

BusinessObjects XI Integration Kit for SAP

Troubleshooting Deployment of the Enterprise XI SAP Java InfoView on Tomcat

Overview

The intent of this document is to walk you through possible troubleshooting solutions to issues deploying the SAP Java Infoview for Enterprise XI. This information complements the existing documentation found in the [SAP Install Guide](#) on the BusinessObjects XI Integration kit for SAP CD. Although this document references the Windows platform, the troubleshooting steps are very similar on other platforms once you take the folder and file naming convention into account. See the [SAP Install Guide](#) for more information on platform naming conventions.

Contents

INTRODUCTION	1
INSTALLING THE SAP JAVA CONNECTOR.....	1
<i>Requirements</i>	<i>1</i>
<i>Troubleshooting Steps.....</i>	<i>2</i>
Undeploying SAP Java InfoView.....	4
FINDING MORE INFORMATION	5

Introduction

There are several sequential steps that need to be followed for the SAP Java InfoView to install properly with Enterprise XI and Tomcat.

Installing the SAP Java Connector

If you plan on installing the SAP Java InfoView, make sure the SAP Java Connector is installed on your system before the options to install the SAP Java InfoView are selected during the setup of the XI Integration Kit for SAP.

When doing a custom, server or complete install, these options are nested in two places:

Server > SAP BW > Web Content > Java Web Content

Server > SAP BW > SDK > Java SDK

The SAP Java Connector is an SAP component that can be downloaded from the SAP MarketPlace:

<http://service.sap.com/connectors>

Currently version 2.1.6 of the SAP Java Connector is available for download. Customer Support has tested version 2.1.5 with Sapgui 640, 32 bit edition and 2.1.3 with Sapgui 620 so these are the recommended versions.

Requirements

Two files are required from the SAP Java Connector:

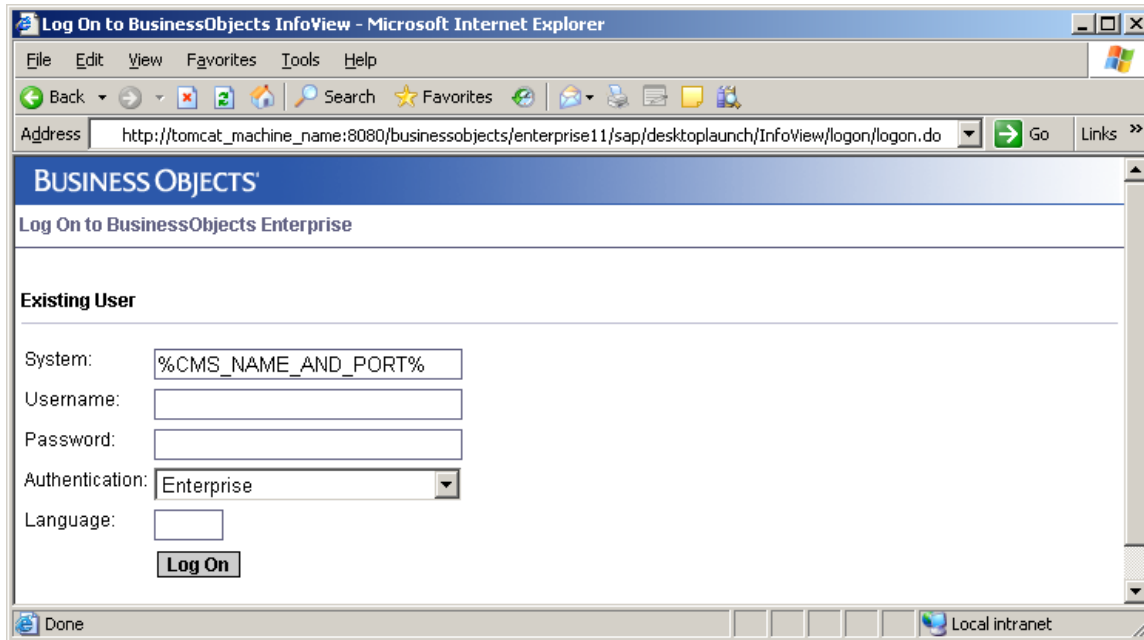
- Sapjco.jar must be placed in the shared\lib folder in the Tomcat installation folder, which by default is C:\Program Files\Business Objects\Tomcat\shared\lib
- Sapjcorfc.dll must be placed in the \Winnt\system32 or \Windows\system32 folder depending on your version of Windows.

Considering that Sapgui is installed and the librfc32.dll is available in the system32 folder, now you are ready to install the SAP Java InfoView.

Once you are done installing the XI Integration Kit for SAP, you can verify that the installation has completed successfully by attempting to access the logon page of the SAP Java InfoView at:

`http://tomcat_machine_name:8080/businessobjects/enterprise11/sap/desktoplaunch`

Notice how the URL is redirected to the logon page.



Troubleshooting Steps

There are several issues that may occur if the steps above are not followed in the right order:

1. You are not redirected to the logon page when testing the URL for the SAP / desktoplaunch and SAP Java InfoView.
2. The SAP Authentication option is not available.
3. You are directed to a blank page listing a Tomcat directory.

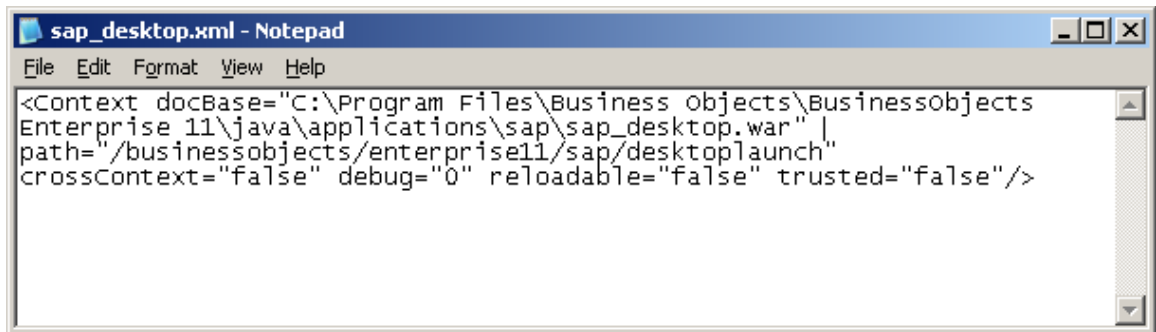
Follow the steps below in the same order when troubleshooting:

1. Confirm that the files Sapjco.jar and Libsaprfc.dll are available to Tomcat.
2. Confirm that librfc32.dll is available for Tomcat.
3. Confirm that the regular Enterprise XI Java InfoView is working. This will eliminate any issues that maybe related to Tomcat itself or the Java SDK runtime on the Tomcat server.

4. Confirm that the XI Integration Kit for SAP did install the SAP Java Infoview files:
 - i. An \sap folder is created in C:\Program Files\Business Objects\BusinessObjects Enterprise 11\java\applications by default and must contain the authPluginExts.properties and sap_desktop.war files.
 - ii. The Sap_desktop.xml file is created in C:\Program Files\Business Objects\Tomcat\conf\Catalina\localhost.
 - iii. The \META-INF folder is created in C:\Program Files\Business Objects\Tomcat\shared\classes and must contain the authPluginExts.properties file. If this file does not exist you may copy it from the folder listed in step 1.

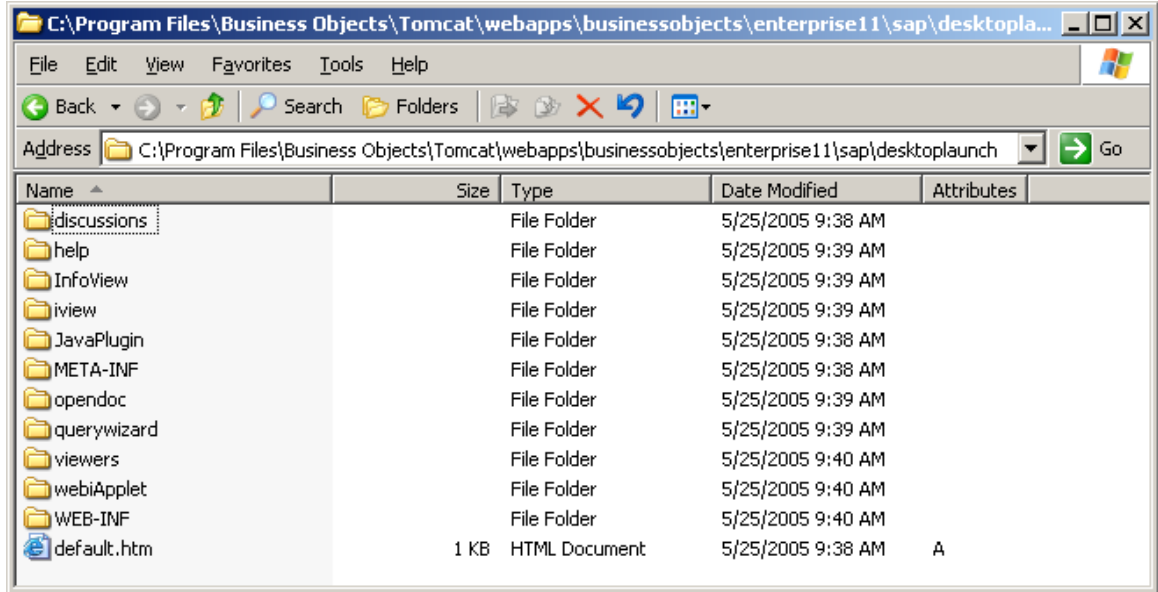
If all the steps above are confirmed and the SAP Java Infoview is still not available confirm the following:

5. Make sure the sap_desktop.xml file contains the following information:



```
sap_desktop.xml - Notepad
File Edit Format View Help
<Context docBase="C:\Program Files\Business Objects\BusinessObjects
Enterprise 11\java\applications\sap\sap_desktop.war"
path="/businessobjects/enterprise11/sap/desktoplaunch"
crossContext="false" debug="0" reloadable="false" trusted="false"/>
```

6. Confirm that the \webapps folder within the Tomcat installation folder contains the folder structure in bold letters below:
C:\Program Files\Business Objects\Tomcat\webapps**businessobjects\enterprise11\sap\desktoplaunch**
7. If only the \sap folder exists or the \desktoplaunch folder is missing the subfolders listed below then you may have to undeploy the SAP Java Infoview and deploy it manually.

**NOTE**

It is recommended that a Tomcat administrator go through the process of undeploying and redeploying the SAP Java InfoView manually. This step should be done as a last resort for a possible resolution.

Undeploying SAP Java InfoView

To undeploy the SAP Java InfoView perform the following steps:

1. Logon to the Tomcat home page at <http://localhost:8080/>.
2. Click Tomcat Manager under the Administration section.
3. Logon with an account that has the admin and manager role. For more information on setting this account consult the Apache Jakarta Project documentation.
4. Verify under Application that `/businessobjects/enterprise11/sap/desktoplaunch` exists. If it does not exist you can omit the steps below.
5. Click Undeploy for the `businessobjects/enterprise11/sap/desktoplaunch` application.
6. Once this step is confirmed and you made sure all the steps in this document are done, you can stop and restart Tomcat to redeploy the SAP Java Infoview.

This should resolve any known issues deploying the SAP Java Infoview for XI.

Finding more information

For more information and resources, refer to the product documentation and visit the support area of the web site at:

<http://www.businessobjects.com/>

► www.businessobjects.com

No part of the computer software or this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without permission in writing from Business Objects.

The information in this document is subject to change without notice. Business Objects does not warrant that this document is error free.

This software and documentation is commercial computer software under Federal Acquisition regulations, and is provided only under the Restricted Rights of the Federal Acquisition Regulations applicable to commercial computer software provided at private expense. The use, duplication, or disclosure by the U.S. Government is subject to restrictions set forth in subdivision (c) (1) (ii) of the Rights in Technical Data and Computer Software clause at 252.227-7013.

The Business Objects product and technology are protected by US patent numbers 5,555,403; 6,247,008; 6,578,027; 6,490,593; and 6,289,352. The Business Objects logo, the Business Objects tagline, BusinessObjects, BusinessObjects Broadcast Agent, BusinessQuery, Crystal Analysis, Crystal Analysis Holos, Crystal Applications, Crystal Enterprise, Crystal Info, Crystal Reports, Rapid Mart, and WebIntelligence are trademarks or registered trademarks of Business Objects SA in the United States and/or other countries. Various product and service names referenced herein may be trademarks of Business Objects SA. All other company, product, or brand names mentioned herein, may be the trademarks of their respective owners. Specifications subject to change without notice. Not responsible for errors or omissions.

Copyright © 2007 Business Objects SA. All rights reserved.