

How to...

Use a Business Package

ENTERPRISE PORTAL 5.0

PUBLIC

ASAP “How to...” Paper



Applicable Releases: EP 5.0

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Table of Content:

How To Use Business Packages	4
Downloading Business Packages.....	5
Preparing For Installation.....	6
Installing Business Packages	6
Modifying Business Packages	10
Transporting Objects.....	13
Support Packages and Upgrades	13
Support and Troubleshooting.....	15
Uninstalling Business Packages	17

How To Use Business Packages

1. Overview

This how-to guide describes the lifecycle of business packages, from downloading them from the iViewStudio (www.iviewstudio.com) to uninstalling them.

This document includes the most important information about working with business packages:

- Implementation preparations
- Release naming
- Benefits of delta links for changes to business packages
- Business package interdependencies due to shared objects
- Standard implementation with references to connectivity and Single Sign-On
- Recommendations for enhancements and modifications
- Support packages and how to import them
- Notes on planning your transport and upgrade strategy
- Overview of the system landscape

Transports between the test, QA, and production portals are described only in brief. For more information, visit the *SAP Service Marketplace* → *Software Solution* → *How-To-Guide* → *Software Logistics*.

At the end of the lifecycle comes deinstallation of the business packages, if you do not delete the entire portal and its content.



To implement a business package, you must read the documentation for that business package. For more information, visit www.iviewstudio.com. For more information about individual business packages, visit the iViewStudio and choose *More Information* → *Documentation*.

2. Downloading Business Packages

You can find business packages from SAP and from certified and non-certified partners on the Internet at www.iviewstudio.com. On the *iViewStudio*, you can search for business packages and display details of a business package. To download business packages, you need a user ID, which you can also request on this Web site. This user enables you to access all business packages available. Provided that you possess the licenses required, you can start downloading business packages immediately.



As a consultant, you should always use the customer's user ID to download business packages from the *iViewStudio*.

In the content catalog on the *iViewStudio*, you can find the documentation for the respective business packages. In addition, you can also find support packages for individual business packages here. For more information, visit www.iviewstudio.com. For more information about individual business packages, choose *More Information* → *Documentation*.

In some cases, a business package may be listed in the *iViewStudio* catalog, but not be publicly available for download. These business packages are in restricted shipment and are only available to a limited number of customers at the moment. If you are interested in one of these business packages, either contact the corresponding ramp-up owner or wait until the business package is generally available.

For more information about downloading business packages, visit www.iviewstudio.com and choose *About* → *How to Use iViewStudio*



Save and archive the *.zip* file that you have downloaded. SAP is continuously improving its business packages and therefore the file that you download is available for a limited period only.

3. Preparing For Installation

To prepare for the installation of a business package, it is often necessary to import not only the Portal Plug-In, but also the R/3 Plug-In into the corresponding SAP system. You can read this in the documentation for the respective business package, either in the *Business Package Overview* or in the *Technical Description*.

In many cases, you require either an Internet Transaction Server (ITS) or a Web Application Server (WAS) to support display of iViews from backend systems. In the business package documentation, you can read the prerequisites for this. Some business packages have other prerequisites, which you can also find out from the documentation, for example, Plug-In requirements, backend-dependencies and latest information in SAP Notes. You must read the documentation to prepare for the implementation correctly. Above all, this gives you an impression of what tasks you have to perform after importing the business package, for example, which settings in R/3 you need to customize. You should plan the resources required for these tasks.

4. Installing Business Packages

On the iViewStudio, there is a continuously increasing selection of business packages. In order to find the required business package quickly, you should be familiar with the naming conventions and release numbering.

Release Names and Numbers

The information that you obtain from the name of the business package tells you what application system it is associated with. Some business packages are released for a certain release of an application system, others work across releases.

Example

The *Business Package for CRM 3.1* has been developed for SAP CRM Release 3.1, and you cannot use it with SAP CRM Release 3.0 or CRM Release 4.0. If no backend version is specified in the business package name, the business package is either suitable for several backend system releases, as in the case of the BW business packages, or it is plug-in-based, as in the case of the *Business Package for MSS*.

The release numbering of a business package is composed as follows:

Example

<major>.<minor>.<patch>, that is, CRM 3.1 50.1.2 is a business package for CRM 3.1 in Enterprise Portal 5.0, the first release with support package level 2. MSS 60.2.3 is the *Business Package for Manager Self Service* in Enterprise Portal 6.0, the 60.2 release with support package level 3.

The name of a business package consists of the major release, that is, the release of SAP Enterprise Portal it is developed for, EP 5.0 or EP 6.0. In the business package name, 50 stands

for EP 5.0, 60 stands for EP 6.0, and so on. Normally, business packages for EP 5.0 also run on EP 6.0. For more information, see the details of the business package on the iViewStudio.

In the business package name, the major release is followed by a minor release, the version of the business package. These numbers are subsequent and no numbers are skipped, that is, 50.2. is the version directly following 50.1. Changes to roles, worksets, pages, and additional iViews are made only in a new version.

The last information is the support package level of the business package: 50.1.2. is the support package that follows 50.1.1. In a support package, only iViews are changed – there are no changes to pages, worksets, or roles. Any changes made in 50.1.1 are included in 50.1.2. For more information about upgrading, see the *Support Packages and Upgrades* section of this documentation.

Naming Conventions for Objects in Business Packages

The objects in business packages are also subject to naming conventions.

You should not change the SAP objects, because the objects in the SAP namespace may be changed during subsequent upgrades of the portal or support package imports.

An exception to this rule is SAP Collaboration Room – in this case you must copy the objects to your namespace for production use. This is described in the SAP Collaboration Room documentation.

For all objects in the portal, such as roles, worksets, pages, and iViews, the SAP namespace starts with: com.sap.pct.<project>.

To enable you to find the iViews for a business package efficiently, they are stored in channels, which are named after the respective business package. In the case of larger business packages, the channels are named after the worksets that the iViews are assigned to.

For more information, visit the iViewStudio and choose *vendor Zone* → *Development* → *Development Resources* → *Portal Content Naming Convention*

There you can find naming conventions for the objects that you create in the portal.

Shared Objects

Some business packages reuse components located in other business packages. These reused components are known as shared objects. They are mainly master iViews, but can also be pages or worksets. Each shared object belongs to only one original business package. This ensures that a shared object is not imported with several business packages in more than one version into the portal and it does not impair the function of other business packages.

Benefits of Shared Objects:

Changes made to shared objects within the scope of an upgrade of the original business package are also available immediately in the referencing business packages.



You must import the business packages containing the shared objects before importing the referencing business packages. In order to use business packages with shared objects, you must follow the installation instructions. For more information, visit the iViewStudio and choose *More Information* → *Documentation*.

Typical Installation Tasks

In order to successfully install a business package after downloading it from the iViewStudio, perform the following steps:

The first step is to import the business package into the portal.

1. Import the package locally on the Portal Server, as described in the *Import Guide* on the iViewStudio → *About* → *How to Use iViewStudio* → *How to import Business Packages to EP 5.0*. Note that the import may take some time to complete. When the import is finished, the portal issues a log.
2. Define which backend system this business package is to use and which type of Single Sign-On you want to use.
3. Refer to the business package documentation or the properties of the corresponding iViews in the business package to find out which logical system name you must use to connect to the backend system.

iViewStudio-Ingvid	Last Update: Jan 01, 2000	Browser: IE / NS	Width: Medium
IVS	Java iView	Channel: Manager Self-Service: My Budget	
ivs_all_users			
Knowledge Management			
Life and Work Events: Event Template			
Manager Self-Service: My Budget	<input type="checkbox"/> 48. Cost Centers - Travel Expenses (Current Situation)		
Manager Self-Service: My Staff	Unique Name: com.sap.pct.fin.mss.bw3.0TRAVEL_CC_ACTUAL_1_MSS		
mySAP EBP 30: Accounting	Last Update: Jan 01, 2000	Width: Medium	
mySAP EBP 30: Administrator	Java iView	Channel: Manager Self-Service: My Budget	
mySAP EBP 30: Bidder	<input type="checkbox"/> 49. Cost Centers: Quarterly Report (Cost Elements)		
mySAP EBP 30: Component Planner	Unique Name: com.sap.pct.fin.mss.nw_1woc1_002		
mySAP EBP 30: Contracts	Last Update: Jan 01, 2000	Width: Medium	
mySAP EBP 30: Create User	Java iView	Channel: Manager Self-Service: My Budget	
	<input type="checkbox"/> 50. Cost Centers: Quarterly Report (Key Figures)		
	Unique Name: com.sap.pct.fin.mss.nw_1woc2_002		
	Last Update: Jan 01, 2000	Width: Medium	
	Java iView	Channel: Manager Self-Service: My Budget	
	<input type="checkbox"/> 51. Cost Centers: Year-to-Date Report (Cost Elements)		
	Unique Name: com.sap.pct.fin.mss.nw_1woc1_001		
	Last Update: Jan 01, 2000	Width: Medium	
	Java iView	Channel: Manager Self-Service: My Budget	

Enter the data for your backend systems corresponding to the logical system name in *systems.xml* und *jcoDestinations.xml*. For more information about parameters and their meaning, see the *Administration Guide* in the Enterprise Portal documentation, section *Integration of Applications and Data Sources*.

To set up the connection, specify the data in the *systems.xml* and *jcoDestinations.xml*.

For more information about parameters and their purpose, see the *Administration Guide* in the Enterprise Portal documentation → *Integration of Applications and Data Sources*.

Once you have connected the backend systems, you can read the documentation on Single Sign-On.

For more information about Single Sign-On, see the *Administration Guide* in the Enterprise Portal documentation → *Integration of Applications and Data Sources*.

The connection to the backend system should now function and portal users can log on to the backend system. The iViews in the portal might not contain any content. You must first customize the business package-specific settings in the backend system. The necessary customizing is described in the documentation for the respective business package.

Distributed Landscape

Two different scenarios for a distributed landscape are described here:

Two portals access one backend system:

In this case, you must make sure that your two portals access the backend system with different certificates. To do this, you must change the *usermanagement.properties* in the IRJ in the Java Servlet Engine as described in the Single Sign-On documentation (section *Using More Than One Portal*). The customizing changes that you have made in the backend system and other system-specific data then apply to the business packages in both portals.

One portal accesses two backend systems:

In this case, you require a separate entry for each backend system in the system landscape cockpit. In the case of the *Business Package for MSS*, you require the entry **SAP_R3_Financials** for the business package in the standard system and another entry for the connection to the other system. For example, if you have added the entry **SAP_R3_Financials_II**, you must now create new iViews and specify the new logical system **SAP_R3_Financials_II** in their properties. Due to the unique naming of the objects used, you cannot import the same business package into the Enterprise Portal twice or another release of a business package that is already available in the portal. There is also no way to copy the objects in a business package to another namespace. Therefore, you must manually create the iViews based on the master iView delivered by the business package, set the proper system identifier, create new pages, add these pages to new worksets in order to receive information from two separate backend systems in one business package. It gets a little more difficult if the business package uses BSP based iViews or BW Reports, because then you will have to compare the java properties of the iView from the business package with the one you created and set them up equally, except the system identifier.

5. Modifying Business Packages

Customer Developments

You can implement business packages without modifications, or you can change and extend them according to your requirements.

Examples of possible modifications:

- Creating new worksets
- Creating new pages
- Creating new iViews
- Removing iViews
- Changing workset content

In order not to lose these changes during upgrades or when you import support packages, you should follow the recommendations below.

In the *Partner Namespace Concept Guide*, you can find naming conventions for the objects that you create in the portal. They are based on the Sun naming conventions for Java packages.

To simplify upgrading a business package, you should use delta links for roles and worksets. In the Role Editor, delta links provide the following benefits:

- All content changes to roles and worksets that are reimported into the portal are automatically integrated in the appropriate objects.
- After the reimport, the roles and worksets retain the changes previously made.
- During the import of a new version of a business package, the objects that belong to the business package (roles, worksets, pages, iViews) are updated. The changes you have made to roles that you have created remain untouched, while the objects in the business package that are referenced by means of delta links are updated.

You can develop your own iViews as before, and you can add these to a page that you have created together with the iViews from the business packages. You add this page to a workset copied from a business package using a delta link.

6. Delta Links

A delta link is a link between two objects in the Portal Content Directory (PCD), whereby the link target (for example, a workset or a role) is included in a source object (for example, a role). A delta link **does not mean** that a copy of the included object is generated. Instead, a delta link means that an object located in your namespace references a shipped object that is not located in your namespace.

For more information about delta links, see the *Administration Guide* in the Enterprise Portal documentation: *Administration Guide* → *Roles* → *Role Maintenance* → *Changing Worksets and Roles in an External Namespace*.

The Role Editor provides the delta link feature.

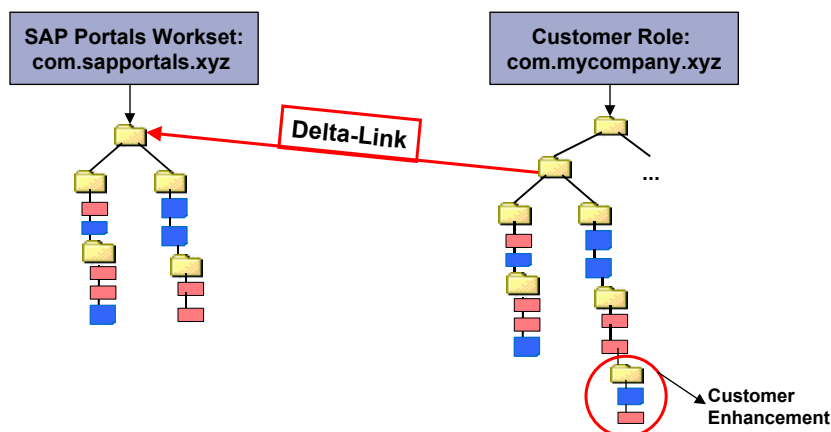
In order to change a role or workset shipped by SAP, you should use a delta link. This feature enables you to import a new version of an object into the portal and still retain your own changes.

This enables you to change the “external” content within your own object. In this case, you do not change the original object, you change the referenced object. The system saves the changes that you make as a delta, for example, deleting and adding directories.

How do you create a delta link?

To use a delta link to integrate a workset shipped by SAP in your own role, proceed as follows:

1. Create a new role in the Role Editor and specify a name in your own namespace. You can find the role in the editing area in the Role Editor. For more information, see the Enterprise Portal 5.0 documentation → *Administration Guide*.
2. In the object catalog in the display area of the Role Editor, choose the *Workset* object type and search the list for the workset that you want to link to from your role.



3. Click the workset.
4. In the editing area, click the position in the role at which you want to add the object, for example, the top role node, and choose *Add*.
5. The system includes the workset in the role as a delta link.
6. You can now change the workset in the role and tailor it to your requirements, by:
 - Creating new folders
 - Deleting entries
 - Adding external services
 - Add master iViews

- Adding pages

7. Save your role.

You make the changes to the object **locally** – these changes take effect only within your role. The original workset remains unchanged. If the original workset is also included in other roles, these are not affected by your changes either.

If you make changes in this way, by changing roles and worksets from an external namespace only within your own objects, you **do not change** the original workset.

As soon as an update of the workset is shipped and you import this update into your portal, the workset is affected in the following ways:

- The original workset is extended by the shipped content.
- The workset is extended by the shipped content in all roles that contain a link to the workset.
- The changes that you have made locally to the linked workset are retained even after the update.

You cannot use delta links for pages. There is also currently no way to copy a page to your own namespace. To do this, you must create a new page in your own namespace and assign the iViews required to the page. You can add this page to the linked workset in your own role.

If you now upgrade your business package, the system automatically integrates the enhancements, for example, new pages containing new iViews and new iViews on existing pages in the linked workset. Changes to the iViews on the page you created are also available.

7. Transporting Objects

Once you have installed and changed a business package in your test portal, you transport the roles used and their dependent objects to the QA portal and then to the production portal.

For more information, visit the SAP Service Marketplace at service.sap.com → *Software Solution* → *EP 5.0* → *How-To-Guide* → *Software Logistics*. There you can find more information about exporting roles, transporting the portal configuration, transporting personalization information, and transporting your own themes.

You can transport the associated R/3 customizing settings in the usual way using transports in R/3.

We cannot provide information about transporting settings in non-SAP systems here.

8. Support Packages and Upgrades

As you have already read in the *Release Names and Numbers* section, there are minor releases and support packages for business packages.

SAP provides minor releases and support packages for download. These are available for download from the iViewStudio, together with installation instructions.

Upgrades:

Upgrades correspond to the minor release in the business package release naming, for example, Business Package for MSS 50.2.

A new minor release appears for the following reasons:

- New iViews, or iViews with new features
- New or changed pages
- New or changed worksets
- Due to backend system dependencies
 - New plug-in versions (in the case of plug-in-based business packages)
 - New support packages for the backend system
 - New backend system releases
- New languages

Support packages:

A support package contains only corrections to iViews. It does not contain new pages, worksets, or roles. Support packages are cumulative, that is, support package 3 contains all changes included in support packages 1 and 2. Therefore, the latest support package is always available for download from the iViewStudio.

On the iViewStudio, this appears as follows:

It is particularly important that you keep in mind the backend system dependencies described in the documentation for the respective minor release of the business package. A business package upgrade is frequently connected with an upgrade in the backend system or the plug-in, in order to be able to use all features. You should remember this when planning your upgrade.

You should also note one restriction on the part of the iViewStudio at this point: Only two minor releases of a business package are available on the iViewStudio.



Save your downloaded business package, upgrade file, or support package file. Always save your downloaded business package, upgrade file, or support package file locally, so that you can access it again later, if necessary. SAP is only obliged to provide support for the business packages currently offered. It is not obliged to support business packages that are no longer offered on the iViewStudio.

9. Support and Troubleshooting

If you want to search for SAP Notes about business packages on the SAP Service Marketplace, go to the EP-PCT node (Enterprise Portals ### Portal Content Service) – the business package components are located here.

If you have problems with a specific iView, you can find out which component the iView is assigned to in the technical documentation for the business package. In the case of worksets and pages, no support components are specified in the documentation. Use the support component for the iViews assigned to the workset or page.

When you create a customer message about a problem, specify the technical name of the object affected. You can find the technical name in the corresponding documentation:

- Workset: Business description of the workset
- Page: Technical description
- iView: iView – technical description

Alternatively: To find out the technical name of an iView in the portal, choose *Personalize: Page*. The *Content* tab displays the technical names of the objects that the page contains.

- External service: iView – technical description

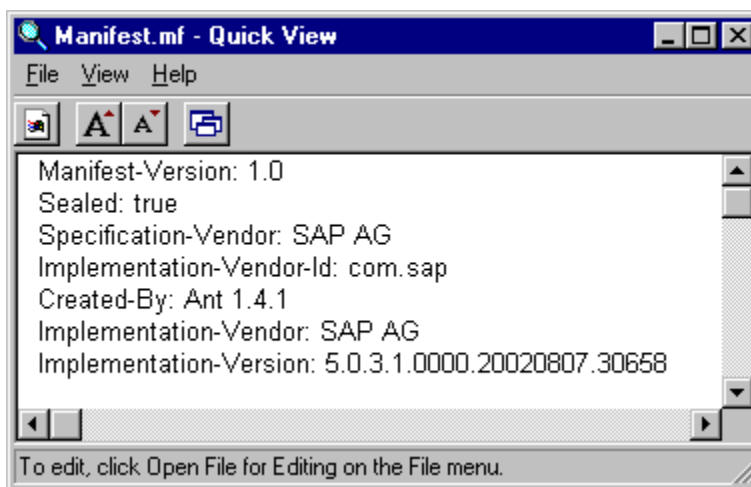
If available, specify the version number of the object as well. In the case of worksets and pages, specify the exact technical name of these objects because they do not have version numbers.

To find out the version of an iView or external service, navigate to the folder that you have installed your Enterprise Portal in. Then navigate to the folder <irj>Web-Inf/plugins/portal/resources/<par Filename>/Meta-Inf/Manifest.mf.



You must have already locally deployed the iView or external service, that is, it must have been launched at least once.

Edit the *Manifest.mf* file.



The implementation version tells you the version number of the associated business package, including the support package number.

Example

Version 5.0.3 (iView version)

20020807 (creation date)

30658 (Perforce change list number, SAP-internal)

In the case of iViews shipped in or after Q1/2003, the business package title is specified as well.

This procedure applies only to Java and .NET iViews. It does not apply to Business Server Pages, BW Queries, MiniApps, portal objects, and KM objects, such as *SAPApplication* or *PortalNavigation*, because these objects either do not contain a .PAR file or they belong to the portal platform. You should also note that the path named above does not apply to .NET iViews.

This information enables your customer message to reach the appropriate processor quickly. For more information about and updates on the information required for support, see SAP Note 480213.

10. Uninstalling Business Packages

There is currently no program for uninstalling business packages. Therefore, you have to delete content manually if you want to remove unused iViews, pages, and roles from your portal. To delete content, you start by deleting the roles and work your way through to the .PAR files. The object naming conventions make it easy to identify which roles, worksets, pages, and so on you have to delete. All of the objects follow the convention `com.sap.pct.<BP name>`.

To uninstall content, you go through the following steps:

1. Start by deleting the roles in the Role Editor. You should note that the system deletes the roles not only in the Portal Content Directory (PCD), but also in the directory server (LDAP server) and this can cause problems under certain circumstances. Once you have deleted the roles, you should use the appropriate tool in the portal to compare the roles in the PCD and the directory server. Choose *Support Desk* → *Portal Content Directory* → *Compare Role List* to compare the roles stored in each location. If the system has deleted the role in LDAP, but it still exists in the PCD, delete the affected role in the Role Editor again. If the system has not deleted the role in LDAP, delete it in the portal LDAP.
2. If you have successfully deleted the roles, the system also deletes the assignments of these roles to users.
3. Delete the worksets in the Role Editor as well. In contrast to roles, these objects are stored only in the Portal Content Directory (PCD) and there are no problems with data consistency.
4. Delete the external services in the Role Editor.
5. Go to the Page Editor and delete the pages there.
6. Start deleting the iViews. In the case of ASP iViews, you can see in the *dependent objects* where the corresponding files are stored on the IIS and delete them there.

If you delete all iViews in a channel, you can delete the channel too. To do this, choose *Edit Channel* and then choose *Delete*.

In the case of Java iViews and external services that are based on .PAR files shipped with the business package, you must delete these by removing the corresponding .PAR file. To do this, go to the *Archive Remover* and choose *Portal Admin* → *.PAR File Upload*.

PAR Upload [Help](#)

[Switch to Expert Mode](#)

Archive Uploader

Specify a Portal Archive file (PAR) and choose "upload".
Deployment will preserve the configuration files that belong to the Portal Archive.

[Browse...](#) [Upload](#)

Archive Remover

By selecting a portal archive file and choosing "clean", you force the components that belong to this archive to be deleted
Warning: This tool also removes the component's resources and configuration files
Use with care

[clean](#)

When you delete the .PAR file, the system also deletes the associated master iView.

The business package is then completely uninstalled. You should also note that objects that reference objects located in the business package no longer function either.