

How To... Configure the Who is Who iView

Applicable Releases:

SAP NetWeaver 7.0

IT Practice:

User Productivity Enablement

IT Scenario :

Enterprise Knowledge Management

Version 1.1

September 2008

© Copyright 2008 SAP AG. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

Microsoft, Windows, Outlook, and PowerPoint are registered trademarks of Microsoft Corporation.

IBM, DB2, DB2 Universal Database, OS/2, Parallel Sysplex, MVS/ESA, AIX, S/390, AS/400, OS/390, OS/400, iSeries, pSeries, xSeries, zSeries, z/OS, AFP, Intelligent Miner, WebSphere, Netfinity, Tivoli, Informix, i5/OS, POWER, POWER5, OpenPower and PowerPC are trademarks or registered trademarks of IBM Corporation.

Adobe, the Adobe logo, Acrobat, PostScript, and Reader are either trademarks or registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Oracle is a registered trademark of Oracle Corporation.

UNIX, X/Open, OSF/1, and Motif are registered trademarks of the Open Group.

Citrix, ICA, Program Neighborhood, MetaFrame, WinFrame, VideoFrame, and MultiWin are trademarks or registered trademarks of Citrix Systems, Inc.

HTML, XML, XHTML and W3C are trademarks or registered trademarks of W3C®, World Wide Web Consortium, Massachusetts Institute of Technology.

Java is a registered trademark of Sun Microsystems, Inc.

JavaScript is a registered trademark of Sun Microsystems, Inc., used under license for technology invented and implemented by Netscape.

MaxDB is a trademark of MySQL AB, Sweden.

SAP, R/3, mySAP, mySAP.com, xApps, xApp, SAP NetWeaver, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice.

These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

These materials are provided "as is" without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

SAP shall not be liable for damages of any kind including without limitation direct, special, indirect, or consequential damages that may result from the use of these materials.

SAP does not warrant the accuracy or completeness of the information, text, graphics, links or other items contained within these materials. SAP has no control over the information that you may access through the use of hot links contained in these materials and does not endorse your use of third party web pages nor provide any warranty whatsoever relating to third party web pages.

SAP NetWeaver "How-to" Guides are intended to simplify the product implementation. While specific product features and procedures typically are explained in a practical business context, it is not implied that those features and procedures are the only approach in solving a specific business problem using SAP NetWeaver. Should you wish to receive additional information, clarification or support, please refer to SAP Consulting.

Any software coding and/or code lines / strings ("Code") included in this documentation are only examples and are not intended to be used in a productive system environment. The Code is only intended better explain and visualize the syntax and phrasing rules of certain coding. SAP does not warrant the correctness and completeness of the Code given herein, and SAP shall not be liable for errors or damages caused by the usage of the Code, except if such damages were caused by SAP intentionally or grossly negligent.

Disclaimer

Some components of this product are based on Java™. Any code change in these components may cause unpredictable and severe malfunctions and is therefore expressly prohibited, as is any decompilation of these components.

Any Java™ Source Code delivered with this product is only to be used by SAP's Support Services and may not be modified or altered in any way.

Document History

Document Version	Description
1.10	A limitation added
1.00	First official release of this guide

Table of Contents

- 1. **Business Scenario**..... 1
- 2. **Prerequisites and Limitations** 1
- 3. **Step-by-Step Procedure**..... 3
 - 3.1 Creating the index 3
 - 3.2 Creating a Search Option Set..... 4
 - 3.3 Verify the existing Layout Sets for the Search Result List 7
 - 3.4 Creating the User-Search-IView 8
- 4. **Additional Information** 10
 - 4.1 Portal-User-Search 10
 - 4.2 Contact List 12
 - 4.3 Profile Maintenance 13

1. Business Scenario

You want to create an iView where the users should be able to search for other portal users and their profiles (address, phone, Job Title,...) within the user persistence.

This Guide describes How-to Configure a TREX based User-Search. As you can verify, this guide is dealing with cross issues like TREX, PCD and KM. From the technical point of view, the following actions will be performed:

- Indexing the UME-Repository
- Defining an Option Set for the Search-Result-List
- Verify the Search-Result Layout Set
- Configure the WhoisWho-iView
- Possible business scenario (additional information)

2. Prerequisites and Limitations

Background of this guide was the idea to implement a Portal-User-Directory in an easy way, with the default content and without customer development. This User-Directory should be implemented in a role where the user is also able to perform a simple Self Service for its own, like maintaining the profile, administer the contacts and upload a user photo. The detailed description of this role is maintained in the chapter 4 'Additional Information'.

This scenario is based on an example where the customers need is to configure a User-Search-iView (WhoisWho) and also to display the search-results (Users) in an appropriate way.

You need the role of a super administrator in order to carry out the tasks described in this guide.

Please also consider the following prerequisites respectively limitations:

- TREX is installed and configured for KMC
- TREX index for LDAP is only complete if LDAP property MAXHITS is larger than number of users in LDAP (this setting has to be recognized for customers using an MS ADS or LDAP for their user persistence, TREX will only index until the MAXHITS-number is reached).

 Note

This limitation ends with NW2004S SP06.

- For user resources coming from an LDAP, the property {http://sapportals.com/xmlns/cm} modified is missing. Therefore you have to provide an appropriate mapping from LDAP property to User property in UME configuration xml file (see note 1239132). Otherwise changes of user data won't be recognized and updated in the index.
- Works only on UME principal types (Verify the principle types under *System Administration* → *System Configuration* → *Knowledge Management* → *Content Management* → *Repository Managers* → *UME Object Settings* → *UME Principals*)
- TREX index on all users might impose a security risk.
- „Like Search“ without wildcards is not possible.
- No further navigation in search result list.

- Scheduler-Task for Index has to be defined (if a new user is added or properties from a user get changed, there is no event created for the index management. To keep the user-directory up to date, it is needed to perform a scheduled incremental update regularly for the index).
- Service-Users will be also retrieved (the EP uses some service-users to perform tasks in the background, like index_service. These users are no dialog-users).

3. Step-by-Step Procedure

The steps 3.1 to 3.4 show you the needed processes you have to perform to implement this scenario. Each step builds up on the step before so please fulfill the required tasks one after another to avoid problems or misunderstandings

3.1 Creating the index

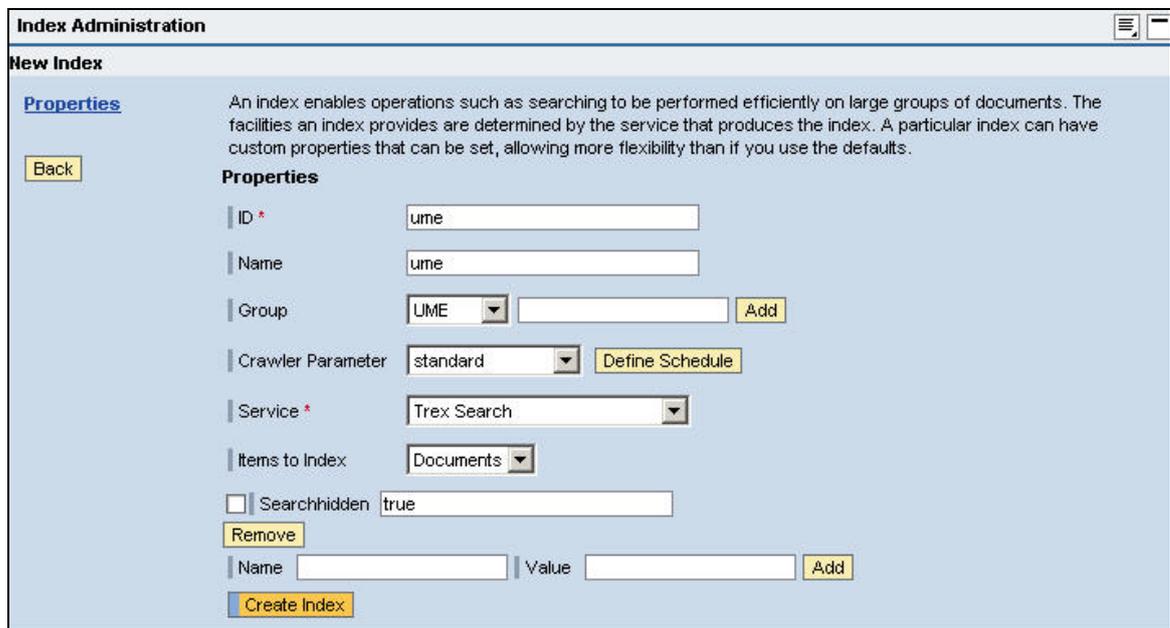
This step describes how you can define the needed user index, which is needed to retrieve the maintained user data.

1. Open *System Administration* → *System Configuration* → *Knowledge Management* → *Content Management* → *Index Administration*
2. Choose 'Create' and insert the following properties:

ID = ume
 Name = ume
 Group (Add) = UME
 Service = SearchItems to Index = Documents

Enter a custom property „searchhidden“ with value „true“ and choose „Add“:

Searchhidden = true



Index Administration

New Index

Properties

An index enables operations such as searching to be performed efficiently on large groups of documents. The facilities an index provides are determined by the service that produces the index. A particular index can have custom properties that can be set, allowing more flexibility than if you use the defaults.

[Back](#)

Properties

ID *

Name

Group [Add](#)

Crawler Parameter [Define Schedule](#)

Service *

Items to Index

Searchhidden

[Remove](#)

Name Value [Add](#)

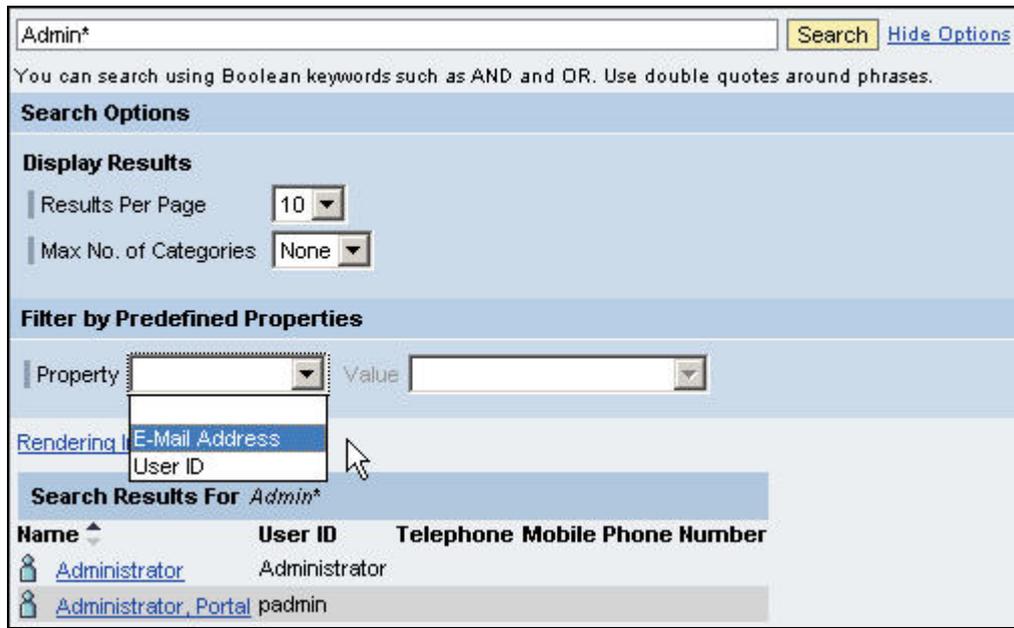
[Create Index](#)

Figure 1: Creating the Index Properties

3. Choose 'Create Index'
4. Go to Data Sources and choose 'Add'. Assign the following data source to the index:
Root – ume – Users
5. Choose 'Save'

3.2 Creating a Search Option Set

The following steps describe how you can modify the Search Options Set. The Options Set allows you to define in detail which search parameters are used for the search and which are displayed in the Search Options. In Figure 2 you can see a modified User-Search iView where only a certain index and other special search parameters are displayed.



Admin* [Hide Options](#)

You can search using Boolean keywords such as AND and OR. Use double quotes around phrases.

Search Options

Display Results

Results Per Page: 10

Max No. of Categories: None

Filter by Predefined Properties

Property: Value:

Rendering:

Search Results For Admin*

Name	User ID	Telephone	Mobile Phone Number
Administrator	Administrator		
Administrator, Portal	padmin		

Figure 2: Modified Search-iView

In this example we want to define the User-Search-iView like it is displayed in Figure 2. This means we have the following requirements:

- Only the ume-Index is used in this search
- The additional 'search-options' shall be displayed initially
- No selection for the Index/Groups or Folders
- Disable Standard Properties and Custom properties
- Enable Predefined Properties (Enable an attribute-search)
- Enabling correct Sorting of Search Results:
 - Define cm_displayname_as_string as Default Property for Sorting. Choose cm_displayname_as_string as the only Allowed Sort Property.

 **Note**

This is recommended (see Note 891776) to have a consistent sorting behaviour. Initially the search results are sorted by display name considering the complete search result. For later - manual triggered - column sorting all entries displayed in the pager are considered.

To create a Search Options Set performs the following steps:

1. Open *System Administration* → *System Configuration* → *Knowledge Management* → *Content Management*
2. Make sure that the advanced view is activated in the Configuration iView. You can check this via Mode – Advanced in the menu bar. (The advanced view displays all configuration classes and parameters.)

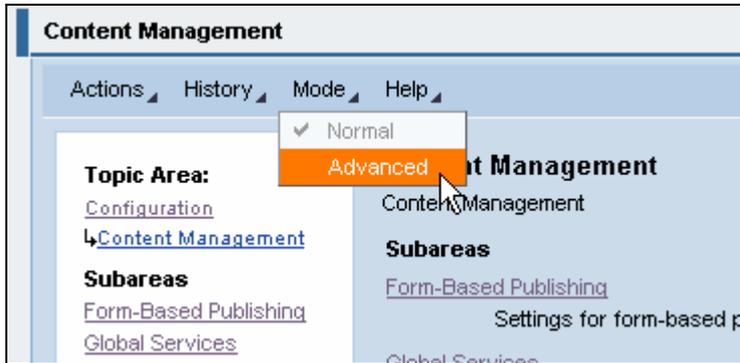
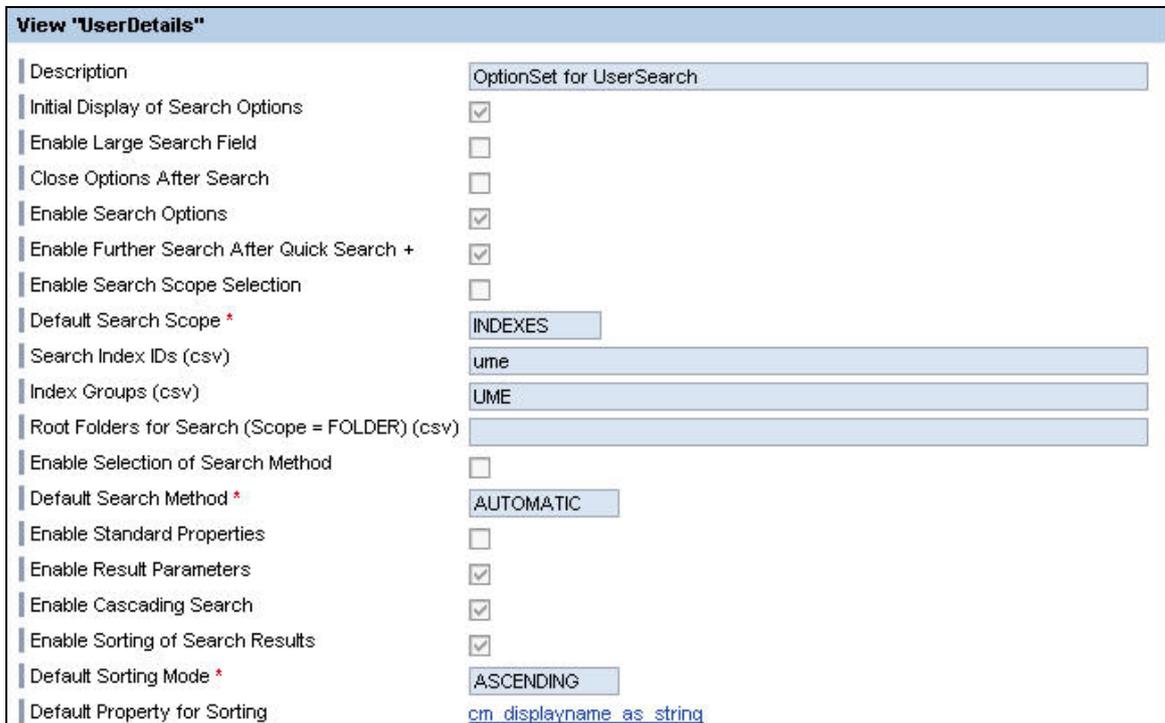


Figure 3: Change to Advanced Mode

3. Go to *User Interface* → *Search* → *Search Options Set*
4. Choose *UISearch* and Duplicate it and enter a name for your new Options Set (e.g. *UserDetails*)
5. Edit your Options Set with the following parameter:



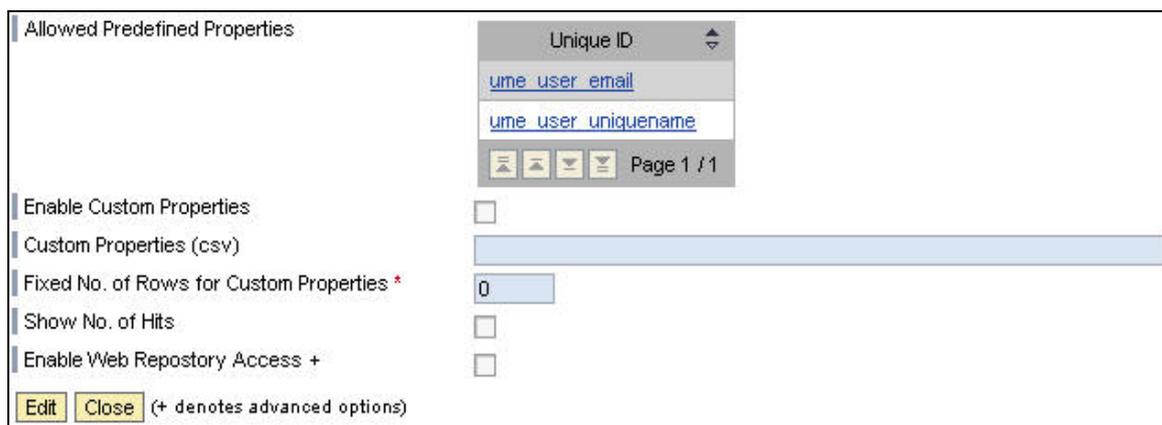
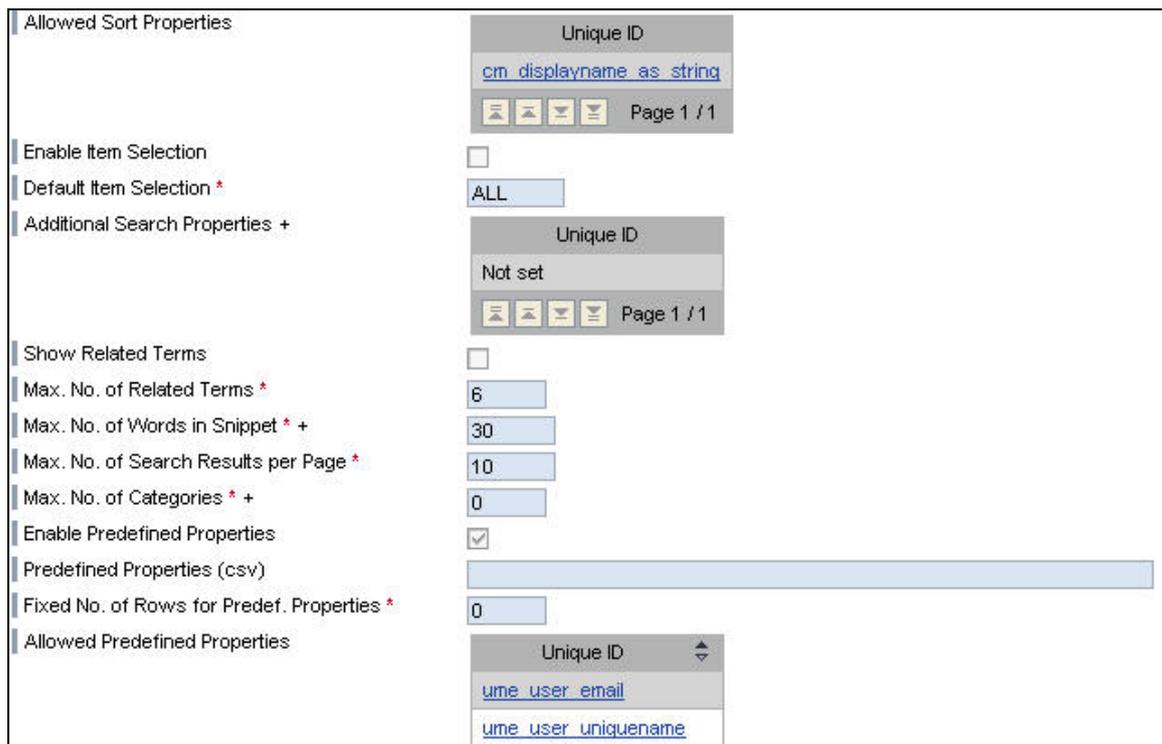
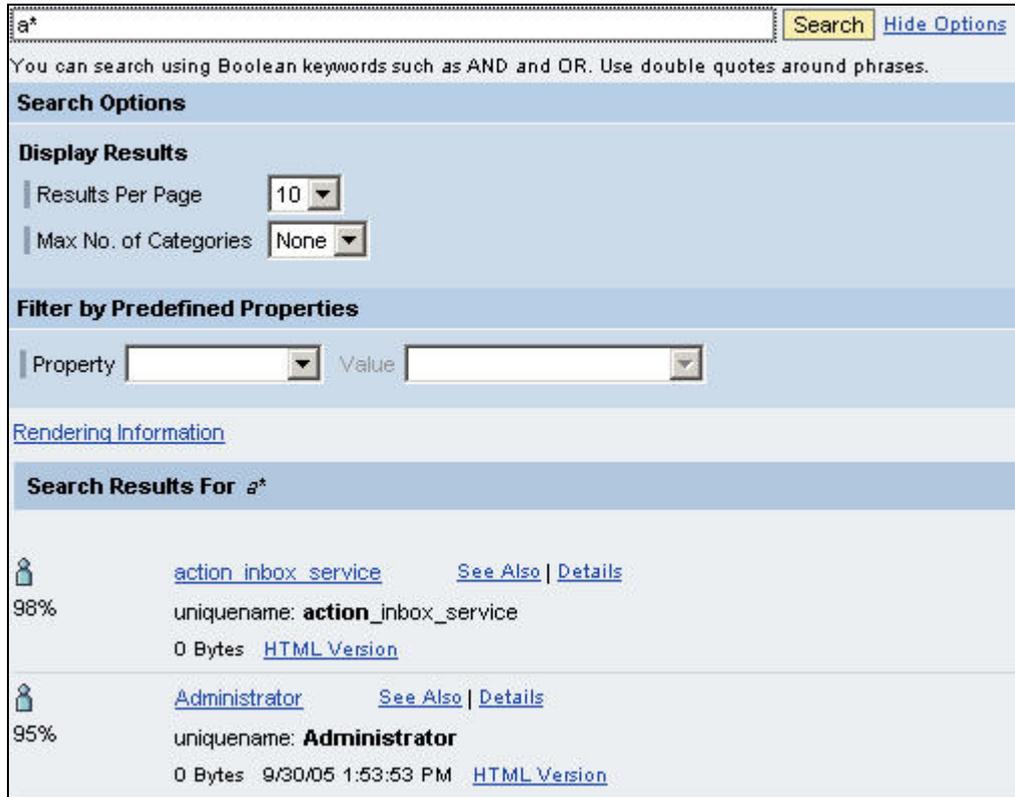


Figure 4: Settings for the Options Set

6. Under Allowed Predefined Properties, choose the properties you also want to search for.
 - You can verify these properties via *Global Services* → *Property Metadata* → *Properties*
 - Please filter the properties by performing a search for ume*
 - All ume*-properties with the flag 'indexable' can be used in the Options Set within the Predefined Properties
 - You can also choose own custom attributes – therefore please see the homepage of the How-To-Guides (<http://service.sap.com/nw-howtguides>) → How to Extend User Details
7. Save your changes

3.3 Verify the existing Layout Sets for the Search Result List

Without defining a special Layout Set for the Search Results (=Users) we will receive an inadequate Search Result List, as the default information for rendering Results is used. You can verify this in Figure 5 that this View as a Users-Result List shall not appear. (E.g. Open Folder, Details, Html Version, no context menu...).



The screenshot shows the SAP search interface. At the top, there is a search bar with the query 'a*' and buttons for 'Search' and 'Hide Options'. Below the search bar, there is a section for 'Search Options' with a 'Display Results' subsection. Under 'Display Results', there are two dropdown menus: 'Results Per Page' set to '10' and 'Max No. of Categories' set to 'None'. Below this is a 'Filter by Predefined Properties' section with two dropdown menus for 'Property' and 'Value'. Underneath is a 'Rendering Information' section. The search results are displayed under the heading 'Search Results For a*'. There are two results listed:

Icon	Link	See Also Details
	action_inbox_service	See Also Details
98%	uniqueusername: action_inbox_service	0 Bytes HTML Version
	Administrator	See Also Details
95%	uniqueusername: Administrator	0 Bytes 9/30/05 1:53:53 PM HTML Version

Figure 5: Rendering Information without a defined Layout Set

There are two default existing Layout Sets which can be used for rendering the User-Information. These two Layout Sets are called *WholsWhoLayoutSet* and *WholsWhoNarrowLayoutSet*. You can find them under the following navigation structure:

System Administration → *System Configuration* → *Knowledge Management* → *Content Management* → *User Interface* → *Settings* → *Layout Set*

In the next step we will use the default Layout Set: *WholsWhoLayoutSet*

3.4 Creating the User-Search-iView

The following chapter combines all the previous task which has been performed before. The Intention now is to create an explicit search-iView for the User-Search.

1. Open Content Administration → PortalContent
2. Navigate to your custom folder where you can create PCD-Objects
3. Right-Click on your folder and choose New iView
4. Select **KM Search iView** and enter the general properties for the iView. After that please open the iView for editing.

General Properties:

iView Name = UserSearch
 iView ID = UserSearch
 iView ID Prefix = com.customer
 Description = WhoisWho-iView

5. In the 'Edit-Mode' please choose in the dropdown-box 'Property Category' and the value 'Show All'.
6. Please verify that the following attributes for the iView are maintained with the following values:
 Override Search Configuration = No
 Search Options Set = UserDetails
 Search Result Layout Set = WholsWhoLayoutSet
7. Please save your changes and perform a preview of the created iView afterwards.

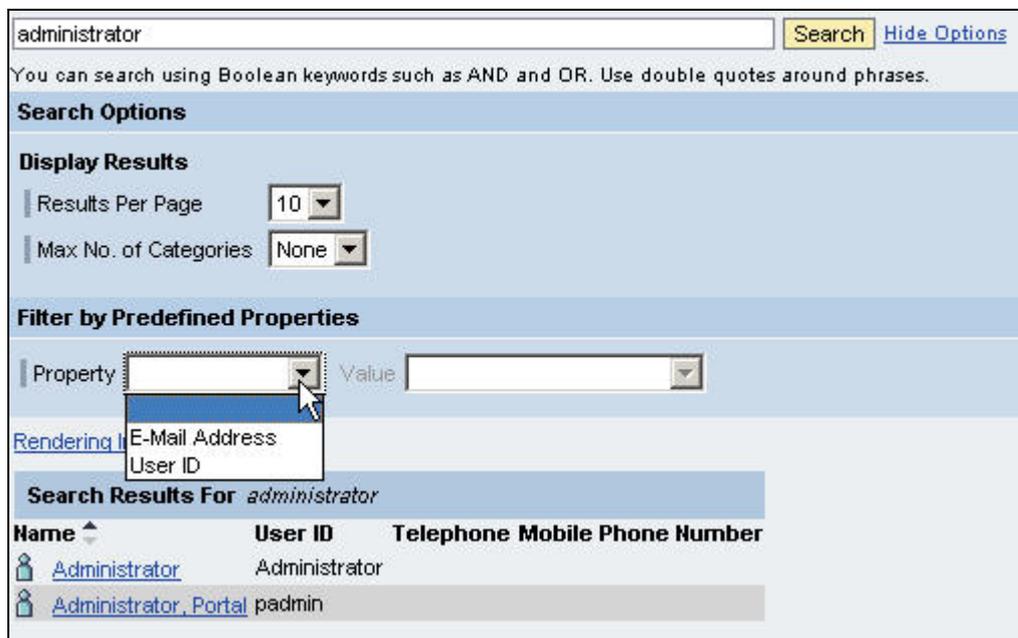


Figure 6: Rendering Information with defined Layout Set

As you can verify in Figure 6, the Result List is rendered with the needed User Information like User ID, Telephone and also a context menu with collaborative commands can be used.

Also own defined attributes like 'Expert Area' and 'Skills' (see How to Guide Extend User-Details) can be displayed (defined in the Layout Set) and it is possible to search for these predefined properties too.

4. Additional Information

This chapter is used for additional information concerning the whole business-scenario beside this How to Guide.

As already addressed in Chapter 2, the background for this How to Guide was the intention of a User Self Service-Role which can be created. The 'Collaboration-Demo'-Role already contains parts of the described scenario and can be used as an example. Based on this role the user should be able to use the complete collaborative functionality to find, use and store user based-information in an easy way. Also the user should be able to maintain its own data on that point of entry.

Therefore some examples for the user's intention to use such a scenario:

4.1 Portal-User-Search

This Page (iView) was explained within this How-to-Guide (WhoisWho). The user gets the possibility to use this page as kind of PortalUser-Directoy. The result-list displays the users in an appropriate way and with the context menu, the user is able to collaborate within the result list. (Figure 6)

Example 1: (find and use)

The user A is looking for a certain employee getting general user-information. Also the user wants to know if this user is online to interact or the user is on vacation.

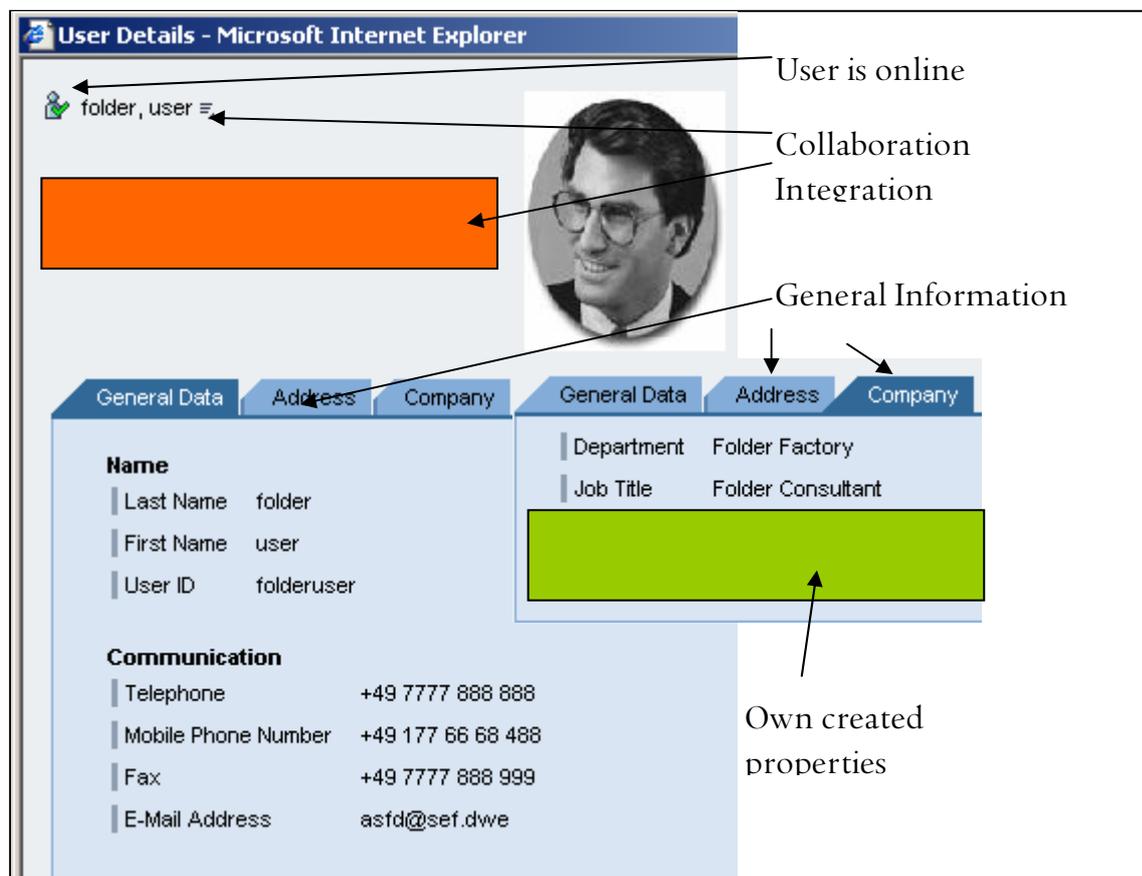


Figure 7: User-Details-Dialog with user information

Example 2: (find and use)

The user A needs information about a special topic (e.g. EP-KM). Therefore the user wants to search for dedicated employees who are experts in this area.

SearchRequest for an EP-Expert

Filter by Predefined Properties

Search Results

Name	User ID	Telephone	Mobile Phone Number
folder, use	folderuser	+49 7777 888 888	+49 177 66 68 488
Schlecht, Alexander	schlecht		

Link to User-Details

Collaboration Integration

Own created properties

Figure 8: User-Search-Page with Result List

4.2 Contact List

This page is based on the Collaboration Launch Pad – iView. Within this View (Page) the user is able to maintain its contacts and to use the default collaboration-functionality.

Example 3: (store)

The user A retrieved the relevant user and is now able to store this user information within its contact list.

The iView is based on portalarchive (par) *com.sap.netweaver.coll.shared.ui* and the component **CollaborationLaunchPad**.



Figure 9: Collaboration-Launch-Pad

4.3 Profile Maintenance

Within the Profile-Maintenance-Page the user is able to administrate its Profile and also to upload its photo. This Page contains two iViews.

Example 4: (maintain own data)

The user A recognizes that its own profile needs to be updated. Also he wants to change its photo.

The Maintenance of the own profile can be done with Personalize -> User Profile

1. UserProfile based on par **com.sap.portal.usermanagement.admin** with component **UserProfile** (Figure 10):

User Profile

Modify My Profile

This form allows you to modify your profile. You can use the expand/minimize icon on the fe

General Information

User ID:	readuser
Last Name: *	<input type="text" value="read"/>
First Name: *	<input type="text" value="user"/>
E-Mail Address: *	<input type="text" value="read.user@company.com"/>
Form of Address:	<input type="text"/>
Account Status:	Active
Activate Accessibility Features: (Screen reader required)	<input type="checkbox"/>

Contact Information

Telephone:	<input type="text" value="+49 12 345 6789"/>
Fax:	<input type="text" value="+49 12 345 6780"/>
Mobile:	<input type="text" value="+49 178 345 6780"/>
Street:	<input type="text"/>
City:	<input type="text"/>
State/Province:	<input type="text"/>
Zip/Postal Code:	<input type="text"/>
Country:	<input type="text" value="-Select-"/>
Time Zone:	<input type="text" value="-Select-"/>

Figure 10: UserProfile

- PhotoUpload based on par **com.sap.netweaver.kmc.people** with component **ChangePhoto**.



Tip

In the iView-Properties there is an attribute 'Administrative Mode' with the values 'YES' and 'NO'. For the 'normal' portal-user please choose 'no'. (Figure 11)

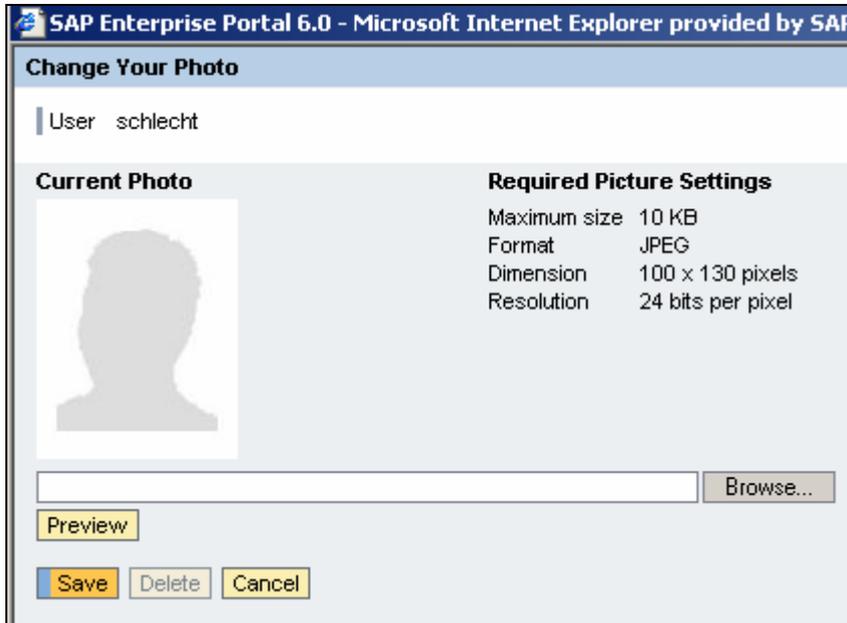


Figure 11: User Photo Maintenance (Self Service)

- The 'Administrative Mode' with value 'YES' enables the iView to search for different portal users and upload the photo for them. This iView should only be used from a user administrator. (Figure 12)

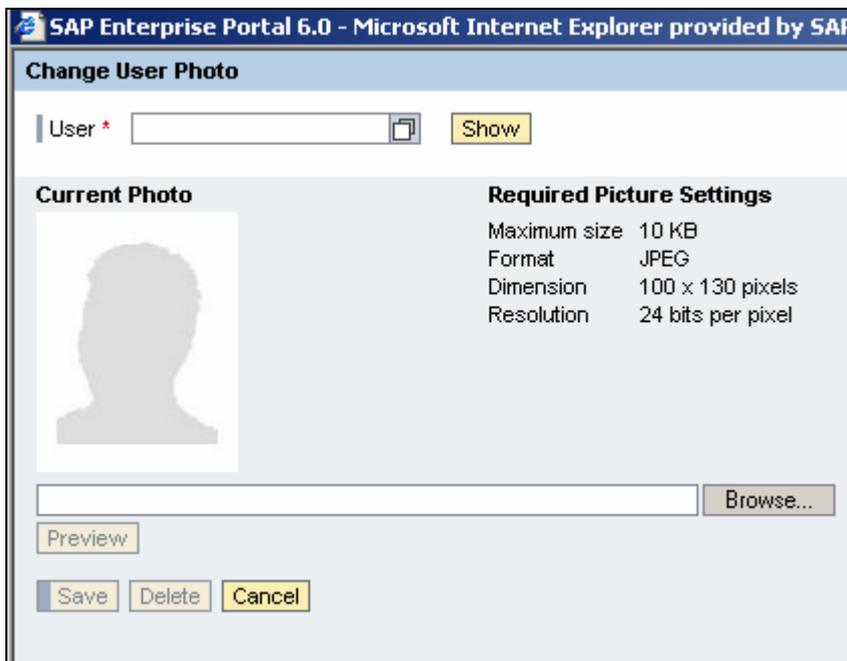


Figure 12: User Photo Maintenance (Administration)

www.sdn.sap.com/irj/sdn/howtoguides