

# **Sales and Operations Planning 3.0 SP02 Installation and Upgrade Guide**

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# 1 Prerequisites Checklist

Understanding and ensuring your system meets all of the described prerequisites before you begin installing or upgrading the product will help ensure a successful outcome.

Before installing the application for the first time or installing an upgrade release, ensure that:

- Your system meets the supported configuration described in the Product Availability Matrix (PAM)
- The prerequisite software described in the table below has already been installed and configured
- You have read through the [Release Information Note](#) and visited its links to related SAP Notes that provide additional, specific details regarding issues or limitations for the release you are installing or upgrading
- You have experience working in Linux and you have the privileges required to work in the system

Prerequisites	More information
SAP HANA Platform Edition version specified in the <a href="#">PAM</a> (includes SAP HANA Studio), installed on a SAP-certified HANA appliance (on the same page where you download the packages to install S&OP, select the link for Required Components of other Product Versions to download the required components)	<a href="#">SAP Help Portal for SAP HANA Platform</a>
SAP HANA Application Function Library (AFL) 1.0 and the SAP SOP Application Function Library (AFL) for SAP HANA 1.0 . (on the same page where you download the packages to install S&OP, select the link for Required Components of other Product Versions to download the required components) Refer to <a href="#">About SAP HANA AFL</a> [page 4] for more information.	<a href="#">SAP Help Portal for SAP HANA Platform:</a> <ul style="list-style-type: none"> <li>• SAP HANA Update and Configuration Guide</li> <li>• SAP HANA Developer Guide</li> <li>• SAP HANA Server Installation Guide</li> <li>• SAP HANA Administration Guide</li> </ul> Refer to <a href="#">About SAP HANA AFL</a> [page 4] for more information.
SAP Data Services (optional; <a href="#">download from sap.service.com</a> )	<a href="#">SAP Help Portal for SAP Data Services</a>
You have downloaded the following installation packages from <a href="#">sap.service.com</a> (see the PAM for links to the currently supported version of the installation packages; the exact name of each package depends on the release you are downloading): <ul style="list-style-type: none"> <li>• HCO_SFND&lt;patch&gt;.ZIP (extract to HCO_SFND&lt;patch&gt;.tgz)</li> <li>• HCO_SOP&lt;patch&gt;.ZIP (extract to HCO_SOP&lt;patch&gt;.tgz)</li> <li>• SOPEXCELADDON&lt;patch&gt;.EXE (add-in for Microsoft Excel)</li> </ul>	<a href="#">Product Availability Matrix</a> (PAM)
You have root privileges for the servers on which you are installing the application	

## 1.1 About SAP HANA AFL

Before installing SAP Sales and Operations Planning, it is important to take into consideration the SAP HANA AFL component.

Starting with SAP HANA SPS 08 SAP HANA Studio, HLM and HALM are not recommended for installing SAP HANA AFL. This also applies to SOP AFL. The recommended tools are hdblcm or hdblcmgui as described in SAP Note [1997526](#).

For information on the migration required for SOP AFL, using hdblcm instead of hdbupd and hdbinst, refer to SAP Note [2004755](#).

It is important to distinguish between installation and update scenarios:

- New installation: applies to SAP S&OP customers who initially install SOP AFL
- Migration: This applies only to customers who are already using the SOP Library with HANA SPS 07 or lower, and want to upgrade to SAP HANA SPS 08
- Update: SAP S&OP customers using SOP AFL based on SAP HANA SPS 08 who want to update to a higher SAP HANA SPS 08 Revision (> Rev.80)

The installation and update processes are described in the SAP HANA Server Installation and Update Guide, which is available on SMP under [http://help.sap.com/hana\\_platform](http://help.sap.com/hana_platform). The migration process is described in SAP Note [2004755](#). It is also mentioned in the SAP HANA Server Installation and Update Guide referring to SAP Note [2014334](#).

As of SPS 08, the product-specific AFLs are released individually and are no longer released as part of SAP HANA AFL. Therefore, before updating AFL, it is necessary to perform a migration. For more information, see SAP Note [2014334](#) in Related Information.

Before updating to <S&OP version xx> a one-time migration must be performed in order to ensure the functional correctness of the Supply & Operations Planning Library (SOP AFL). The necessary migration procedure is described in SAP Note [2004755](#), SOP Migration from SAP HANA AFL (SP7) to SAP SOP AFL FOR SAP HANA (SP8).

For subsequent updates of SOP AFL, refer to the SAP HANA system component update information in the SAP HANA Server Installation and Update Guide. This is available on the SAP Help Portal: [http://help.sap.com/hana\\_appliance](http://help.sap.com/hana_appliance) under Installation and Upgrade Information -> SAP HANA Update Guides -> SAP HANA Server Installation and Update Guide.

For automated updates of the SOP AFL, refer to the section Perform an Automated Update.

## 2 Overview and Workflow

Use this workflow as a guide to install and configure or upgrade your application.

Before installing or upgrading, ensure that your environment meets all the prerequisites described in the Product Availability Matrix (PAM). For more information, see [Prerequisites checklist](#).

### Installing for the first time

If you have not installed the product in your environment before, use the workflow in the following table to guide you through the installation process. See [Technical System Landscape](#) [page 7] for information on the deployment model and technical system landscape.

#### **i** Note

After you finish importing the delivery units (DUs), there are several post-installation configuration steps that are specific to this product. The following information only provides an overview of the tasks involved. Refer to the indicated documents for detailed steps on how to accomplish each task.

To install for the first time	See this information for more details
Prepare SAP HANA for installing the application.	<a href="#">Preparing SAP HANA for Installation</a> [page 8]
Install the SAP HANA revision specified in the PAM.	
Install the AFLs that corresponds to the SAP HANA revision.	
Use SAP HANA Application Lifecycle Manager in the Google Chrome browser to import the contents of the application delivery units (DU) into SAP HANA from the compressed files you downloaded from SAP Service Marketplace in the following order: <ol style="list-style-type: none"> <li>1. HCO_SFND DU</li> <li>2. HCO_SOP DU</li> </ol>	<a href="#">Importing a Delivery Unit</a> [page 10]
Log onto the SAP S&OP web client and perform the post-installation configuration steps.	<a href="#">Post-Installation Configuration</a> [page 12]
Activate the data model.	Refer to the online help topic "Activating a Data Model"
Set up your master data library, manage your planning model, and manage the miscellaneous settings for your home page and planning view settings.	Refer to the online help topics under "Configuring - Web Client"
(Optional) Create additional, custom roles with permission combinations that you choose.	Refer to the online help topic "Defining Roles"
Create and provision new user accounts in the system.	Refer to the online help topic "Adding Users, and Assigning Roles and Visibility Filters"
(Optional) Create visibility filters to control the view for selected users.	Refer to the online help topic "Creating Visibility Filters"







To install for the first time	See this information for more details
Notify users of their new account and credentials and push the add-in for Microsoft Excel to their client systems.	Refer to the online help topic "Installing the Add-In for Microsoft Excel"

## Installing an upgrade release

If you are installing a support pack (SP) or patch release in an environment where an existing release is already installed, use the workflow in the following table to guide you through the upgrade process.

### **i** Note

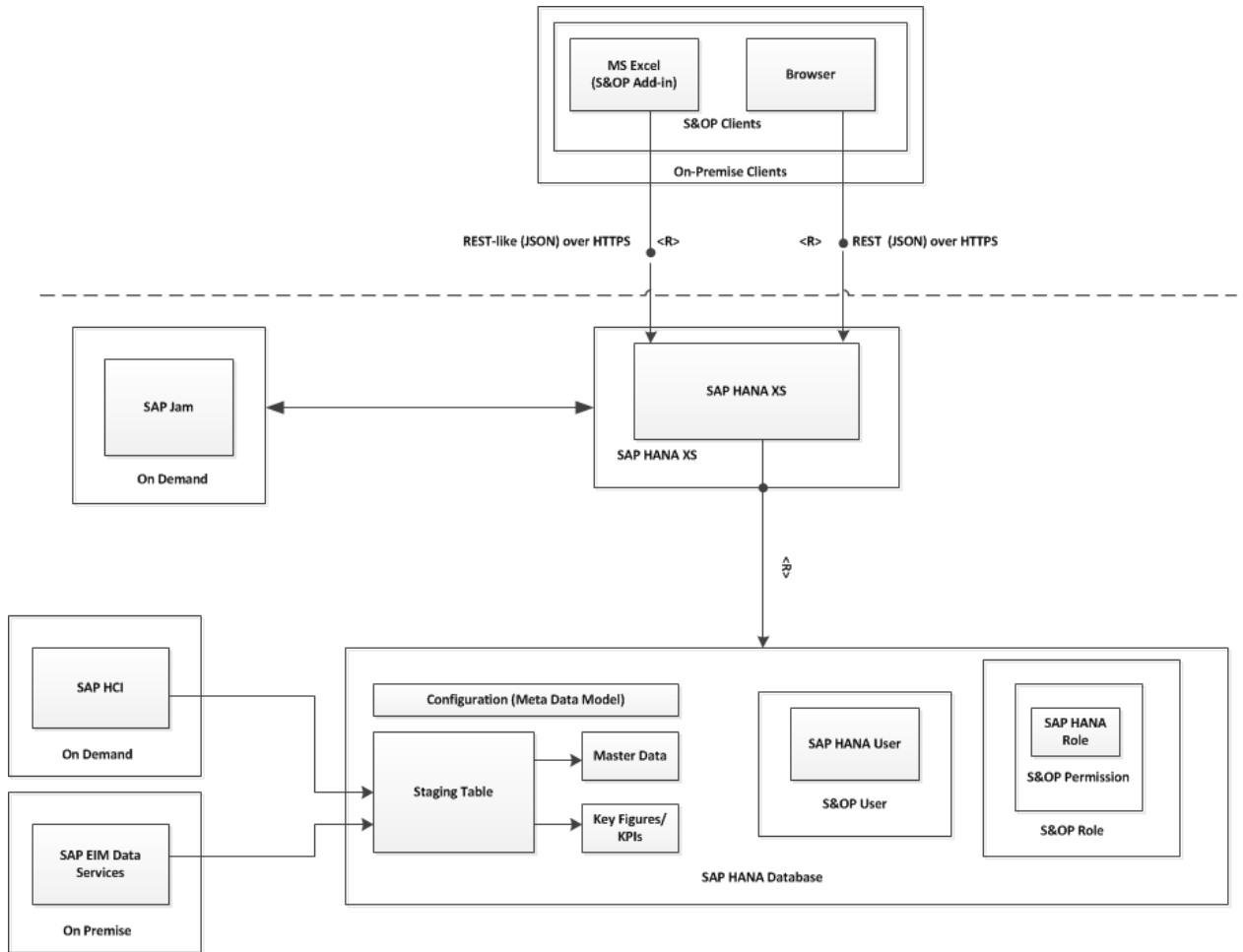
For an upgrade installation, you do not need to prepare SAP HANA for installation or perform the post-installation configuration steps as you would for a new installation.

To install an upgrade release	See this information for more details
Read and understand the changes contained in the latest patch, as described in the SAP Notes that accompany the patch. The latest patch SAP Notes are available through links in the Release Information Note or central note for the main release.	<a href="#">Release Information Note</a> 
Upgrade to the AFL revisions specified in the PAM.	version specified in the <a href="#">PAM</a> 
Upgrade to the SAP HANA revision specified in the PAM.	version specified in the <a href="#">PAM</a> 
Use SAP HANA Application Lifecycle Manager in the Google Chrome browser to import the contents of the application delivery units (DU) into SAP HANA from the compressed files you downloaded from SAP Service Marketplace in the following order: <b>1.</b> HCO_SFND DU <b>2.</b> HCO_SOP DU	<a href="#">Importing a Delivery Unit</a> [page 10]
Restart SAP HANA.	SAP HANA Administration Guide
Log onto the web client and run the post-installation script.	
Re-save the certificates you added in <a href="#">Configuring Application Jam Certificates</a> [page 19]	
For some patch releases, you must reactivate your planning areas. Refer to the release notes for the patch to determine whether this is required for the patch you installed.	<ul style="list-style-type: none"> <li>• <a href="#">Release Information Note</a> </li> <li>• Refer to the online help topic "Activating a Data Model"</li> </ul>
Push the updated version of the add-in for Microsoft Excel upgrade to your user's client systems and notify users to download the application.	Refer to the online help topic "Installing the Add-In for Microsoft Excel"

## 2.1 Technical System Landscape

The SAP Sales and Operations Planning application utilizes SAP Data Services or SAP HANA Cloud Integration (HCI) to integrate data into the system landscape.

The following figure provides an overview of the deployment model and technical system landscape employed by SAP Sales and Operations Planning.



## 3 Preparing SAP HANA for Installation

To prepare to install the application, after downloading and extracting the installation packages that install the XS engine, you must configure SAP HANA system parameters.

### Prerequisites

Before installing the application, you must download and extract the compressed installation packages.


#### **i** Note

If the SAP HANA database server is shared by other applications, before configuring the SAP HANA system parameters, ensure these new settings will not adversely affect the other applications. If you are installing an upgrade of S&OP to a previous release, you already prepared SAP HANA when you installed the initial release, and you do not need to perform the steps in this section.

### Procedure

1. Configure SAP HANA system parameters.
  - a) Open HANA Studio.
  - b) Connect as `SYSTEM` user.
  - c) Run the following SQL statements.

#### **i** Note

Do not try to copy the entire list of SQL statements because line breaks cannot be preserved and you will not be able to execute the statements. Copy each statement individually and be sure to include the ending semicolon. To copy and paste all of the SQL statements at once in a console-ready format, refer to SAP Note [2037733](#) 

```
ALTER SYSTEM ALTER CONFIGURATION ('indexserver.ini','SYSTEM') SET
('planningengine','use_rc_history') = 'yes' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('indexserver.ini','SYSTEM') SET
('planningengine','allow_nulls_for_emptycells') = 'yes' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('indexserver.ini', 'SYSTEM') SET
('memorymanager','disablefencing') = 'yes' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('indexserver.ini', 'SYSTEM') SET
('planningengine', 'materialize') = 'no' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('indexserver.ini', 'SYSTEM') SET
('planningengine', 'use_ple_aggregate') = 'no' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('indexserver.ini', 'System') set
('planningengine', 'use_cache_snapshot') = 'no' with reconfigure;
ALTER SYSTEM ALTER CONFIGURATION ('indexserver.ini', 'System')
SET('calcengine', 'llvm_cache_lifetime_minutes') = '10000' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('daemon.ini', 'System') SET('scriptserver',
'instances') = '1' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('daemon.ini', 'System') SET('sapwebdisp',
'instances') = '1' WITH RECONFIGURE;
```



```

ALTER SYSTEM ALTER CONFIGURATION ('xsengine.ini', 'System') SET('httpserver',
'embedded') = 'true' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('indexserver.ini', 'System') SET('search',
'late_materialization_threshold') = '1000000' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('xsengine.ini', 'System') SET('jsvm',
'max_runtime_bytes') = '1000000000' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('xsengine.ini', 'System') SET('httpserver',
'sessiontimeout') = '7200' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('indexserver.ini', 'SYSTEM') SET
('search', 'qo_use_mcsj') = 'no' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('xsengine.ini', 'SYSTEM') SET
('httpserver', 'max_request_runtime') = '10000' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('indexserver.ini', 'System')
SET('graph_engine', 'enable') = 'yes' WITH RECONFIGURE;
ALTER SYSTEM ALTER CONFIGURATION ('xsengine.ini', 'System') SET('scheduler',
'enabled') = 'true' WITH RECONFIGURE;
GRANT AFL_SYS_AFL_SOP_AREA_EXECUTE WITH GRANT OPTION TO _SYS_REPO;
GRANT SELECT ON SCHEMA _SYS_STATISTICS TO _SYS_REPO WITH GRANT OPTION;

```

2. If you will need to upload files greater than 100 Mb in size when importing data, in the file `/usr/sap/<SID>/HDB<InstNo>/<host>/wdisp/sapwebdisp.pfl`, add the following line:`icm/HTTP/  
max_request_size_KB = -1.`  
The -1 switch disables the standard 100 Mb maximum.
3. Restart the server to implement the updates.
4. Test whether the HANA XS engine is accessible by opening it in a browser with a URL in the following format:  
`http://<hostname>:80<instance number>`

For example:

`http://zoocorp.biz:8000`

## Next Steps

After preparing SAP HANA, next import the delivery units (HCO\_SFND<patch>.tgz and application DUs) to your SAP HANA instance per the procedure [Importing a Delivery Unit](#) [page 10].

## 4 Importing a Delivery Unit

You can import a delivery unit (for example, from a file) for your application content or your software components using the *SAP HANA Application Lifecycle Manager*.

### Prerequisites

To import a delivery unit with the *SAP HANA Application Lifecycle Manager*, you must ensure the following prerequisites are met:

- You have access to an SAP HANA system
- You have been granted the SAP HANA user role *sap.hana.xs.lm.roles::Administrator*

### Context

A delivery unit is a group of transportable objects used for content delivery. You can use a delivery unit to transport the design-time objects that are stored in the SAP HANA repository between two systems, for example, from a development system to a consolidation system.

#### **i** Note

If a system is configured to work with object *Change Management*, all activated objects must be approved before their release. Only released objects can be exported thereafter from that system..

To import a delivery unit (for example, from a file to the SAP HANA repository) using the *SAP HANA Application Lifecycle Manager*, perform the following steps.

### Procedure

1. Open the *SAP HANA Application Lifecycle Manager*.  
The *SAP HANA Application Lifecycle Manager* is available on the SAP HANA XS Web server at the following URL: `http://<WebServerHost>:80<SAPHANAinstance>/sap/hana/xs/lm`
2. Choose the *UPLOAD/DOWNLOAD* tab.
3. Choose the *IMPORT FROM FILE* tab.
4. Select the delivery unit you want to import.  
Choose *Browse* to display a file explorer, which you can use to locate the DU you want to import, and choose *Open*.

#### **➔** Tip

Exported DUs have the file extension `.tgz`, for example, `MyDU.tgz`.

The *Delivery Unit Import* screen appears containing the list of objects included in that DU.

STATUS	OBJECT	PACKAGE
✓		sap.hana.xs.lm
✓		sap.hana.xs.lm
✓		sap.hana.xs.lm
✓		sap.hana.xs.lm
✓	conf	sap.hana.xs.lm
✓	csrf	sap.hana.xs.lm
✓	global	sap.hana.xs.lm

5. Confirm that this is the delivery unit that you want to import.  
Choose *Import DU from file* to import the selected delivery unit.

**i** Note

The import operation overwrites any identical objects in the target system with the content of the imported DU.

## 5 Post-Installation Configuration

If this is the first time you have installed the application, there are additional post-installation configuration tasks you must complete before users can begin working with the product.

After installing the application, perform the following tasks to complete first-time configuration.

### **i** Note

If you have an on premise version of SAP S&OP, you need to run the post-installation script after every import of a DU or any change to the SAP S&OP code (for example, via a note).

### **i** Note

If you are installing an upgrade to a previous release, use the instructions provided in [Upgrading an Existing Release](#) [page 13]

1. Restart SAP HANA.
2. Using SAP HANA Studio, verify or create the following technical user: SOPITADMIN.
3. Assign the role sap.sop.catalogue::SAPSOPROLE\_SOP\_ITADMIN.  
sopitadmin  
Assign the role sap.sop.catalogue::SAPSOPROLE\_SOP\_ITADMIN.

### **i** Note

After creating users, verify they can log in from SAP HANA Studio. Users may be forced to reset passwords the first time they log in. Be sure that the passwords are regularly changed for these accounts.

4. Launch the web client interface using the following URL:  
http://<host-name>:80<instance number>/sap/sop/ui/login.html  
For example:

```
http://zoocorp.biz:8000/sap/sop/ui/login.html
```

5. Log in as the user sopitadmin.
6. Enter (and confirm) initial passwords for the displayed users.
7. Click [Execute Post Installation Script](#).

### **i** Note

You must provide the password for new users before you click the execute script button.

This action generates some of the required dynamic objects such as additional users, roles, and procedures and verifies some required system configurations.

8. The users generated by the post-installation script include:
  - SOPADMIN: Used for SAP S&OP administration and user support. Available only if you have installed SAP Sales and Operations Planning package.
  - SAPSOPINTEG: Used to execute the secure file transfer protocol (SFTP) process for data loads into the system
  - SOPBGADMIN: Used for running background jobs

When they log in to SAP HANA Studio, these users will be prompted to change their passwords.

### **i** Note

If, after you click Execute Post Installation Script, only one user is created, refresh your browser and return to the Post Installation screen to create the remaining users.

9. Activate the data model as described in the [online help](#) and the *Model Configuration Reference Guide*.
10. Configure the application settings, model, and users, then import your data as described in the online help.
11. Install the background processing framework. Refer to [SAP Note 1901852](#) for more details.
12. Install and configure the SAP S&OP add-in for Microsoft Excel as described in the online help.

## 5.1 Upgrading an Existing Release

If you are upgrading an existing application release, follow these instructions. These steps are mandatory each time a new set of delivery units (DU) is imported into the system.

### Context

To upgrade an existing release:

### Procedure

1. After importing the DUs, launch the web user interface using the following URL: `http://<host-name>:80<instance number>/sap/sop/ui/login.html`. For example, `http://zoocorp.biz:8000/sap/sop/ui/login.html`
2. Log on as the user SOPITADMIN.
3. Enter (and confirm) initial passwords for the displayed users.
4. Click Execute Post-Installation Script.
5. Re-configure the SAP Jam destination trust store by following the instructions in [Configuring the Jam http Destination](#) [page 24].

## 5.2 SAP Jam Integration

In order to complete your installation process, you need to configure SAP Jam for the SAP S&OP HANA system.

To configure SAP Jam, follow this workflow:

1. Generate trust certificates

- 
2. Create and configure the oAuth client in SAP Jam
  3. Set Collaboration properties in the SAP S&OP Global Configuration Parameters
  4. Configure SAP S&OP Jam Certificates
  5. Set up the http destinations
  6. Map the SAP S&OP user with the SAP Jam user
  7. Test the SAP Jam configuration

## 5.2.1 Generating Trust Certificates

Begin configuring for SAP Jam Integration by using openssl. Openssl is a certificate generation tool installed by default on Linux systems.

### Context

To generate the required certificates:

### Procedure

1. Create a private certificate using the following openssl command: `openssl genrsa -out privatekey.pem 1024`  
This generates the certificate `privatekey.pem` in your current directory.
2. Generate an X509 certificate from the private certificate generated in the previous step.  
This generates a `publickey.cer` file in your current directory: `openssl req -new -x509 -key privatekey.pem -out publickey.cer`

#### **i** Note

You can view the certificate contents with any editor, for example, `vi`. These certificates are required in order to complete SAP Jam integration.

## 5.2.2 Configuring the SAP Jam Service

To configure the SAP Jam service, you need to configure SAP HANA to the SAP Jam service trust relationship.

### Prerequisites

Before you can configure the SAP Jam service, make sure that SAP Crypto libraries are installed and that SSL is enabled for HANA XS Engine.



---

## Context

Refer to <http://www.saphana.com/servlet/JiveServlet/download/2150-12975/How+to+configure+SAP+Crypto+libraries+and+SSL+for+HANA+XS+Engine.pdf> for information on how to set this up.

To configure the SAP Jam service:

## Procedure

1. Log onto SAP Jam with your company admin credentials.
2. Click on your name on the top.
3. From the menu, select Jam Admin.
4. Navigate to OAuth Clients and click Add OAuth Client.

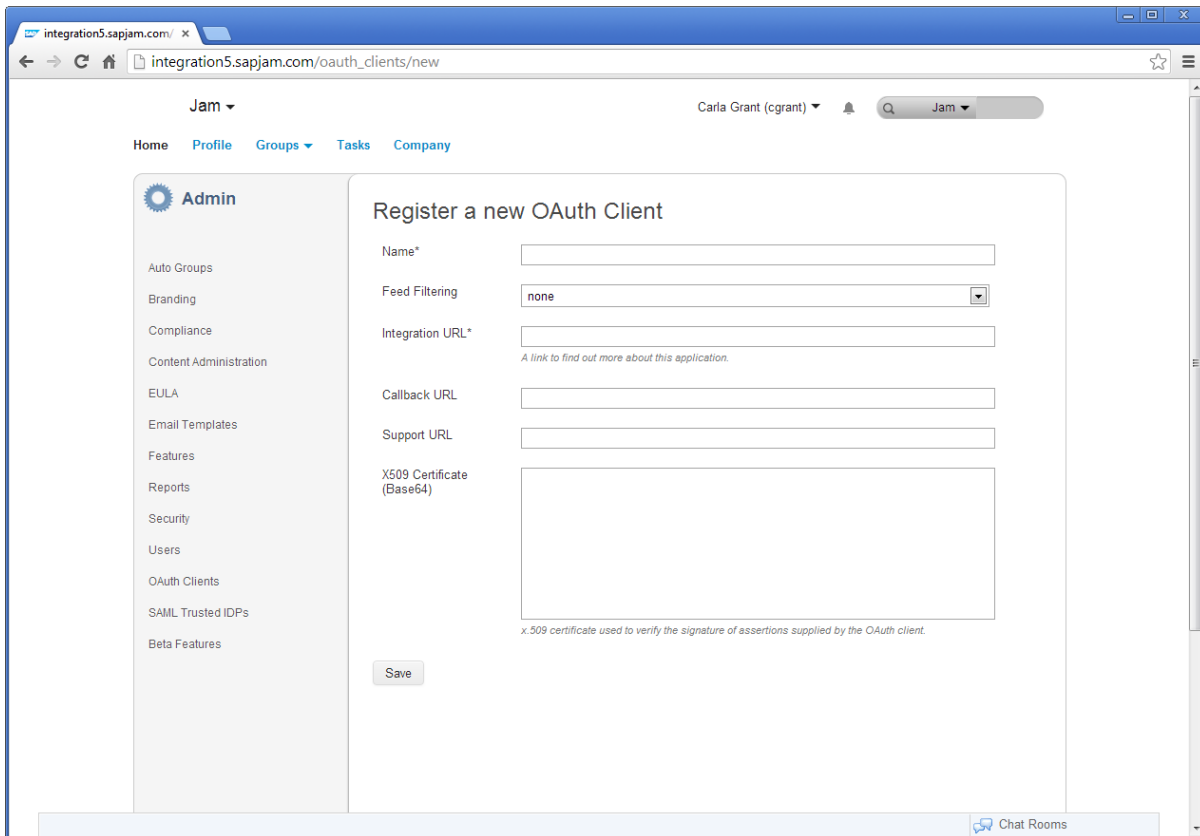
### 5.2.2.1 Configuring the OAuth Client

## Context

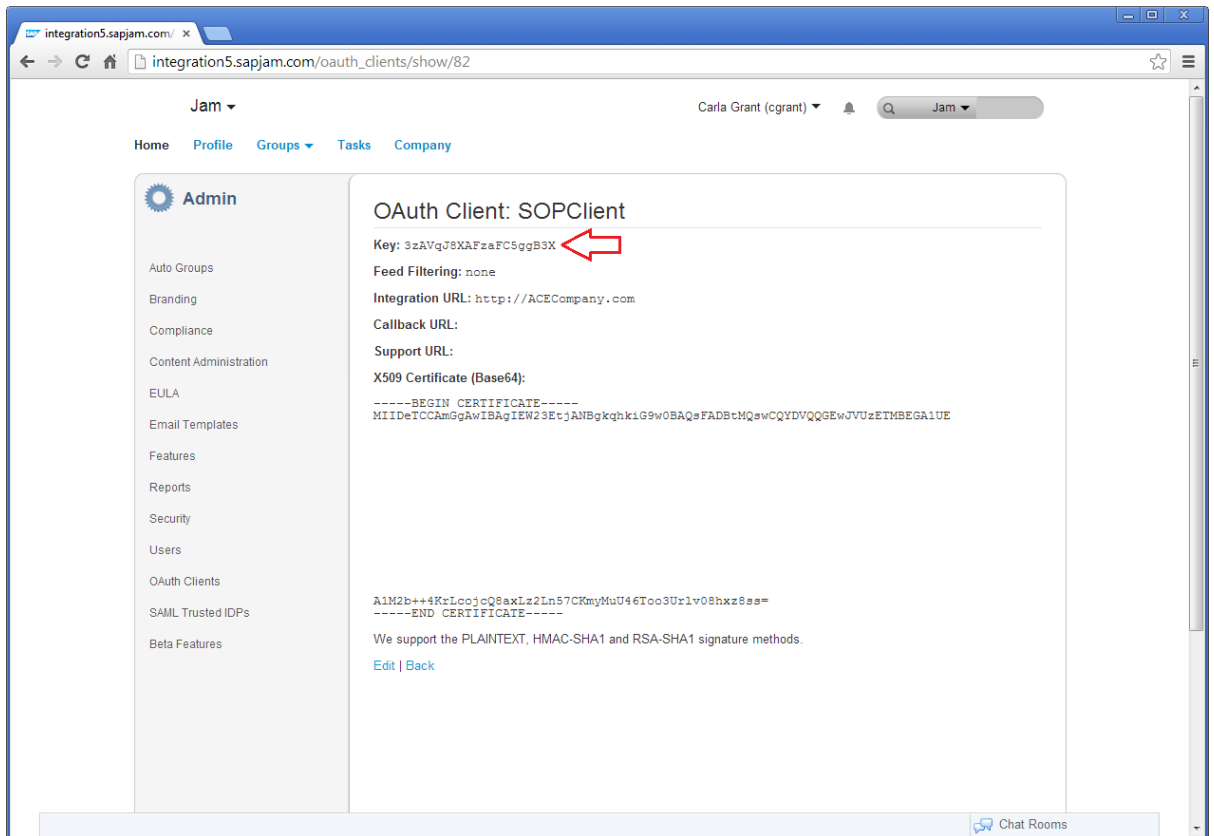
To configure the OAuth client:

## Procedure

1. Log onto SAP Jam with your company Admin credentials.  
The following window appears:



2. Click your name on the top.
  3. From the menu, select Jam Admin.
  4. Navigate to OAuth Clients and click Add OAuth Client.
  5. Copy the certificate and paste it into the corresponding field.
  6. Click Save.
- The following window appears (your specific information will differ):



7. Copy and paste the key into a text file. Save this information, as you will need it later as Client ID.

## 5.2.2.2 Configuring the SAML IdP

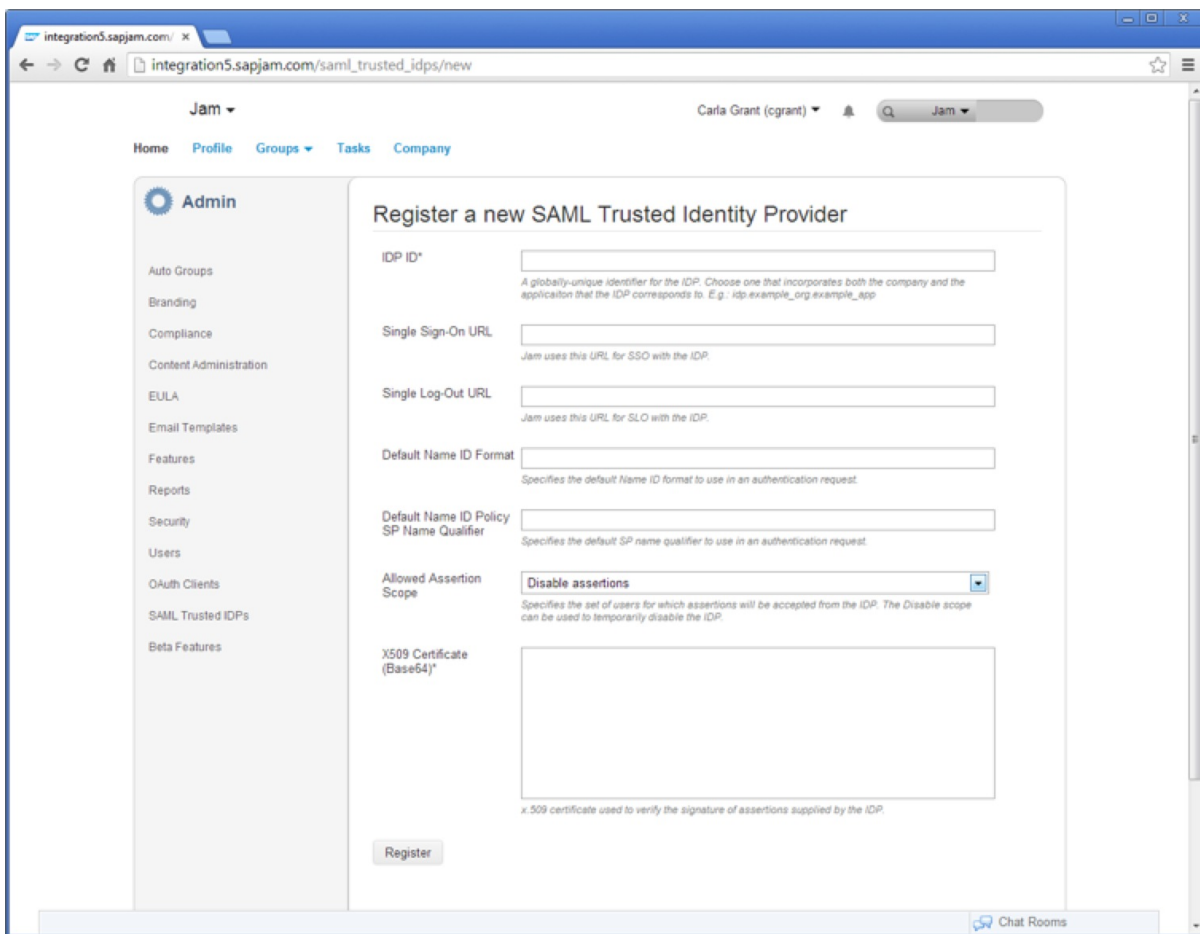
Once you configure the OAuth client, you need to configure the SAML IdP.

### Context

To configure the SAML IdP:

### Procedure

1. From the left panel of the following window, choose SAML trusted IDPs and click Register Your Identity Provider.



2. Enter a unique ID for the IdP ID, and write it down for later use. For example, <SID>IDPTrust, where SID is the SAP HANA system ID.
3. From the Allowed Assertion Scope dropdown, select Users In My Company.
4. Paste the certificate in the corresponding field.
5. Choose Register.

## 5.2.3 Setting Collaboration Properties

You need to set collaboration properties in the the Global Configuration Parameters.

### Prerequisites

Before you begin this task, make sure you have information on SAP Jam system details such as Jam host, client ID, and company ID.

## Context

To set collaboration properties in Global Configuration:

## Procedure

1. Log onto the Configuration user interface and select Manage Global Configuration.
2. Fill out the following collaboration parameters under this Collaboration Group: <http://host:port/sap/sop/ui/main.html#configuration>
3. Click the New icon.
4. Select the parameter group Collaboration, the parameter name, and the values for your SAP Jam system::

Parameter Name	Parameter Value
COLLABORATION_ENABLED	true
IdP	The IdP ID you entered in <a href="#">Configuring the SAML IdP</a> [page 17]
COLLAB_DESTINATION_PACKAGE	sap.sop.sopfnd.services.collaboration.httpdest
CLIENT_ID	This is the key that SAP Jam generated when you configured the OAuth client in <a href="#">Configuring the OAuth Client</a> [page 15]
RECIPIENT_HOST	This is the SAP Jam instance provided to you. For example: <a href="https://jamsalesdemo8.successfactors.com">https://jamsalesdemo8.successfactors.com</a>
Company ID	The parameter provided by the SAP Jam admin team

5. Click Save.

## 5.2.4 Configuring Application Jam Certificates

In order to configure SAP Jam for SAP Sales and Operations Planning, you need to insert the relevant certificates.

## Context

To configure SAP S&OP Jam certificates:

## Procedure

1. Log onto SAP S&OP Web client as the SOPITADMIN user.

- Click the Jam OAuth Certificates button. These buttons are only visible for the SOPITADMIN role. The following dialog appears, which lists existing certificates on the left hand side.

- To add new certificate click Add New.  
If there are no certificates, you do not need to click Add New; instead, enter the values below:

Name	Value
IdP Name	The IdP ID you entered in <a href="#">Configuring the SAML IdP</a> [page 17]
Private Certificate	Copy and paste the PRIVATE certificates, which you generated in <a href="#">Generating Trust Certificates</a> [page 14], into the Private Certificate field
X509 Certificate	Copy and paste the X509 certificates, which you generated in <a href="#">Generating Trust Certificates</a> [page 14], into the X509 Certificate field

- Click Save.  
This persists the certificate in the SAP HANA database, which is encrypted.
- To ensure the certificate is saved, reopen the Jam OAuth Certificates dialog by clicking the JAM OAuth Certificates button.  
The dialog displays the stored certificate.



**JAM OAuth Certificates**

SOP_IDP

Idp Name:

Private Certificate:

X509 Certificate:

## 5.2.5 HTTP Destination Configuration

You need to configure http destinations in order to set up SAP Jam for SAP S&OP.

## 5.2.5.1 Creating Application Jam Destination Package

### Context

To create an SAP S&OP Jam destination package:

### Procedure

1. Log onto the Web user interface as SOPITADMIN user and click the [Create JAM Destination](#) button.
2. Enter the destination values for the JAM Service and JAM Session destination, and click [Save](#).

Refer to the following examples:

```
host = "";
port = 443;
description = "";
useSSL = true;
pathPrefix = "";
authType = none;
useProxy = true;
proxyHost = "";
proxyPort =;
timeout = 0;
```

The following is an example of destination file content:

- sap.sop.sopfnd.services.collaboration.httpdest.jam\_service.xshttpdest: this points to the SAP Jam service landscape to be used

```
host = "jamsalesdemo8.successfactors.com";
port = 443;
description = "Collaboration JAM Service Access Point Configuration";
useSSL = true;
pathPrefix = "/api/v1";
authType = none;
useProxy = true;
proxyHost = "yourProxy";
proxyPort = 8080;
timeout = 0;
```

- sap.sop.sopfnd.services.collaboration.httpdest.jam\_session.xshttpdest: this points to the SAP Jam service landscape, and is used to create the session

```
description = "Collaboration JAM Service Access Point Configuration";
host = "jamsalesdemo8.successfactors.com";
port = 443;
pathPrefix = "/v1";
useProxy = true;
proxyHost = "proxy";
proxyPort = 8080;
authType = none;
useSSL = true;
timeout = 0;
```

### **i** Note

In case SSL is required for http destinations, make sure that SAP HANA is SSL enabled.

## **Next Steps**

In order to complete creating the SAP S&OP Jam destination package, you need to set up libsapcrypto and webdispatcher.

### **5.2.5.2 Setting up libsapcrypto**

#### **Context**

To set up libsapcrypto, you need libsapcrypto.so and sapgenpse, which you can download from SAP Service Marketplace. Refer to <http://www.saphana.com/servlet/JiveServlet/download/2150-12975/How+to+configure+SAP+Crypto+libraries+and+SSL+for+HANA+XS+Engine.pdf> for information on how to set up libsapcrypto.

### **5.2.5.3 Setting up the webdispatcher**

#### **Context**

Refer to <http://www.saphana.com/servlet/JiveServlet/download/2150-12975/How+to+configure+SAP+Crypto+libraries+and+SSL+for+HANA+XS+Engine.pdf> for information on how to set up webdispatcher.

### **5.2.5.4 Configuring the Trust Store**

After you have configured the SAP Jam destinations, you need to configure the trust store in SAP HANA Admin.

#### **Context**

After you have configured the SAP Jam destinations, you need to configure the trust store in SAP HANA Admin. You need to have SAP HANA Admin rights in order to enable this.

## Procedure

1. Log onto the XS Admin user interface: <http://replacehost:replaceport/sap/hana/xs/admin>.
2. Navigate to Trust Manager and click on the plus sign to create a new a trust store.
3. Enter a name and click create.  
The name appears in the list box.
4. Select the trust store name.  
The trust store appears on the right hand side.
5. You can download trust certificates from the public Jam site <https://jam4.sapjam.com/>. You need to select the https in the browser link and download the certificates. This is different for different browsers.  
If you do not want to download certificates in this way, use the instructions in Steps 6 and 7.
6. To download the service provider certificate:
  - a) Retrieve the SSL certificate of the service provider. You can obtain this from, for example: Firefox via the icon to the website <https://jam4.sapjam.com/>; Internet Explorer or Chrome via the Security Report.
  - b) Save this certificate in a file with Base64 format. You can choose whether you want to use the client certificate or the CA certificate; the latter has a much longer validity.
  - c) Obtain the client certificate by displaying the certificate dialog. Navigate to the Details tab and select Copy to File.
  - d) From the Certificate Export Wizard dialog, activate the Base64 option.
7. Download the CA certificate.
  - a) The CA certificate requires the same steps except that you first jump to a different dialog.
  - b) Open the certificate dialog and navigate to the Certificate path tab.
  - c) Highlight the second to last certificate and choose View Certificate.  
A second certificate dialog opens and you can proceed as described in the client certificate steps above.  
The client certificate is valid for three years, while the CA certificate is valid for 10 years:
8. Import the Jam public certificates into the trust store by clicking Browse Certificates.
9. Import both the certificates created above and click Save.  
The Jam trust store is now configured.

## 5.2.5.5 Configuring the Jam http Destination

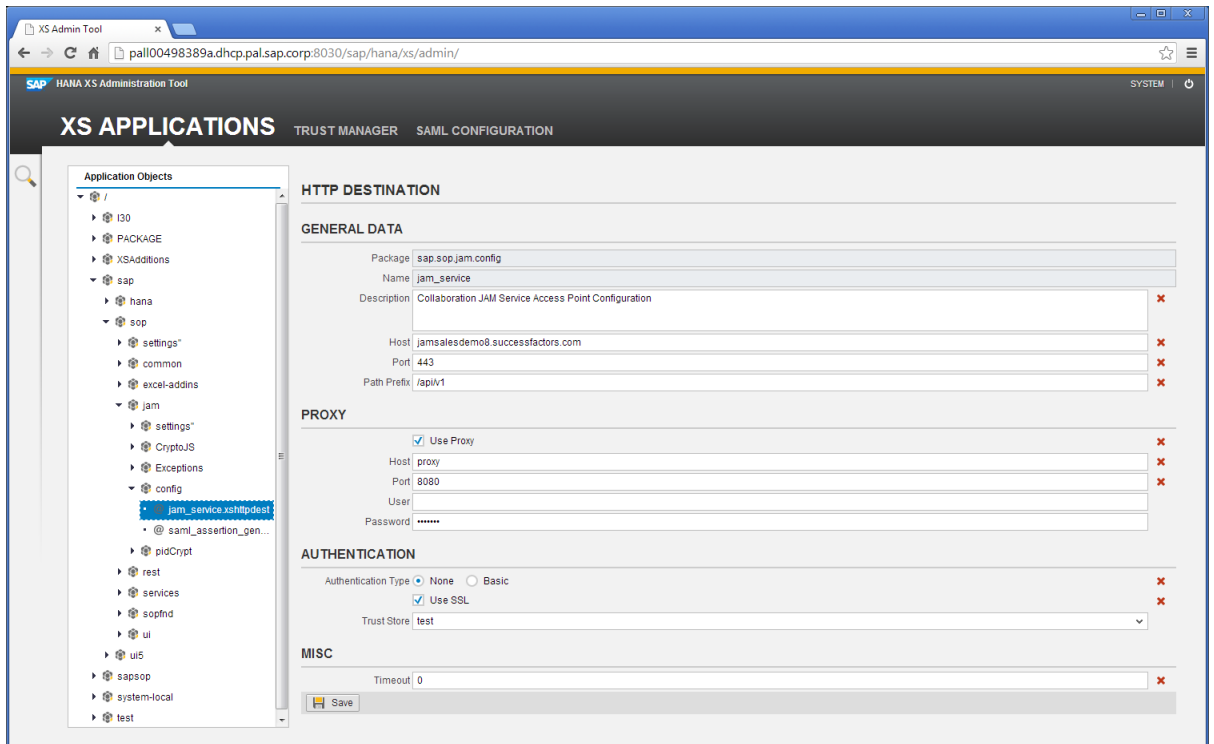
### Context

To configure the SAP Jam http destination:

### Procedure

1. Log on with SYSTEM user.
2. Choose the XS Applications tab.
3. Through the left panel, navigate to the http destinations: <http://replacehost:replaceport/sap/hana/xs/admin>

4. Select the XS Applications navigation link.
5. Go to the package `sap/sop/jam/config` and select the destination file.



6. Edit the destination and save your changes.
7. If the SYSTEM user does not have enough privileges, assign them to the user by executing the following:

```
call "_SYS_REPO"."GRANT_ACTIVATED_ROLE"
('sap.hana.xs.admin.roles::SAMLAdministrator', 'SYSTEM')
```

8. Assign the user all the roles of type: `sap.hana.xs.admin.roles::*`  
There will be two destination files.
9. Select `jam_service.xshttpdest`.  
On the right hand side, the destination properties appear.
10. Under Authentication, select the trust store you configured in [Configuring the Trust Store](#) [page 23] and click Save.
11. Repeat this process for the other destination file `jam_session.xshttpdest`.  
This configures the XS SAP Jam destination.

## 5.2.5.6 Creating Users in SAP Jam

Before you can map an SAP S&OP user with an SAP Jam user, you need to create SAP Jam users. If you have already created SAP Jam users, you can skip this topic.

### Context

To create a user in SAP Jam:

### Procedure

1. Prepare the user import file.

Refer to the sample CSV file that SAP Emailed you, and use this as the basis for creating the user import list for SAP Jam. The sample CSV file contains four standard demo users. It is critical that you name the CSV file according to the following, case-sensitive format: `UserDirectory_<jamcompanyid>.csv`. For example, `UserDirectory_jam0088.csv`.

2. Upload users to BizX.

a) Using the URL and credentials that SAP Emailed you, log onto BizX with Internet Explorer. These credentials must include the following information:

```
Company = <Company ID>
Username = <user>
Password = <password>
```

b) Use ONLY Internet Explorer to navigate to Manage Users -> Import Employee Data.

- o Type: Basic Import
- o Choose your File
- o File Encoding: Unicode (UTF-8)
- o Validate Import File Data
- o Import

3. Upload users to SAP Jam via an FTP server.

a) Connect from a network that permits FTP communication.

b) Create an FTP session with any FTP client, for example, FileZilla or Winscp, and connect to the FTP server with the hostname and credentials supplied to you via Email. Your credentials should include the following information:

- o Server
- o Port
- o User
- o Password

c) Make sure the import file follows the naming convention: `UserDirectory_<company ID>.csv`, where `<company ID>` is in lowercase, for example, `UserDirectory_jam0086.csv`.

d) Upload the employee export file to the folder: `/salesdemo8/export/`.



The import to the SAP Jam demo tenant is handled by a batch process, which runs every hour. You can check progress in the FTP client: The process is finished once the uploaded file is moved to subfolder archive.

4. Reset the user password in BizX.
  - a) Log onto BizX as an admin user:

```
Company = <Company ID>
Username = <user>
Password = <password>
```

- b) Navigate to Manage Users->Reset User Passwords.
- c) Set the passwords for the users JSMITH, JACK, JIM, ASHLYN and DAVID (the standard demo users from your import file) to Abcd1234.
- d) Log onto BizX with each of the users and change the password to Welcome1234.

## 5.2.5.7 Mapping an Application User with a Jam User

### Prerequisites

Before you can map an SAP S&OP user with an SAP Jam user, you must create the SAP Jam users in the SAP Jam system provisioned for SAP S&OP. Refer to [Creating Users in SAP Jam](#) [page 26] for instructions.

### Context

To map an SAP S&OP user with an SAP Jam user:

### Procedure

1. From the Web client, click the User Management navigation icon.
2. From the User Management window, select the user you want to map to SAP Jam.
3. Select the user and enter the SAP Jam Email ID in the Alternate Email ID field.
4. Click Save.

The screenshot shows the SAP User Management interface for user SNP1. The interface is divided into several sections:

- General Information:** Includes fields for First Name (snp1), Last Name (snp1), Primary E-mail (snp1@sap.com), and Alternate E-mail (dcoez@jam0082.com). There are checkboxes for Locked User (unchecked) and Active User (checked), and a Reset password link.
- Assigned roles (1):** A table with columns for Role Name, Permissions, and Delete. The role is ALL\_INCLUSIVE with permissions: Snapshot,Redo Snapshot,Application Debugging,Process Flow Configuration,Delete Attribute Combinations,Add Attribute Combinations,Data Import,Manage Users and Roles, etc.
- Applied Visibility Filter (1):** A table with columns for Filter Name, Planning Area, Description, and Delete. The filter is View All Data with Planning Area ALL and Description View All Data.

- 
5. Navigate to the Collaboration window.  
You will see that the SAP Jam application is loaded into the application.

## 5.2.5.8 Testing Jam Configuration

### Context

To test SAP Jam configuration:

### Procedure

Paste the following into a browser to view the results: <SOP Base URL>/sap/sop/jam/jamUnitTests.xsjs

---

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