PUBLIC
SAP Jam Collaboration
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SAP Jam add-in for Microsoft® Office Outlook® Administration Guide and Release Notes

THE BEST RUN **SAP**

Content

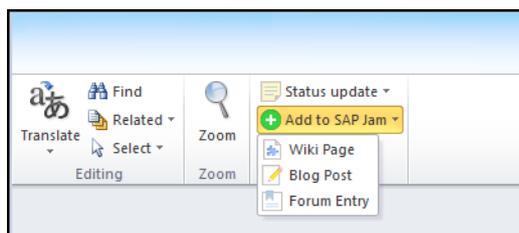# 1   Use the SAP Jam add-in for Microsoft Office Outlook

> i Note
>
> Upgrades are now available for the SAP Jam Application Launcher, SAP Jam File Sync client, SAP Jam activity hub, and SAP Jam add-in for Microsoft Outlook integration desktop clients.

The SAP Jam add-in for Microsoft Office Outlook was developed to make it easy for users to take the content they have in email and publish it to SAP Jam without requiring the user to leave Outlook, thereby removing impediments to sharing valuable information with a broader audience of stakeholders and interested parties.

The add-in enables user to work with the following features:

- Post both profile and group status updates.
- Publish the content of an e-mail as a group wiki page, or blog post.
- Publish the content of an e-mail as a forum question, idea, or discussion.
- Publish e-mail attachments to the content area of a group.

Add External Folder dialog box

Localizations

The SAP Jam add-in for Microsoft Office Outlook will be available in the following languages:

- English
- German
- Spanish
- French
- Portuguese (Brazil)
- Japanese
- Chinese (Simplified)

Support for other languages may be made available in the future.

2 System requirements

Please refer to the following system requirements before you proceed with the installation.

System requirements

Microsoft Exchange Server Versions	
Microsoft Exchange Server 2007	Supported
Microsoft Exchange Server 2010	Supported
Microsoft Exchange Server 2013	Supported
Microsoft Exchange Online 2013 (Office 365)	Supported

Operating Systems	
Microsoft Windows 7 operating system SP1	Supported
Microsoft Windows 8 operating system	Supported
Microsoft Windows 8.1 operating system	Supported
Microsoft Windows 10 operating system	Supported

Microsoft Office Outlook Versions	
Microsoft Outlook 2010 SP1	Supported
Microsoft Outlook 2013 SP1	*IMAP under Outlook 2013 is not a supported configuration.

Microsoft Office Versions	
Microsoft Office 2010 SP1	Supported
Microsoft Office 2013 SP1	Supported

OS	Windows 7 operating system x32 and x64	Windows 8 operating system x64
CPU	Multi-core 1.8-GHz	Multi-core 1.8-GHz
RAM	1 GB (2 GB)	2 GB
HDD Free Space	1 GB	1 GB
Network link speed	100kbps	100kbps
Display	1024 × 768	1024 × 768

> i Note
>
> To find out which version of Microsoft Office is installed, along with bit version, please refer to this Microsoft Support article ⬈ .

3   Installation notes

Administrators should review the following notes before proceeding with installation.

1. The installers will prompt users to install .NET Framework 4.7 if they are not already running .NET Framework 4.7 or above. Administrators who push the MSI installers out to their users' desktops can add the .NET 4.7 redistributable to install with their deployments.
2. On Microsoft Windows 7, Windows Server 2008 R2, and Windows Server 2012, the .NET Framework 4.7 installation will prompt users to update their d3dcompiler.dll: https://support.microsoft.com/en-ca/help/4020302/the-net-framework-4-7-installation-is-blocked-on-windows-7-windows-ser ↗ .
3. (Microsoft Outlook add-in and SAP Jam App Launcher only): On Microsoft Windows 7, due to CUB-43112, "Error while installing SAP Jam outlook add in", installation requires running the win7_schannel_regkeys.reg file to set the registry keys, and to enable TLS 1.1 and 1.2.
4. When using Microsoft System Center Configuration Manager to push the installers to user desktops:
    ○ For the Microsoft Outlook add-in, SAP Jam File Sync client, SAP Jam App Launcher, and Microsoft Office Integration, you must install on a per-user basis. You cannot install under the system account.
    ○ For SAP Jam activity hub, the installer requires administrator privileges.

What happens when the user does NOT have .NET Framework 4.7 installed?

1. The user is first prompted to install .NET Framework 4.7.
2. When the user clicks Yes, they are redirected to https://www.microsoft.com/net/download/dotnet-framework-runtime/net472?utm_source=getdotnet&utm_medium=referral to install the latest .NET Framework. In this case, it is 4.7.2.

4 Install the add-in

The Microsoft Office integration includes two add-ins with the installer: SAP Jam add-in for Microsoft Office and SAP Jam Office Integration Ribbon helper.

> **i Note**
>
> If the Microsoft Office integration is ever disabled, re-enablement requires both of these add-ins.

Installation

Contact your SAP Jam Customer Support representative to obtain the SAP Jam add-in for Microsoft Office Outlook.

The add-in supports both silent install and end user install. In both cases, a set of custom parameters must be set for the add-in to be configured properly. These parameters ensure that Single Sign-On (SSO) and branding for the add-in are properly configured. The parameters include: 'APP_NAME', 'Server', and 'CompanyDomain'.
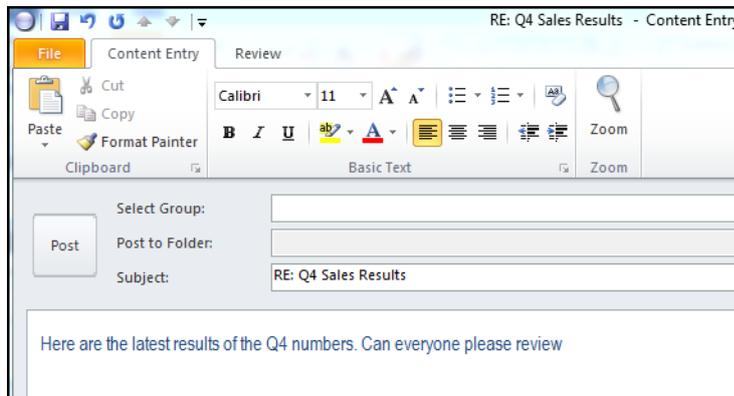
Add External Folder dialog box

APP_NAME

The 'APP_NAME' parameter represents the name your company's administrators have used to brand SAP Jam. This field may retain the default value, but the value may be changed to fit corporate branding needs. This value can be found by SAP Jam administrators by going to the 'Admin' page and selecting the 'Branding' menu. You can see in the example below that the 'APP_NAME' parameter maps to the "Product Instance name" field. Changing this value also changes the name shown at the top left of the screen. Ensure that the value of the 'APP_NAME' is the same value as the 'Product Instance name'.
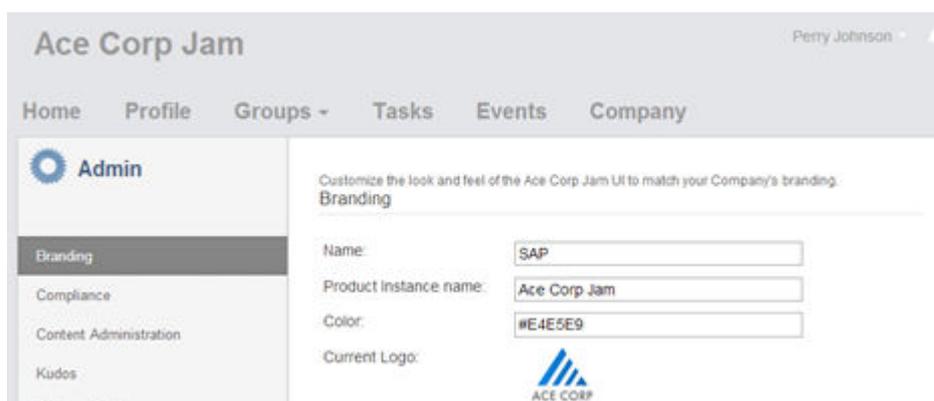
Server

The 'server' parameter represents the data center your company's SAP Jam instance is located in. This can be easily obtained from the URL of your Jam instance. For example, if the URL of your SAP Jam home page is https://jam4.sapjam.com/auth/status, then the value of the 'server' parameter should be **https://jam4.sapjam.com**.

CompanyDomain

This parameter represents the specific domain name used to represent your company's instance of SAP Jam. You may assume that this value is always the same as your company domain, but often this is not true. It is best to have the SAP Jam administrator check this value before attempting to set it. Often there can be multiple domains. It is best to select the first one but any of the 'Active' domains are acceptable as the values used during the installation of the Outlook add-in. The following example shows the domain set to sap.com.
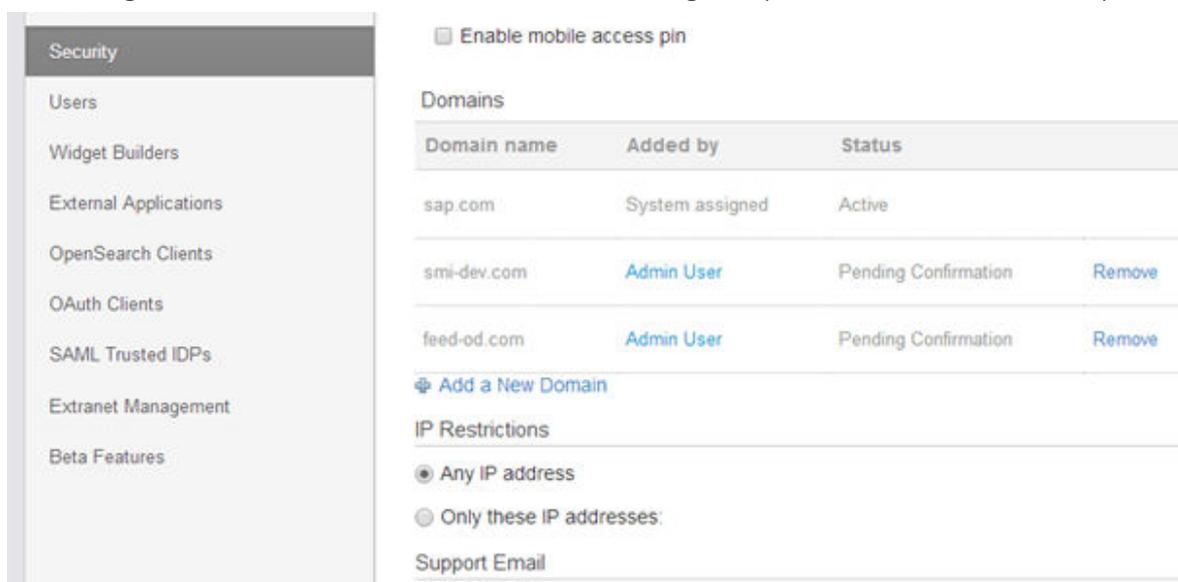
End user installation

End users can install the add-in on their personal computer. Administrators should provide end users with a guide containing the installation parameters required to properly configure the installation to work with your company's instance of SAP Jam. SAP Jam currently provides two English-only installers, a 32bit and a 64bit installer. More language support will be provided in later editions.

> **i Note**
>
> You must manually enter the proxy configuration when using the following:
>
> - Microsoft Windows 8 64 bit Enterprise (with multilanguage set to Spanish).
> - Microsoft Outlook 2012 32 bit (Spanish).
> - Microsoft Internet Explorer version 10.

To install the add-in

1. Close Microsoft Outlook.
2. Double-click the MSI installer.
3. Select the installation directory.
4. Click *Install*.
5. Click *Finish*.
6. Open Microsoft Outlook. The 'SAP Jam Assistant' will appear in the bottom right of your screen as a transparent overlay.

7. Click the *SAP Jam Registration* link. A new window will prompt you for your Server URL and Company Domain. Fill in the information that was provided by your SAP Jam administrator and click *Authenticate*. This will initiate communications between the add-in and SAP Jam. If you have any problems connecting, click *Advanced* to change the internet connection settings, although the default values will usually work.
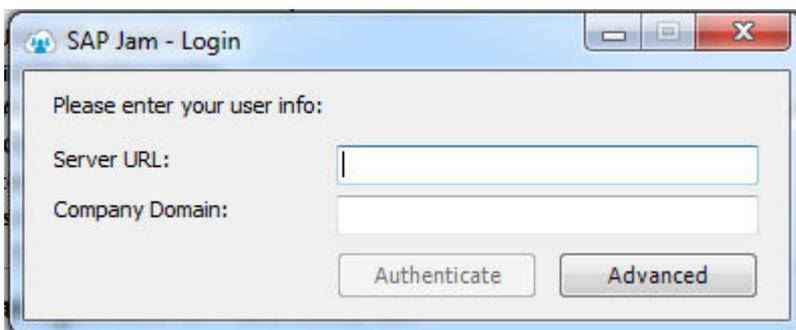
8. Once you successfully connect to the Internet, a new Internet Explorer window will appear. The window should either automatically log the user into SAP Jam or it should redirect the user to your company's custom SAP Jam login page. Once logged in, you should see an authorization page similar to the one here.
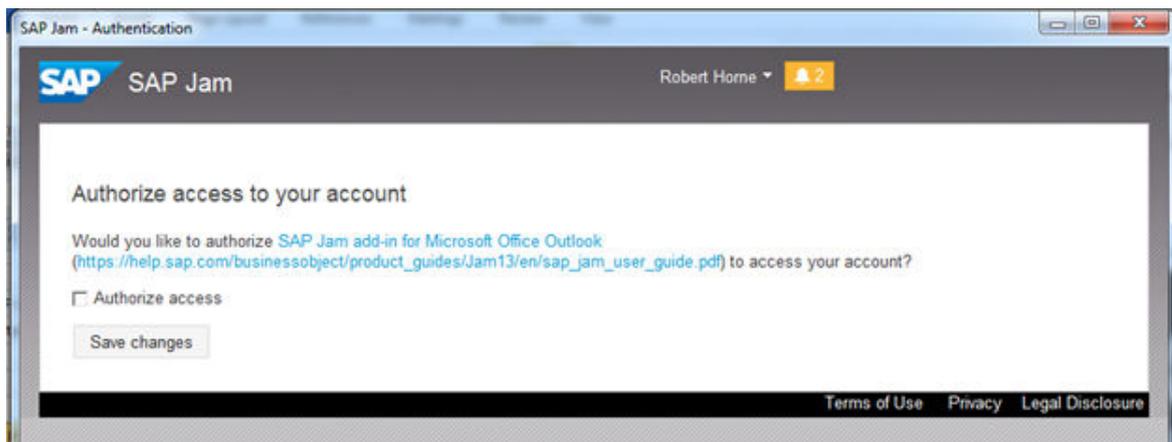
9. The SAP Jam add-in for Microsoft Office Outlook uses a workflow that requires the end user to authorize the Outlook add-in to make API calls on their behalf. This authentication requires that the SAP Jam tenant supports Service Provider-initiated Single Sign-On (SSO). If a link like https://[Jam Server]/auth/status/ 24g4560s8RF32Vk9eRYigg (copied from an example user's home page) takes users directly to the home page of a user, then service provider-initiated SSO is configured correctly. Contact SAP Jam support for more details about this configuration. Click *Authorize access* check box and select *Save changes*. This will close the Internet Explorer window.

10. Authorizing the add-in will kick off the synchronization process. Depending on the size of your account this may take several minutes. Synchronization downloads meta-data about your SAP Jam account to your user Exchange profile. During synchronization a window will display the synchronization progress. Click *Hide* to perform the synchronization in the background. Once synchronization is finished, your installation is complete.

Authentication

The SAP Jam add-in for Microsoft Office Outlook uses a workflow that requires the end user to authorize the Outlook add-in to make API calls on their behalf. This requires some end user interaction with a pop-up browser on first use. This authentication requires that the SAP Jam tenant supports service provider initiated SSO. A quick test can tell the end user if they have this configuration. In a new browser if a link like this: `https://<Jam#>/auth/status/24g4560s8RF32Vn9eRYigg` (this link was copied from a user's home page) takes you directly to the home page of a user then you likely have service provider initiated SSO correctly configured.

4.1 Silent installation

IT administrators can push the contents of the MSI installer to larger numbers of end-users without requiring them to be involved in the installation process. The MSI installer can be used by any silent install tool that supports MSI installation. The SAP Jam support team does not support the silent installation process for specific installers but can provide support for any defects in the MSI that may prevent it from properly installing.

Using Microsoft System Center Configuration Manager to install the SAP Jam add-in for Microsoft Office Outlook

1. Log on to a computer running System Center Configuration Manager, and Open Microsoft System Center Configuration Manager 2007 or Microsoft Systems Management Server 2003
2. Add all custom properties to the Windows Installer transform (.mst) file. For more information, see the following section, "Adding Custom Properties to the Windows Installer Transform File".
3. Run the installer. Open a Windows command line and enter the following command: msiexec /I "SAP_Jam_for_Outlook_x86.msi" TRANSFORMS="SAP_Jam_for_Outlook.mst"

Adding Custom Properties to the Windows Installer Transform File

You must add all custom properties to the Windows Installer transform (.mst) file. A custom property is any property that MSDN (Microsoft Developer Network Platforms) does not describe. The SAP Jam add-in for Microsoft Office Outlook supports the following custom properties as described earlier in the document.

- SAP Jam add-in brand name within Outlook UI (Default value – "SAP Jam"):
  - In the Property table, find the 'APP_NAME' parameter and modify the value.
- Server URL:
  - In Property table, create a Server parameter and specify the value.
- Company Domain:
  - In Property table, create a 'CompanyDomain' parameter and specify the value.

Specifying a Custom Installation Path

The installation path should be customized via a CMD string parameter. For example: msiexec /i SAP_Jam_for_Outlook_x86.msi INSTALLDIR=c:\mydir

5 From testing to production

If you have been testing the add-in and are now ready to move to production, this section explains how to change the company domain.

To move from your test instance to production

1. In Microsoft Outlook, go to the ribbon bar and choose the SAP Jam tab. Click **Options**.
2. Go to **General > Account** and then click **Change**.
3. In the Company Domain field, remove the test instance and enter the company domain.
4. Click **Authenticate** to log in to the production instance.

SAP Jam add-in for Microsoft® Office Outlook® Administration Guide and Release Notes
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From testing to production

6 Features

The following section lists the available features with the SAP Jam add-in.

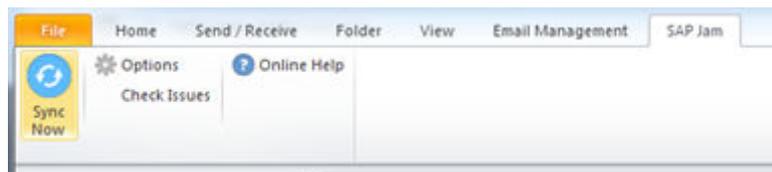| Feature	Description
SAP Jam ribbon group	The SAP Jam add-in adds a new Outlook Group for SAP Jam. If the installation branding parameter has been set, then the Ribbon Group name will be changed. Users can find the SAP Jam functions in the Microsoft Outlook ribbon.
Status updates	The "Status update" option allows users to post both profile and group status updates.
Add email content to SAP Jam	The 'Add to SAP Jam' option of the ribbon group provides the option to upload the currently selected e-mail to Jam as either a: wiki, blog, or forum entry. Before uploading content the user must select the group, and folder or forum topic that the content should be uploaded to. Forum content also has the option of attaching files to the question, idea or discussion.
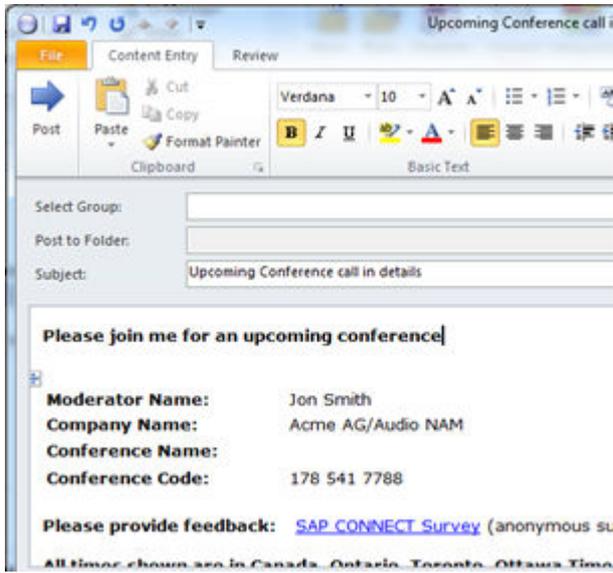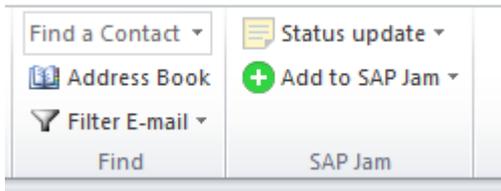
Feature	Description
Uploading files	Users can decide to just upload the attachments of an e-mail by right clicking on the attachments and selecting the option to upload one or many files directly to the SAP Jam content area.
SAP Jam menu	A number of options are available from the SAP Jam menu in Outlook including links to help, options for synchronization scheduling, error logs and online help. Synchronization is the process where the add-in downloads the meta data about the groups each user is a member of. If an upload error is occurring because the Outlook might be out of sync with the groups you are currently a member of you can change the sync schedule or run a synchronization on-demand. User can also check for any existing sync errors and set the log level to help support trouble shoot any issues.

7 Release restrictions

This section lists the known issues with the release of this plug-in and provides workarounds where available.

Issue	Description
Micrsoft Outlook favourites	Upon installation of the plug-in, the Favorites tab temporarily disappears in Outlook 2010. To display the Favorites, you must first click *Mail*.
Authentication page	Upon installation of the plug-in, the Authentication page may not display due to overlapping windows. As this may relate to a specific configuration, the occurrence of this issue is rare.

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