folder. The most recent file name will be named with the date synchronization was made the last time. You will be able to see the last steps before exiting "PROCESS LOOP".

Synchronize using Wireless Sync

If using the device simulator, start up the Mobile Data Services (MDS) simulator by running C:\Program Files\Research In Motion\BlackBerry JDE 4.1.0\MDS\run.bat (it's a good idea to keep this running at all times)

You can now initialize the BlackBerry client using the wireless (OTA) sync method in the as follows:

Once the settings are saved, a browser session will start and prompt you to download the CorumBusinessBase.cod – click the Download button (note: if using a simulator, this does not actually do anything, the code file will need to be manually copied from the deployment server to the simulator).

You will be prompted to reboot. Click the Reboot button – this will shut down your simulator or device.

Prior to starting up the simulator

For simulator

In Windows Explorer, navigate to your client system folder on your deployment server (default "c:\inetpub\wwwroot\SalesLogixMobile40\Client Systems\Base BlackBerry Client System" and copy the CorumBusinessBase.cod to your simulator

folder (i.e. "C:\Program Files\Research In Motion\BlackBerry JDE 4.1.0\simulator"), overwriting the existing file there.

Start up your simulator again and log in. Metadata initialization will take place.

Select the Wireless Sync tab. Check the Full Data Synchronization checkbox and click Start.

Installing Customizations from Architect Deployments

Every time a user logs in, a check is made against the server for any client system manifest updates. If there are, a browser session starts as in step above and you will have to repeat the simulator specific steps above in order to install the new customizations.

For physical device

On reboot, Metadata initialization will take place

Select the Wireless Sync tab. Check the Full Data Synchronization checkbox and click Start.

Every time a user logs in, a check is made against the server for any client system manifest update, launching the browser session as necessary to retrieve the customization changes

Using the Corum Mobile BlackBerry Client

Refer to the [SalesLogix Mobile BlackBerry Client - User Guide.pdf](#) for details on navigation



Certain features of the SalesLogix Mobile BlackBerry Client leverage native BlackBerry functionality. You may be prompted with messages requiring you to allow access to this functionality. You will need to select yes, for that particular SalesLogix Mobile feature to run.

Simulator Tips

Simulating Uninstalls

In order clear out the device simulator, delete the DMP files for the simulator in question (ensuring the simulator is not running)

e.g.

7290-as.dmp

7290-fs.dmp

7290-nv.dmp

7290-pw.dmp

Deleting these, along with all the CorumMobile*.cod files, will simulate uninstallation of the client application and all its data.

General Navigation Tips

- left arrow (←) button simulates the track wheel click, which invokes menus, selects menu items, invokes controls, etc.)
- right arrow (→) button simulates the exit button click, which pulls out of track wheel click operation invocations, allows you to exit the app from the navigation screen, etc.; use this button with caution, as it can lead to frustration
- up and down arrow buttons allow you to navigate vertically through the controls on the current screen
- for the tabs, CTRL + up and down arrow buttons allow you to navigate across the tabs
- spacebar toggles checkboxes and selects radio buttons