

CRM 2007
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English

Quick Guide to Installing SAP Best Practices for CRM

SAP AG
Dietmar-Hopp-Allee 16
69190 Walldorf
Germany

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Icons

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

Typographic Conventions

Type Style	Description
<i>Example text</i>	Words or characters that appear on the screen. These include field names, screen titles, pushbuttons as well as menu names, paths and options. Cross-references to other documentation.
Example text	Emphasized words or phrases in body text, titles of graphics and tables.
EXAMPLE TEXT	Names of elements in the system. These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.
Example text	Screen output. This includes file and directory names and their paths, messages, source code, names of variables and parameters as well as names of installation, upgrade and database tools.
EXAMPLE TEXT	Keys on the keyboard, for example, function keys (such as F2) or the ENTER key.
Example text	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<Example text>	Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.

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Quick Guide to Installing SAP Best Practices for CRM

1 Purpose

This Quick Guide provides the information you need to install SAP Best Practices for CRM (hereinafter known simply as BP CRM) using the SAP Best Practices Solution Builder. It also explains how to proceed if you want to install individual scenarios instead.

This document is intended for consultants and system administrators who already have a sound knowledge of SAP Best Practices, including the tools and documentation. If you are not familiar with these, refer first to the document *SAP Best Practices Tools*.

2 Technical Prerequisites for Installation

2.1 System Status of Client Roles

The system must not comprise any client that is set to status *productive* client role. If the system contains a productive client, the automatic installation of SAP Best Practices content using the SAP Best Practices Solution Builder is not possible due to the impossibility to activate BC Sets in the system. You can use the transaction *SCC4* to check the client roles in your system.

2.2 CRM System Landscape Considerations

The configuration of the BP CRM scenarios requires a consistently and completely installed SAP CRM system landscape.

Depending on the selected BP CRM scenario scope, different system landscape components have to be installed.



The Master Guide SAP CRM 2007 provides important information about the installation planning for SAP CRM 2007 scenarios. It gives an overview about the installation documents that are available for the installation of a CRM component.

This document is available on the SAP Service Marketplace (www.service.sap.com/crm-inst).

The BP CRM scenarios are often only using a subset of the overall SAP CRM functionality. Therefore the required system components for the BP CRM scenarios may differ from the recommendation in the Master Guide SAP CRM 2007.

Please use the following table as guidance in case you would like to install the minimum CRM system landscape required for running the BP CRM scenarios.

Required Components for SAP Best Practices for CRM V1.2007 X = Mandatory (X) = Optional	Marketing			Sales						Service					
	Lead Management	Lean Campaign Management	Interaction Center Marketing	Activity Management	Account & Contact Management	Opportunity Management	Pipeline Performance Management	Territory Management	Interaction Center Sales (with ERP Sales Order)	Service Order Management	Complaints and Returns Management	E-Service: Solution Assistance	E-Service: Service Request Management	E-Service: Complaints and Returns Management	Interaction Center Service
SAP Components															
CRM Components															
CRM Application Server ABAP	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SAP WFMCORE Add-On										X					
CPRXRPM										X					
CRM Application Server JAVA											X	X	X		
Standalone Components															
SAP ERP						(X)		(X)	X	(X)	X			X	(X)
SAP BI	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
SAP BI Content Add-on	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Standalone Components															
TREX (Text Retrieval & Information Extraction)												X	X	X	X
SAP GUI for Windows	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Non SAP Components															
Java 2 SDK, Standard Edition (J2SE)		X	X						X						

2.3 Release and Support Package Level

2.3.1 General Recommendations

The deliverables of SAP Best Practices were developed and tested in a system landscape with specific support package levels. If the support package levels in your system are different, there might be errors during the installation. You **may** be able to perform the installation activities manually using the Configuration Guides, but errors may also occur.



If your system doesn't fulfill the required Support Stack level as recommended by SAP Best Practices, only limited support can be granted.

If you need a higher Support Package level in your system, for example because of additional functionality, **FIRST** install SAP Best Practices on the system Support Package levels as mentioned below, **AND THEN** update your system to the required Support Package level.

2.3.2 SAP CRM System

SAP Best Practices for CRM V1.2007 requires SAP CRM 2007 Support Package Stack 01.

Within this support package stack the component CRM ABAP has support package 02.

Path to download from the Software Distribution Center (SWDC) on Service Marketplace (SMP): <https://service.sap.com/swdc> → Download → Support Packages and Patches → Entry by Application Group → SAP Application Components → SAP CRM → SAP CRM 2007 → Support Package Stacks → Support Package Stacks → Target Stack 01 (04/2008).

Detailed information regarding the installation of this support package stack can be found in SAP Note **1137548**.

2.3.3 SAP ERP System

The SAP Best Practices for CRM V1.2007 comprises the integration with SAP ERP.

The cross-system BP CRM scenarios have only been validated with SAP ERP 6.0 and SAP ERP 6.0 Enhancement Package 03. Therefore the usage of one of these SAP ERP releases is recommended.

In general SAP CRM 2007 can partly be combined with SAP ERP releases lower than 6.0. Please see the document Master Guide SAP CRM 2007 for details about required SAP ERP releases depending on the selected scenario.

Technically, there are no restrictions regarding the use of BP CRM with deviating SAP ERP release levels as the SAP ERP part of the BP CRM installation is performed manually without eCATTs or BC Sets.

However, the BP CRM documentation is only provided for the recommended SAP ERP release level; therefore this documentation is not valid for topics that are not identical in the different SAP ERP releases.

2.3.4 SAP BI System

SAP BI can optionally be used in combination with BP CRM.

BP CRM V1.2007 has only been validated with SAP BI 7.0 including SAP BI Content Add-on 7.03.

In general SAP CRM 2007 can be combined with SAP BI releases lower than 7.0. Please see the document Master Guide SAP CRM 2007 for details about required SAP BI releases depending on the selected scenario.

However, the BP CRM documentation is only provided for the recommended SAP BI release level, i.e. this documentation is not valid for topics which are not identical in the different SAP BI releases.

2.3.5 SAP Best Practices Add-ons

The following SAP Best Practices add-ons have to be installed in order to use the automated installation of BP CRM:

Software Component	Release	Version
BP-CRM60 ⁽¹⁾	600	Always use the latest available version as outlined in SAP Note <i>1146509 (Release strategy for BP-CRM60)</i>
BP-INSTASS ⁽¹⁾	600	Always use the latest available version as outlined in SAP Note <i>846029 release strategy for BP-INSTASS</i>

⁽¹⁾ Additional and detailed information is listed in the document *Importing SAP Best Practices Add-Ons (ADDONINS.PDF)* on the configuration CD.

The installation procedure of the SAP Best Practices add-ons is described in sections *Installation of the SAP Best Practices Solution Builder* and *Installation of the SAP Best Practices Solution Builder* of this guide.

2.4 SAP Notes and Messages

It may be that issues become apparent after shipment of BP CRM (and hence of this document). An SAP Note exists to cover such eventualities.



- 1) **Before you start the building block installation process, check the latest version of the SAP Note below** to obtain updates and corrections for problems that do not become apparent until after shipment.
- 2) **All notes have to be applied to the system via the SAP Note Assistant.** All notes mentioned below need to have the implementation status *Completely implemented*. Note that some SAP Notes require manual action before you set them to status completely implemented.

SAP Note #	Description
 1238796 	SAP Best Practices for CRM V1.2007 (2 nd language version)

Implement the following SAP Notes before proceeding with the next steps in this guide:

SAP Note #	Description
1084188	SCPR20: SCPR116 Error during BC Set Activation.
1156360	Additional information for BP-INSTASS 600V4

2.5 Activation of the Component VM Container

Activate the component VM Container in case this has not been done during the system installation. For details refer to SAP Note 854170.

2.6 Troubleshooting

If errors occur during the installation process, proceed as follows:

1. Check for troubleshooting notes in the step description of the Configuration Guide.
2. Check for SAP Notes on the relevant topic in section *SAP Notes* in the Building Block Configuration Guide.
3. Log on to the Service Marketplace and search for problem-related SAP Notes.

If the problem persists, proceed as follows:

1. If the problem relates to the SAP Best Practices pre-configuration, open a customer message with the component **SV-SMB-AIO-BP-CRM**.
2. If the problem is of a general kind, indicate the relevant application component.

2.7 Related Documentation

The **Master Guide SAP CRM 2007** provides crucial information for the installation of SAP CRM 2007. Read this guide thoroughly.

The **Security Guide SAP CRM 2007** provides an overview of the security-relevant information that applies to SAP CRM.

To access the latest version of these guides, log on to the SAP Service Marketplace (<http://service.sap.com>).

Use the alias *CRM-INST* to access the installation guidelines. Go to section *SAP CRM 2007*

3 Installation Preparation

3.1 General Settings in the CRM System

3.1.1 Changing the SAP Menu

Use

Set the default SAP menu to the CRM standard menu *CRM_MENU (Extended Relationship Management)*.



Run this default setting only once.
Skip this activity if the SAP menu in the CRM system already contains the standard CRM entries.

Procedure

1. Run the following activity:

SAP CRM transaction code	SSM2
---------------------------------	-------------

2. On the *Set initial screen for the R/3 System* screen, choose *Set initial menu systemwide*. It lists all the possible entries.
3. In the column *Area menu*, choose *CRM_MENU (Extended Relationship Management)*
4. Choose *Copy* or double-click the entry.
5. In the dialog box *Prompt for Workbench request*, choose *Create request (F8)* (or use an existing Workbench request).
6. Enter a short description and choose *Save* or *Enter*.
7. Choose *Continue*.

3.1.2 Client Settings

3.1.2.1 Maintain Client Settings for SAP CRM

Use

This activity adjusts the client settings to enable the SAP Best Practices installation.

Procedure

1. Access the activity using one of the following navigation options:

Transaction code	SCC4
SAP CRM GUI menu	<i>Architecture and Technology → System Administration → Administration → Client Administration → Client Maintenance</i>

2. Choose *Display → Change*.
3. Confirm the message *Caution: The table is cross-client*.
4. Select your CRM client.
5. Choose *Details*. The *Change View “Clients”: Details* screen appears.
6. Enter the following data:

Field / Area	Entry
Logical system	<Entry will be created in the building block CRM Connectivity>
Client role	Customizing
Changes and Transports for Client-Specific Objects	Automatic recording of changes
Cross-Client Object Changes	Changes Allowed to Repository and Cross-Client Customizing
<i>Protection: Client Copier and Comparison Tool</i>	Protection level 0: no restriction
<i>CATT and eCATT Restrictions</i>	eCATT and CATT Allowed

7. Save and confirm the warning message *Be careful when changing the logical system*.

3.1.2.2 Maintain Client Settings for SAP ERP

Use

This activity adjusts the client settings to enable the SAP Best Practices installation

Procedure

1. Access the activity using one of the following navigation options:

Transaction code	SCC4
SAP ERP IMG menu	<i>Tool → Administration → Administration → Client Administration → Client Maintenance</i>

2. On the screen <Display View: “Clients”: Overview> switch to the change mode.
3. Select your current client and choose *Details*.
4. Enter the following data:

Field / Area	Entry
Logical system	<Entry will be created in the building block CRM Connectivity>
Client role	Customizing
Changes and Transports for Client-Specific Objects	Automatic recording of changes
Cross-Client Object Changes	Changes to Repository and cross-client Customizing allowed.
<i>Protection: Client Copier and Comparison Tool</i>	Protection level 0: no restriction
<i>CATT and eCATT Restrictions</i>	eCATT and CATT Allowed

5. Save and confirm the warning message *Be careful when changing the logical system.*

3.1.3 Settings for Activation



For activation, we recommend that only one User ID be used to activate the SAP Best Practices. It can be a tedious procedure to change ownership of the activation of the solution.

3.1.3.1 Unicode Settings

Use

Before each user logs onto the system for the first time, the user's local GUI must be set to use the Unicode code page.

Procedure

1. From the SAP Logon 710 pad, select your system ID, and then choose the *Change Item* button.
2. On the *System Entry Properties* dialog box, choose the *Code Page* tab.
3. On the *Encoding* dropdown, select *Unicode (UTF-8)*.
4. Choose *OK*.

3.1.3.2 Language Settings for BC Sets

Use

To ensure proper activation of the Business Configuration Sets for the SAP ERP installation, you must select all languages for BC Sets.

Procedure

1. Access the activity using one of the following navigation options:

Transaction code	SCPR20
-------------------------	--------

2. On the *Business Configuration Sets: Activation* screen, from the menu bar, choose *Utilities* → *User Settings* (Ctrl+F10).
3. On the *BC Sets: Change User Settings* dialog box, on the *General Settings* tab, ensure that the *Use User Languages* checkbox is NOT selected.
4. Choose *Copy Settings* (Enter).
5. Choose *Back*.

3.1.3.3 Deactivation of Activation Links

Use

We recommend deactivating the creation of activation links. With the creation of activation links deactivated it is possible:

- to increase activation speed significantly and
- to avoid errors.

Procedure

1. Run the following activity:

SAP CRM GUI menu	<i>Tools</i> → <i>Customizing</i> → <i>Business Configuration Sets</i> → <i>Activation of BC Sets</i>
Transaction code	SCPR20

2. On the screen <Business Configuration Sets: Activation>, go to *Utilities* → *System Settings*.
3. Switch to the change mode (Shift + F1).
4. In the section “Activation” set the parameter “Do Not Create”.
5. Save your settings.

3.1.4 Settings for eCATT Use

3.1.4.1 Maintain Profile Parameters - SAP Scripting

eCATTs are used to automate the activation of SAP Best Practices configuration settings. Prior to activation, you must allow eCATT processing in the system: the profile parameter *sapgui/user_scripting* must be set.



Only those installation users have to perform this activity that do not install the first scenario (for example, someone else already installed a specific scenario and you want to install an additional scenario).



All installation users will have to perform this activity, once the server has been restarted.

Procedure

1. Run the following activity:

Transaction code	RZ11
-------------------------	------

2. On the screen <Maintain Profile Parameters>, make the following entries

Field name	Description	User action and values	Note
PARANAME	Profile parameter name	sapgui/user_scripting	
		Display	

3. On the screen <Display Profile Parameters Attributes>, select *Change values*.
 4. On the screen <Change Parameter Value>, make the following entries.

Field name	Description	User action and values	Note
	New Value	TRUE	Enable SAP Scripting

5. Choose *Save*.



When you save the change, the window closes and the current value of the parameter changes to TRUE. This change only becomes effective when you log onto the system again.



If the parameter is set in RZ11, you lose the change when you restart the server.

3.1.4.2 Allow GUI Scripting

Use

This activity allows the use of your GUI to execute eCATTs GUI scripts in the CRM system.

Procedure

1. Choose the first button on the right hand side of the standard toolbar *Customize Local Layout* or type **ALT + F12**.
2. Select the menu item *Options*.
3. On the *Options* tab, deselect the *Enable Dialogbox for Dynpro size check* dialog box.
4. Choose the tab strip *Scripting*.
5. Select the checkbox *enable scripting*.
6. Deselect the checkboxes *Notify When a Script Attaches to a Running GUI* and *Notify When a Script opens a Connection*.
7. Choose the *OK* button at the bottom.

3.1.5 Set Decimal Notation and Date Format

Use

Some installation variant files of BP CRM contain dates and numeric values. The user settings of the installation user have to be synchronized with date format and decimal notation of the variant files.

Procedure

1. Run the following activity:

SAP CRM GUI Menu	<i>System → User Profile → Own Data</i>
Transaction Code	SU3

2. Choose the *Defaults* tab.
3. Make sure you set *Decimal Notation* has the value 1.234.567,89.
4. Make sure you set *Date Format* has the value DD/MM/YYYY.
5. Save your settings.
6. When the complete activation procedure is finished, you may change these values as desired.

Result

The decimal notation and date format have been set up according to your country format. The standard printer has been defined.

3.2 Installation of the SAP Best Practices Add-On

Use

If possible, Business Configuration Sets (BC Sets) for maintaining customizing settings and Extended Computer Aided Test Tool procedures (eCATT) for master data creation are used for SAP Best Practices. This use automates the configuration of the SAP Best Practices scenarios.

BC Sets and eCATTs come as so-called add-on transport file on the SAP Best Practices Add-On DVD. Import this file into your CRM system to use the automated configuration.

Procedure

1. Make sure that the SAP Best Practices Add-On DVD content is available. Otherwise, order the complete SAP Best Practices package, i.e. Documentation DVD and Add-On DVD as described in the *How to order* presentation on the Documentation DVD Home page or on the SAP Help Portal:
http://help.sap.com/bp_crmv12007/General/How_to_order_ext_EN.ppt.
2. Read section *SAP Best Practices Cross Industry Packages → BP-CRM60 600<latest version>* of file *ADDONINS.PDF* provided on the Add-On DVD to identify the relevant transport file of the BP CRM add-on.
BP CRM does not provide an add-on for the SAP ERP system.
3. Import this transport file into your SAP CRM system following the instructions of the document *ADDONINS.PDF*.

Result

BC Sets and eCATTs are now available in your CRM system and can be used in combination with the SAP Best Practices Solution Builder for an automated configuration of BP CRM scenarios.

3.3 Installation of the SAP Best Practices Solution Builder

Use

Use the SAP Best Practices Solution Builder to easily install the complete SAP Best Practices package or selected scenarios at minimum time.

The SAP Best Practices Solution Builder is a tool that guides you step-by-step through the installation process directly in the system.

3.3.1 Install SAP Best Practices Solution Builder

Use

The SAP Best Practices Add-On DVD contains the SAP Best Practices Solution Builder program.

Procedure

1. Make sure that the SAP Best Practices Add-On DVD content is available. Otherwise, order the complete SAP Best Practices package, i.e. Documentation DVD and Add-On DVD as described in the *How to order* presentation on the Documentation DVD *Home* page or on the SAP Help Portal:
http://help.sap.com/bp_crmv12007/General/How_to_order_ext_EN.ppt.
2. Read section *SAP Best Practices Cross Industry Packages → BP-INSTASS 600<latest version>* of file *ADDONINS.PDF* on the Add-On DVD to identify the transport file of the Solution Builder add-on relevant to SAP CRM.
3. Import this transport file into your SAP CRM system following the instructions of the document *ADDONINS.PDF*.
No Solution Builder add-on has to be imported into the ERP system.

Result

The Solution Builder has been installed in your SAP CRM system. The use of the Solution Builder is described in section *Installation of Business Content* of this guide.

3.3.2 Setup of SAP Best Practices Solution Builder

Use

Before using the SAP Best Practices Solution Builder, you maintain the crucial connectivity settings. Otherwise, transactions and IMG activities located in other systems like SAP ERP cannot be accessed directly from the Solution Builder in the CRM system.

3.3.2.1 Maintaining RFC Connection

Use

RFC connections between the CRM application client and the following systems have to be created:

- SAP ERP application client
- SAP BI client
- SAP Interactive Reporting client

Procedure

1. Access the activity using one of the following navigation options:

Transaction code	SM59
SAP CRM IMG menu	Customer Relationship Management → CRM Middleware and Related Components → Communication Setup → Define RFC Destinations

2. Choose *Create* (F8).
3. Enter the following data:

Field	Entry
RFC Destination	<ERP system name>CLNT<client>_IA, e. g. CS7CLNT200_IA
Connection Type	3 (ABAP connection)
Description	ERP RFC connection for Solution Builder

4. Choose *Enter*.

Technical settings	
Load Balancing	No
Target host	<Target host ERP system>, e. g. pdf0421
System number	<System number of ERP system>
Logon/Security	
Trusted system	No
SNC Option	Inactive
Language	EN
Client	<ERP client>
User	<A dialog user is required in the ERP system for this RFC connection. Sufficient authorizations to run the configuration activities have to be assigned to this user.>
Password	<Enter a password for the user>
Current user	
Unencrypted password	
MDMP & Unicode	
Communication Type with target system	Set <i>Unicode</i> flag if Unicode Test has been executed successful

5. Save your RFC destination.
6. You can now test your newly created RFC connection using *Test connection*.
7. Repeat these steps in order to create RFC connection to the BI client and/or the Interactive Reporting client.



In case you would like to avoid maintaining a general user for the RFC connections, you can also set up a trusted connection from SAP CRM to the other SAP systems/clients.

3.3.2.2 Maintaining System Landscape

Use

When activating scenarios in the Solution Builder, access to different systems is required. Therefore, RFC connections have to be maintained and assigned to the project.

Information on the connections to other relevant systems is maintained in a system data container of the eCATT. This system data container must be assigned to the project.



The assignment of this system data container to the Solution Builder project is described in section *Implementing a Solution*.

Procedure

1. Access the activity using one of the following navigation options:

Transaction code	SECATT
SAP CRM menu	Architecture and Technology → ABAP Workbench → Test → Test Workbench → Test Tools → Extended CATT

2. Enter /SMB20/ALL_H001 in field *System Data* and choose *Copy Objects*.
3. In the *Copy* dialog box enter Z_SMB20_ALL_H001 in field *to System Data Container* and choose *Copy*.
4. In the *Create Object Directory Entry* dialog box choose *Local Object*.
5. On the *Extended Computer Aided Test Tool* screen enter Z_SMB20_ALL_H001 in field *System Data* and choose *Change Object*.
6. Make the following entries:

Target System	RFC Destination
ECC	Enter the RFC connection to SAP ERP application client
BI	Enter the RFC connection to SAP BI application client
REP	Enter the RFC connection to SAP CRM Interactive Reporting client

7. Choose *Save*.

3.3.3 Create Installation Folder for the SAP Best Practices Installation Files and Scope File

Use

The scoping, the personalization and the installation phase of the Solution Builder require solution scope and installation data files in a specific folder.

Procedure

1. Create an installation data folder on a server that can be accessed from within the SAP system where you want to install the SAP Best Practices package. Ensure that the persons who will install SAP Best Practices have the necessary user rights to access this folder.
2. The solution scope file can be found as attachment *BP_CRM_V1_2007_Scope_File.zip* to the BP CRM support note (for details on the note number see above section *SAP Notes and Messages*).
3. Unpack the file *BP_CRM_V1_2007_Scope_File.zip* and copy the *solution scope file* (*.xml file) that is needed for the SAP Best Practices installation into the installation data folder created in step 1.
4. The installation data files can be found as attachment *BP_CRM_V1_2007_Installation_Data.zip* to the BP CRM support note.
5. Unpack the file *BP_CRM_V1_2007_Installation_Data.zip* into the installation data folder created in step 1. After this you will find the installation data files (*.txt files) in this folder as well as subfolders named with a 2 two letter language abbreviation, e.g. DE.
6. Identify the second language beside English that has to be used for sample master data creation. Copy all files of this 2nd language folder into the installation data folder and confirm the file replace screen.

4 Installation

4.1 Installation Options

Use

Before running the installation as described in section *Installation of Business Content*, choose between the different installation options offered by BP CRM.

4.1.1 SAP ERP Back-End with SAP Best Practices Configuration or Customer-specific Configuration

Use

BP CRM can be used in combination with an arbitrary customer-specific SAP ERP system or an SAP ERP system configured with the help of a SAP ERP-based SAP Best Practices Baseline package version.

4.1.1.1 Arbitrary SAP ERP Back-End System

In case of integration with an SAP ERP system, BP CRM provides no sample master data on customers, products, conditions and the like, nor standard sales or distribution customizing such as pricing procedures.

Usually, this data is initially replicated from the SAP ERP system into the SAP CRM system. Therefore, it depends on the content of the connected customer-specific SAP ERP system.

For this reason most of the configuration activities related to this data are generic, that is without concrete master data samples.

Master data samples are only provided for purely CRM-specific master data, such as product catalog or service products.

4.1.1.2 SAP ERP Back-End System with other SAP Best Practices Packages

If an SAP Best Practices Baseline package or Industry package has been applied in the SAP ERP system, the master data and the sales and distribution customizing data is known, so the CRM configuration can be done by using the data of the Baseline package data.

In this case so-called Delta Guides will provide all relevant information for an easy integration of the Baseline/Industry package ERP scenarios with the BP CRM scenarios, such as mapping of organizational structure, replication of customizing, master data and basic functions.

Every configuration activity in a Configuration Guide or Installation Guide of BP CRM for which Baseline/Industry package-specific data is provided has a reference to the corresponding Delta Guide. This is indicated by the remark *Please Check Delta Guide* at the beginning of the configuration activity. In this case a Baseline/Industry package-specific Delta Guide for the Configuration Guide exists, open the corresponding Delta Guide and use the concrete data instead of the generic configuration description of the configuration activity.

4.1.2 Installation with SAP ERP Integration or SAP CRM Standalone Integration

The typical use case of BP CRM is to set up the configuration for CRM scenarios in an SAP CRM system that is connected to an SAP ERP system.

This is valid for all scenarios requiring integration with logistics and/or accounting.

But BP CRM also provides the relevant configuration for a standalone use of SAP CRM, that is without integration of a SAP ERP system.

A BP CRM standalone installation makes sense for the following use cases:

- An implementation of SAP ERP is not in scope.
- The implementation scope of BP CRM only comprises scenarios which do not require integration with logistics and/or accounting.
- For prototyping or demo purposes the SAP ERP integration is postponed to a later project phase in order to run a very quick installation of the BP CRM scenarios. Therefore, functional restrictions of the scenarios caused by missing SAP ERP integration are accepted.
In the development phase, use the SAP CRM integration option to newly configure the scenarios.

The BP CRM documentation DVD contains the following sources of information to identify the possible scenario scope of these installation options:

- Business Information → Preconfigured Scenarios → Scenario Map
- Document *BP_CRM_Scenario_BB_Matrix.xls* in folder *CRM_DE\Documentation*.

The Solution Builder provides separate Solution Scope files for these installation options. See section *Step 1: Import Solution* for details.

4.1.3 Installation with Solution Builder or Manual Installation

Use

Typically, the configuration of SAP Best Practices scenarios takes place by using the SAP Best Practices Solution Builder. This procedure is strongly recommended because it guarantees a quick, safe and controlled installation.

The section *Installation of Business Content* describes this installation option in detail.

Alternatively, the entire configuration as well as the installation of a single scenario can be executed manually.

The installation is then performed only by using the Building Block Configuration Guides provided on the respective scenario page (*Business Information* → *Preconfigured Scenarios* → *<Scenario>*).

The required installation sequence of the building blocks can be found in the document *BP_CRM_Scenario_BB_Matrix.xls* in folder *CRM_DE/Documentation* of the documentation DVD.

A possible use case of this installation option may be to directly gain detailed CRM customizing and application knowledge during the SAP Best Practices installation.

The implementation effort and error rate will of course increase significantly when running a manual configuration.

4.2 Installation of Language/Country-specific Content

SAP Best Practices for CRM provides translation into different languages but only very few country-specific settings.

Country-specific settings such as pricing and taxes are automatically configured in the CRM system via the initial download from the ERP system.

The current available version of BP CRM always comprises all languages, i.e. there are no separate BP CRM versions for different countries/languages.

For accessing the documentation DVD in your local language you just have to switch the language on the top level bar of the documentation DVD.

Installation and configuration documentation like Configuration Guides is only provided in English.

Language-specific customizing and master data will automatically be installed in the CRM system when using the SAP Best Practices Solution Builder.

For manual configuration activities the translation is provided in the configuration guides, i.e. language-specific texts have to be maintained manually.

In case of an ERP integration ERP customizing and master data will be replicated from the ERP system to the CRM system in all maintained languages.

Typically configuration content will be installed in the master language English and a second local language. But there is also an option to install content in additional languages.

The detailed installation procedure is described in section *Installation of Business Content*.

4.3 Installation Methodology

4.3.1 Building Block Concept

SAP Best Practices makes use of the Building Block concept to implement a package quickly and safely.

For details, see document *Building Block Concept* on page *Technical Information* → *Tools & Concept* of the SAP Best Practices Documentation DVD.

4.3.2 Building Block Structure of SAP Best Practices for CRM

The building blocks that are used to configure the scenarios of BP CRM are grouped into three different layers.

- **Layer 0 Building Blocks**

- Fundamental building blocks
- Mandatory for all scenarios

	BB Name
B01	CRM Generation
C71	CRM Connectivity
C72	CRM Connectivity Standalone
C04	CRM WebClient User Interface
B09	CRM Customizing Replication
C01	CRM Organizational Model
C02	CRM Organizational Model Standalone
C05	CRM Organizational Model with HR Integration
C03	CRM Master Data Replication
C10	CRM Central Master Data
C09	CRM Central Master Data Standalone

- **Layer 1 Building Blocks**

- Cross-scenario building blocks
- Mandatory only for specific scenario groups or optional

	BB Name
B08	CRM Cross-Topic Functions
C41	CRM Interactive Reporting
C11	CRM Marketing Master Data
C23	CRM Basic Sales
C13	CRM Service Master Data

- **Layer 2 Building Blocks**

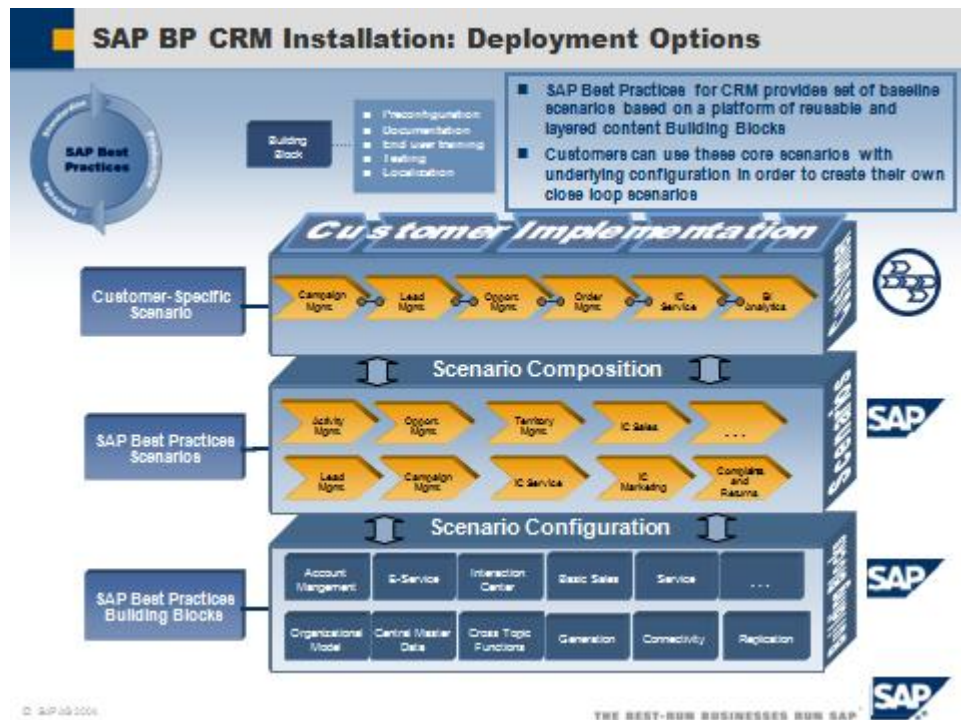
- Scenario-specific building blocks
- Mandatory for only one specific scenario

	BB Name
C22	CRM Lean Campaign Management
C37	CRM Lead Management
C31	CRM Activity Management
C36	CRM Account and Contact Management
C32	CRM Opportunity Management
C06	CRM Territory Management
C26	CRM Service
C28	CRM Complaints
C78	CRM Interaction Center
C33	CRM Teleservice
C74	CRM E-Service

Use these building blocks to configure the scenarios of SAP Best Practices for CRM; so the configuration content of a typical scenario consists of

- all Layer 0 building blocks
- one or more building block(s) of Layer 1
- one scenario-specific building block of Layer 2.

The scenarios configured by these building blocks can also be used to compose more complex value chains. Also, the “interfaces” between the scenarios are often preconfigured by *SAP Best Practices for CRM*.



For information on building blocks relevant for the configuration of a specific scenario, see *BP_CRM_Scenario_BB_Matrix.xls* in folder *CRM_DE/Documentation* of the documentation DVD.

4.4 Installation Process

Use

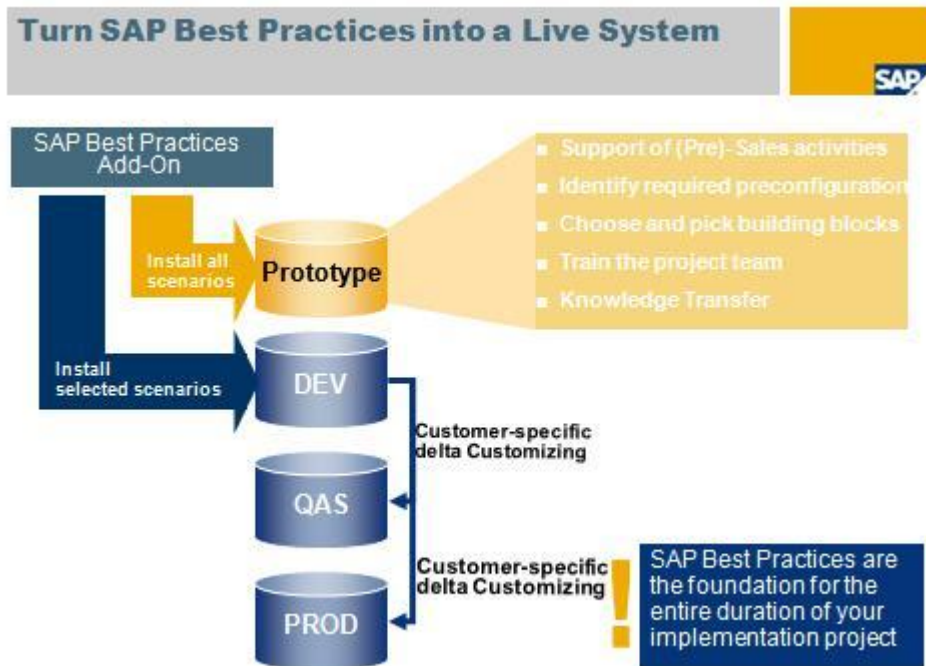
This section describes the installation process using the SAP Best Practices Solution Builder.

4.4.1 Recommendation for SAP Best Practices Installation

The preconfigured content of SAP Best Practices can be used to initially set up a prototype or development system.

During the activation of Business Configuration Sets via the Solution Builder the Customizing and workbench settings are automatically recorded in transport requests in the SAP CRM system.

These SAP Best Practices Customizing settings and customer-specific delta Customizing will be transported into test and production systems.



5 Installation of Business Content

This section describes the installation of BP CRM using the SAP Best Practices Solution Builder.



For a complete documentation about the Solution Builder please see attachments of SAP Note **1156360** (Additional information for BP-INSTASS 600V4).



To install the SAP Best Practices content you always have to logon to the system in language English.

Prerequisites

Make sure that you have successfully finished all activities in chapter **Installation Preparation**.

5.1 Getting Started and Navigation

After successful installation, the *Solution Builder* is started by the transaction code. There is no menu path in the standard SAP menu.

- To start the Solution Builder, use one of the following navigation options:

Transaction name	<i>Solution and Implementation</i>
Transaction code	/N/SMB/BBI

- The *Solution Editor* screen displays, listing all solutions available in the system.



The first time you enter the Solution Editor (if no other users have uploaded or created solutions in the system), the solution list is empty.



The button bar indicates the sequence of operation for end-users.



We strongly recommend adding the transaction for the Solution Builder (/SMB/BBI) to the favorites of your SAP user menu.

5.2 Step 1: Import Solution

Use

In order to install the SAP Best Practices content using the Solution Builder, the so-called Solution Scope file containing scenarios and building blocks has to be uploaded into the CRM system.

5.2.1 Import Solution File

Procedure


To install one (or more or all) scenarios, upload the BP CRM scope file as follows:

1. Start the SAP Best Practices solution builder (see section *Running the Solution Builder* above).
2. In the *Solution Builder – Solution Editor* screen, go to *Solution* and then *Import (Ctrl+F11)*.
3. In the *Select one format to import* screen, chose the button *Import XML file*.
4. In the *Select the XML file* screen, indicate the path to the XML file you downloaded in chapter *Create Installation Folder for the SAP Best Practices Installation Files and Scope File*.
5. Choose one of the following Solution Scope files
 - BP_CRM_V1_2007_Standard.xml: CRM with ERP integration
 - BP_CRM_V1_2007_Standalone.xml: CRM standalone
6. After the solution is uploaded (depending on the size of the solution a few seconds up to one minute), an information box about the uploaded scenarios and building blocks is displayed. Choose *OK* to confirm.

Result

The uploaded solution is visible in the solution list and is marked as your favorite solution.



The *Favorite* solution (indicated by  in front of the solution in solution list) determines which solution any subsequent activities (from the button bar) affect. If you have more than one single solution available and you want to work with reference to another solution in your solution list, select the solution in the list and choose the *Favorite* button.



If the file path is too long, the system will display an error message. If you receive this error message, either rename folders in the path to shorten the file path, or copy the file to a folder closer to the root folder of the hard drive.

5.2.2 Maintain User Settings: Path to Installation Data

Use

The solution definition (as uploaded as XML file) and the installation data define the solution that will be implemented.

To simplify the procedure and to avoid confusion with different sets of installation data, we strongly recommend assigning the path to the installation data to the solution. This is done in the user settings (path information very often is user-dependent).

This is an important step for consultants that have imported multiple solutions in the solution builder.

Procedure

1. On the *Solution Builder – Solution Editor* screen, choose *Goto → User Settings*.
2. On the *Solution Specific* tab, enter the folder where you have stored your installation data.



The solution ID of the *Favorite* solution is fixed. To maintain it for another solution, select another solution as a *Favorite* before maintaining the solution-specific part of the user settings.

3. Confirm the changes.

Result

The installation data path assigned to the solution is always set as default entry for the particular solution.

5.2.3 Maintain User Settings: Path to Documentation

Use



This activity sets the document path for information that may be useful during activation so that users can find details from the SAP Help Portal about the scenario being activated.

Procedure

1. Run the following activity:

Transaction Code
/N/SMB/BBI



2. From the menu, choose *Goto → User Settings*.

3. Choose the *External Documents* tab.
4. Choose the  *Display <> Change* button.
5. Choose the  *Insert Row* button.
6. Make the following entries:

Parameter	Value
% SCENARIO_DOCU %	path to the folder <i>CRM_DEHTML</i> of the documentation DVD

The documentation DVD content can be located on a central server or you can even use the link to the documentation on the SAP Help Portal.

In the latter case use http://help.sap.com/bp_crmv12007/CRM_DE/HTML/.

7. Choose  *Save*.
8. Choose  *Back*.

5.2.4 Maintain Solution Settings: Select Languages

Use

The configuration content (customizing) of BP CRM is provided in several languages. On solution level you can define which languages will be activated for language-specific customizing.

In the default settings all languages supported by BP CRM are selected.

You have to reduce the list of languages only in the following cases:

- Only a subset of languages is required for your solution
- Some languages active on solution level are not installed in your system

Procedure

1. On the *Solution Builder – Solution Editor* screen select your favorite solution.
2. Choose *Change Standard Solution*.
3. On the *Change Solution* screen deselect the languages not relevant to your project or not installed in the system (use transaction SMLT to identify the installed system languages). **Language EN always has to be active.**
4. Choose *Enter*.

Result

The installation data path assigned to the solution is always set as default entry for the particular solution.

5.3 Step 2: Upload Installation Data

Prerequisites

The installation files have been downloaded to the local folder you have created in step *Create Installation Folder for the SAP Best Practices Installation Files and Scope File*.

The Solution Scope file has been uploaded into the CRM system.

Use

This step is the prerequisite for the personalization of the default delivered settings for the implementation of a solution.



Personalization is mandatory for BP CRM.

In addition the upload allows to review the installation data for the tasks in the Building Block Builder for better transparency, troubleshooting, or to maintain installation data



The step of activating a solution is independent of the step of uploading the installation data. The activation step will use the files in the installation data folder on the presentation server, so ensure that you have uploaded the correct installation data files and pointed to the correct folder location.

Procedure

To upload the installation files into proceed as follows in the Solution Builder:

1. Go to view *Solution Builder – Solution Editor*.
2. Choose *Solution* → *Set favorite* to set the uploaded solution as favorite.
3. Choose *Upload Installation Data* (Ctrl + F5).

5.4 Step 3: Conduct Scoping

Use

All scenarios of an uploaded solution represent the maximum scope that can be implemented. Based on target group and individual requirements, a smaller solution scope might be sufficient. The scoping tool provides an easy to use graphical user interface that provides additional details about each scenario, and provides an easy select/deselect function to add or remove scenarios in a scope.



To use the scoping functionality, make sure that the IFC framework is enabled according to the instructions of the overview note of the solution builder. Otherwise, the function will quit with an error message.

Several documents on the SAP Best Practices Documentation DVD help create the scope definition.

- To get an overview of the SAP CRM areas covered by BP CRM, use the Solution Map and the Solution Scope document provided on the page *Business Information*.
- The scenario page (*Business Information* → *Preconfigured Scenarios* → <Scenario>) provides
 - a process flow description
 - a *Scenario Overview* document with positioning, benefits and a graphical representation of the process flow
 - a detailed scenario script called *Business Process Procedure*
- For an online or offline demo of the SAP Best Practices scenarios, see page *Business Information* → *Demo & Evaluation*.

5.4.1 Scoping Screen

The scoping tool displays all scenarios that are defined as relevant for scoping in a view similar to a solution map. The scenarios are generally classified according to functional areas or application areas (application areas are used in the following as example).

If a scenario covers more than one application area, a primary application area is defined to show the color/assignment to the application area unambiguously.

In the scoping screen, each scenario appears as a box in the color of the assigned (primary) application area. The color can be:

- Solid (in case a scenario is selected)
- Framed (in case a scenario is not selected)

Clicking on a scenario opens the box providing the options to

- Select a scenario that is not selected (if allowed by the template, otherwise grayed out)
- Deselect a selected scenario (if allowed by the template, otherwise grayed out)
- See more information (using the Details button, if supported by your solution)

Clicking on the application area box shows a list of all scenarios that are assigned to this application area. This list also includes scenarios with a different primary application area (can be identified by color). Clicking on a scenario in the list opens the scenario box (like clicking on the scenario box itself). If a scenario is not visible on the screen, the screen is scrolled automatically to the position of the scenario.

If using the regular layout of the scoping screen (defined by the service provider of your solution), you can see if there is one or more scenario of an application area in scope (solid application area box) or none (framed application area box).

5.4.2 Scope Your Solution

Prerequisites

You have imported the solution scope file successfully.

Procedure

1. Go to view *Solution Builder – Solution Editor*.
2. Select *Scoping (Ctrl+F9)*.
3. On the *Scoping Select Template* choose the template.
There is only one single template for each of the BP CRM solutions.

The following scenarios are delivered with the BP CRM Standard Solution Scope::

- *Marketing*
 - Lean Campaign Management
 - Lead Management
 - Interaction Center Marketing
- *Sales*
 - Account & Contact Management
 - Activity Management
 - Opportunity Management
 - Territory Management
 - Pipeline Performance Management

- Interaction Center Sales
- *Service*
 - Interaction Center Service
 - Service Order Management
 - Complaints and Returns Management
 - E-Service: Solution Assistance
 - E-Service: Service Request Management
 - E-Service: Complaints and Returns Management
- *Analytics*
 - BI Analytics
 - CRM Interactive Reporting

The following scenarios are delivered with the BP CRM Standalone Solution Scope:

- *Marketing*
 - Lean Campaign Management
 - Lead Management
- *Sales*
 - Account & Contact Management
 - Activity Management
 - Opportunity Management
 - Territory Management
 - Pipeline Performance Management
- *Service*
 - Service Order Management
 - E-Service: Solution Assistance
 - E-Service: Service Request Management
- *Analytics*
 - BI Analytics
 - CRM Interactive Reporting

4. Choose *Scope*.
5. Initially all scenarios are selected. Click on a scenario in the scope matrix.
6. Choose *Details* to get more information about this scenario.
7. Click on *Deselect* to set the scenario out of scope.
8. After completion of scoping choose *Save Data* to save your result.
9. Enter a *Solution ID* and a *Description* for you scope selection.
10. Choose *Back*.

Result

The custom solution with the selected scope of scenarios is created.



If you uploaded the installation data before the scoping process (as described in this documentation), the installation data is copied automatically to the custom solution. The upload of installation data does not need to be performed in that case for the custom solution.



To continue the following operations with reference to your custom solution, ensure that you set it as a *Favorite* solution (choose the *Favorite* button).

5.5 Step 4: Personalize your Solution

Use

The generic personalization functionality provides additional personalization tasks if supported by your solution. For selected personalization tasks, it displays values that correspond to the respective uploaded installation data.

Within the definition of personalization tasks, only selected parameters are displayed or changeable to simplify personalization for end-users.



Besides field length no consistency check of the changed data will be executed by the Personalization Assistant, which means that errors will occur in the installation phase in case of entering inconsistent data. Therefore it is highly recommended to run the personalization with the assistance of an experienced CRM consultant.

Recommendations

The following table describes the personalization options:

- Task: Personalization task, i.e. the adaptation of master data or customizing data
- Use: Occurrence of the task in solution scope file:
 - I = BP_CRM_V1_2007_Standard.xml, i.e. use of CRM integration with ERP
 - S = BP_CRM_V1_2007_Standalone.xml, i.e. standalone use of CRM
- Mandatory:
 - YES: Maintenance is mandatory, otherwise errors will occur during the implementation
 - NO: Maintenance is optional, default values can be taken
- Required Action:
 - Data to be entered or modified

Task	Use	Mandatory	Required Action
Global Parameters	I,S	YES	Enter country, language and currency that has to be used as default setting for customizing and master data In addition enter the interval (lowest value and highest value) for the postal code (e.g. 00000 and 99999 for Germany) and the country regions (e.g. 01 and 16 for Germany) of your country
Division	I	YES	Enter your main division used in ERP at least one entry has to be maintained
Division	S	YES	Enter your main division for CRM at least one entry has to be maintained
Distribution Channel	I	YES	Enter your main distribution channels used in ERP; at least one entry has to be maintained
Distribution Channel	S	YES	Enter your main distribution channels for CRM; at least one entry has to be maintained

Task	Use	Mandatory	Required Action
Combination Division / Distribution Channel	I,S	YES	Enter one combination of division and distribution channel
Organizational Unit	I,S	NO	Description and address data of the organizational units used in the CRM organizational model can be adapted
Employee	I,S	NO	Address data of employees used in the CRM organizational model can be adapted
System User	I,S	NO	System users assigned to employees can be adapted
Customer	I	YES	Replace the existing customer IDs with 10 ERP customer which will be downloaded from ERP to CRM
Customer	S	NO	Address data of customers can be adapted
Contacts	S	NO	Address data of contacts can be adapted
Competitor	I,S	NO	Address data of competitors can be adapted
Product	I	YES	Replace the existing product IDs with 10 ERP products which will be downloaded from ERP to CRM
Product	S	NO	Texts of products can be adapted
Conditions	S	NO	Prices of products can be adapted

Procedure

1. Choose the *Personalization* button.
2. On the left hand side of the screen, the system displays a list of available personalization tasks. On the right hand side, the system displays the respective change options for the selected personalization task.
3. Change the values according to your requirements by considering the guidelines in the table above.
4. Save your changes.

Result

The Installation data uploaded to the *Solution Builder* is changed.

5.6 Step 5: Download the Installation Data



You can skip this step if you did not personalize your solution.

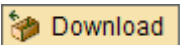
Prerequisites

The personalization of the solution is finished.



It is strongly recommended to download the installation data to a folder that already contains the complete set of installation data as delivered by your solution provider (confirm overwrite in case of a warning message). Otherwise required files that are not covered by the up- and download process (such as graphic files) will be missing.

Procedure

1. Choose the  button.
2. If you maintained the user settings according to section *Maintain User Settings: Path to Installation Data* the folder of the installation data is already set as default in the following dialog box.
3. Choose *Continue* to overwrite the installation data.

Result

The personalized installation data are downloaded to the folder that contains all installation files required during the implementation of a solution.

5.7 Step 6: Implementation of Solution

5.7.1 Activating a Solution

Use

The implementation of a solution is performed in the *Implementation Assistant*.

The *Implementation Assistant* provides two activation options:

- Activation in the Solution View (standard view)
 - All selected scenarios will be installed according to the sequence listed in the Solution/Scenario structure.
 - No parallel activation or individual selection of scenarios possible.
 - Recommended Activation Option because activation conflicts will be avoided.
- Activation in the Scenario View
 - Scenarios can be individually selected for activation and the installation sequence can be freely defined.



Activation in the Scenario View will not prevent parallel activation of solution content because only the currently activated scenario is protected. In case of running automated steps in different scenarios accessing the same data table errors and inconsistencies can be created.

Therefore using this activation option is not recommended and on your own risk, i.e. you have to make sure that only a single user is running the activation.

The *Implementation Assistant* screen provides the scenario list of a solution on the left hand side. Expanding the Scenario shows the Building Blocks of the Scenario in the correct sequence.

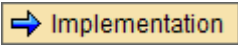

Expanding a Building Block shows the implementation activities of each Building Block in the correct sequence.

On the right hand side, you see in the upper part of the screen the Building Block repository for your solution.

The lower part shows all messages and message details that are generated during checks and implementation.

Procedure

To activate a solution, the following activation information must be provided:

- Target language (the language of text fields for system parameters that are not language dependent in a technical sense. After starting the installation, the target language cannot be changed).
 - Folder containing installation data (it is recommended to use already-determined folder retrieved from the user settings).
 - A workbench and customizing request (these can be created using the respective create buttons at the bottom of the activation dialog box)
 - SDC: Assignment of a system data container. This enables the direct access to configuration activities in other systems, e.g. from the Solution Builder. You have to assign the system data container **Z_SMB20_ALL_H001** created in section *Maintaining System Landscape*.
 - Other options
 - *Skip this screen* – During activation, if the system stops due to a manual task or error, you must start activation again. This option prevents the activation dialog box from displaying again. The system uses the same settings from the first activation. To redisplay this activation option screen, you can right-click the solution node, and choose *Display Activation Option*.
 - If the Activation Options are skipped, you can make the *Implementation Assistant* stop the activation after the installation of each scenario and to display the activation options screen (Choose option *Stop activation by the end of each Scenario*)
1. Choose the  button.
 2. In the *Implementation Assistant - Solution view* choose the  button.
 3. Alternatively you can select a specific scenario in the *Implementation Assistant - Scenario view* for activation.
 4. Specify the activation options as described above.
 5. Confirm the *Activation* dialog box.


Result

The activation starts. Depending on the number of manual activities and possible errors during implementation, the activation may stop occasionally, waiting for manual input or troubleshooting.



Refer to the information provided with your solution for any specific information that must be considered for prerequisites or during implementation. This will also provide you with information of the expected implementation time and specific troubleshooting procedures.



If several people are involved in the implementation, make sure to take activation ownership (choose the  button). Otherwise, the solution is locked.

5.7.2 Manual interaction during Installation of Building Blocks

Use

The installation procedures of the following scenarios / building blocks contain manual installation steps and / or require manual confirmation.

Procedure

In case the Solution Builder stops because of a manual activity please proceed as follows:

1. Confirm the Information screen *There is no instructional document attached to this manual task*.
2. On the navigation option screen memorize the header of this screen. This header information is identical with the configuration activity that has to be executed manually.
3. Open the Configuration Guide for this building block which is provided on the documentation DVD in section *Business Information → Preconfigured Scenarios → Scenario → Prerequisites List*. In the Prerequisites List navigate to the Building Block and open the Configuration Guide.
4. Choose the proposed navigation option, e.g. *Navigate to IMG*.
5. Execute the configuration activity manually by following the instruction of the related section in the Configuration Guide.
6. Choose *Back* (from the IMG activity or the transaction).
7. Choose *Proceed*.
8. In the *Implementation Assistant – Scenario Edit View* choose *Confirm Manual Step*.
9. Enter a reason (optional) and choose *Enter*.
10. Proceed with the activation.

5.7.3 Error Handling: Installation Errors

The following information helps you to solve problems that might occur during the installation process.

5.7.3.1 Processing General Errors during Installation

Use

When an activation of an automated task runs into errors, the activation stops at the point of the error. No further implementation can be done until the error is resolved.

Procedure

1. On the *Implementation Assistant – Solution View* screen, select a task that has a red light in the *Current status* column.

2. Expand the task and choose the log that is assigned to this task. Detailed information about the error is displayed in the *Error List* pane.
3. In the *Error List* pane choose *Display Detailed Log*. The detailed log information about an eCATT or BC Set activation is displayed.
4. In this log information check entries with a red light to identify the reason for the error.

In case the error can be solved based on the log information, you can run the eCATT or BC Set again.



In case the activation fails because of locked objects, please make sure, that no objects are locked by any users. Then try to activate the activity again.



See the document **SAP Best Practices Tools** for details about the manual activation of eCATTs and BC Sets. The document can be found on the documentation DVD in the area *Technical Information* → *Concept*.

5. In case the log information is not sufficient to solve the problem you can proceed as follows:
 - a. Execute the task manually: use the description of the related section in the Configuration Guide for executing the task,
or
 - b. Open a customer message for this problem specifying the component **SV-SMB-AIO-BP-CRM**.



Do NOT delete Solution Builder scenarios ONCE they have been activated. If you delete scenarios, the activation history and the respective logs are lost and it is not possible to find possible error reasons with tenable efforts.

In such cases NO SAP SUPPORT CAN BE PROVIDED.

6. When you have solved the problem (either executed the task manually or a solution has been provided via customer message), choose the *Change* button that is displayed in the *Old Status* column to the right of the task.



Do NOT proceed with installation if the problem has not been solved. If you continue without solving the problem, severe errors might result in the subsequent installation steps that cause incalculable efforts to fix.

In such cases NO SAP SUPPORT CAN BE PROVIDED.

7. Choose the *Change* button that is displayed in the *Old Status* column to the right of the task.
8. On the *Confirmation* dialog box, choose *OK* to manually change the status to successful.
9. On the *Information* dialog box, enter a reason for changing the status.
10. Choose *Continue*.



The information is saved in a log. To view details for a changed task, choose the red light in the *Original Status* column for that task. A dialog box displays the user who performed the change, the date of the change, and the reason for the change. Choose *Continue* to close the dialog box.

Choose *Activate* to continue with the installation.

5.7.3.2 Known Problems with Activation of BP CRM Content

Use

This section describes known issues when activation BC sets of eCATTs of BP CRM.

The problems and solutions are listed according to Building Block occurrence.

Building Block	Object Type	Technical Object	Solution
C22	BCSET	/SMB20/VC_CRM_MKTPPLCH AN_B018_C22	Activation error can be ignored. Confirm and proceed with next step