



Installation Guide

SAP Knowledge Warehouse 7.0

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Documentation in the SAP Service Marketplace

You can find this documentation at the following Internet address:
service.sap.com/instguides

Typographic Conventions

Type Style	Represents
Example Text	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, names of variables and parameters, source code as well as names of installation, upgrade and database tools.
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.
EXAMPLE TEXT	Keys on the keyboard, for example, function keys (such as F2) or the ENTER key.

Icons

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

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Installation Guide SAP Knowledge Warehouse 7.0

Since SAP Knowledge Warehouse 7.0, the SAP KW is a part of the SAP NetWeaver 04 and the Master Guide SAP Knowledge Warehouse 7.0 is a part of the Master Guide SAP NetWeaver. For an overview of Knowledge Warehouse 7.0, refer to the Master Guide SAP NetWeaver 04.

This guide collects the installation guides for the SAP Internet Knowledge Servlet 1.00

History of Changes

The Installation Guide SAP Knowledge Warehouse 7.0 is updated on a regular basis on the SAP Service Marketplace (<http://service.sap.com/instguides>).



Make sure you have the latest version of the Installation Guide SAP Knowledge Warehouse 7.0 by checking SAP Service Marketplace immediately before the installation.

The following table provides an overview of the most important changes that were made within the latest versions.

Master Guide Version	Important Changes
V 1.01 (October 10, 2003).	First Version of the Installation Guide SAP Knowledge Warehouse 7.0
V 1.02 (December 2004)	Version for SAP NetWeaver 04 SR 1

Related Information

Related Documentation

The following list contains links to crucial information for implementing mySAP KW.

List of Related Documentation

Content	Location
<ul style="list-style-type: none"> The latest version of the installation and upgrade documentation for SAP KW Links to related SAP Notes 	SAP Service Marketplace at: http://service.sap.com/instguides
Information about released platforms	SAP Service Marketplace at: http://service.sap.com/platforms
Information about SAP KW Technology (like architecture, platforms, performance, configuration, backup and recovery, high-availability, availability of Support Packages)	SAP Service Marketplace at: http://service.sap.com/KW70
Information about technical infrastructure and security	SAP Service Marketplace: http://service.sap.com/ti Before starting the actual implementation or upgrade, SAP recommends to inform about hardware sizing and system infrastructure (network, security, and platforms). The description of these activities is not part of the Master Guide.

Important SAP Notes



Read the installation notes before beginning the installation. These notes contain the most recent information regarding the installation, as well as corrections to the installation documentation.

Make sure that you have the most recent version of each note. You can find the SAP Notes in SAP Service Marketplace (<http://service.sap.com/notes>) or by using SAPNet - R/3 Front end.

List of Related SAP Notes

SAP Note Number	Title	Description
66971	Supported front end platforms	Supported Microsoft Windows releases for the standard SAP GUI.
670108	SAP KW 7.0 Security - Overview	
666649	SAP KW 7.0: supported versions of individual components	
630591	SAP KW 7.0: Configuration of scenarios	
726893	SAP KW 7.0: Support Packages und Patches	Additional information to the NW SP Stack Guides.

Installation Guide SAP Internet Knowledge Servlet 1.00

1 Introduction

Purpose

The SAP Internet Knowledge Servlet (IKS) is a Java servlet based on the SAP J2EE Engine.

It controls the display of the content stored in the SAP Knowledge Warehouse and the communication between the SAP Web AS (repository for the metadata) and the SAP Content Server (repository for the physical data).

This guide enables you to do the installation of the SAP IKS. It is meant for system administrators installing the SAP Knowledge Warehouse 7.0. The technical configuration of the component is as well described.

The SAP IKS is delivered as one file KMKWJIKS09_0.sca. You find it on the DVD "SAP NetWeaver '04 SR1 Components" under directory KW -> SAP_J2EE_IKS.

Implementation Considerations

The administrator doing the installation should be an experienced SAP system administrator and, as the SAP IKS is based on the SAP J2EE Engine, he should as well be experienced in the administration of the SAP J2EE Engine.

Integration

To be able to install the SAP IKS, you need a running SAP J2EE Engine. The User Management Engine (UME) has to be configured on the SAP 2EE.

Constraints

This guide does not provide information about the deployment and administration of services (besides configuration) on the SAP J2EE Engine, this is described in the SAP J2EE Engine documentation.

1.1 Naming Conventions

In this documentation, the following naming conventions apply:

Terminology

- The term SAP system is the same as SAP Web Application Server (SAP Web AS).
- The term IKS is the same as SAP IKS

Variables

Variables	Description
<SAPSID>	SAP system ID in uppercase letters
<sapsid>	SAP system ID in lowercase letters
<DBSID>	Database system ID in uppercase letters
<dbsid>	Database system ID in lowercase letters
<INSTDIR>	Installation directory for the SAP system
<CD-DIR>	Directory on which a CD is mounted
<OS>	Operating system name within a path

The following examples show how the variables are used:



- Log on as user `<sapsid>adm` and change to the directory `/usr/sap/<SAPSID>`.
If your SAP system ID is C11, log on as user `c11adm` and change to the directory `/usr/sap/C11`.
- Change to the directory `<CD-DIR>/UNIX/<OS>`.
If the CD is mounted on `/sapcd1` and your operating system is AIX, change to `/sapcd1/UNIX/AIX_64`.

1.2 New Features

This is the first release of SAP IKS. In comparison to its predecessor, the SAP Internet Knowledge Server, the following new features are included:

Area	Description
Installation	The previous version of SAP IKS delivered with KW 5.* and KW 6.0 was only supported on Windows NT / Windows 2000 servers. The SAP IKS 1.00 is supported as well on non Windows platforms, refer to the SAP J2EE Engine about released platforms.

2 Installation – Step by Step

Purpose

You use the tables in the following sections as checklists to navigate through the installation when you install your SAP system.

All necessary installation phases (planning, preparation, installation, and post-installation) are listed in these tables.

Use the links to the general descriptions of the actions and to any additional information to help you perform the actions. This prevents you missing important information.

Prerequisites

Your SAP Knowledge Warehouse 7.0 is installed and configured. A SAP J2EE Engine has to be up and running, the UME has to be configured.

Process Flow

1. You print out the relevant checklist:
To install SAP IKS 1.0, see table [Installing SAP IKS 1.00 \[page 12\]](#).
2. You follow the installation sequence exactly as shown in the tables.
 - If a step is required for your installation, you follow the link for that step to the corresponding section.
 - You perform the procedure described there.
 - After you have successfully completed the installation step, you mark the corresponding entry in the printed table with ✓ to log the progress of your installation.
 - You proceed with the next step listed in the table.

2.1 Installing SAP IKS 1.00

Installation Planning

Careful planning is a prerequisite for the successful installation of the system.

✓	Action
	Read the notes and guides required for the installation and configuration of the SAP IKS.
	Check the hardware requirements of the SAP J2EE Engine

Installation Preparations

✓	Action
	The UME of the SAPJ2EE has to be configured to take the authentication from the Web AS 6.40 of the SAP KW system.

Installation Process

✓	Action
	Deploy the SAP IKS service on the SAP J2EE Engine
	Verify the successful deployment.

Post-Installation Activities

✓	Action
	Create a user for the connection of the SAP IKS and the KW backend in the SAP system.
	Configuration of the SAP IKS.

3 Installation Planning



Make sure that you read [Installation – Step by Step \[page 11\]](#) before you start installation planning.

The SAP IKS is delivered as one file KMKWJIKS09_0.sca. This is deployed on the SAP J2EE Engine according to standard SAP J2EE Engine procedure. You should refer to SAP J2EE Engine documentation for further information.

3.1 Required Documentation

The following sections describe the documentation you require for the installation.

- SAP Installation Notes
- Information in the SAP Service Marketplace

3.1.1 SAP Installation Notes

You **must** read the following SAP Notes **before** you start the installation. These SAP Notes contain the most recent information on the installation, as well as corrections to the installation documentation.

Make sure that you have the up-to-date version of each SAP Note, which you can find in the *SAP Service Marketplace* at the Internet address:

`service.sap.com/notes`.

SAP Note Number	Title	Description
670530	SAP IKS: Overview	Collects all information about the SAP IKS installation that is not (yet) included in this guide.
657465	Master Guide SAP Knowledge Warehouse 7.0	Collects all information about the SAP KW installation that is not (yet) included in the master guide.
544979	Importing Java Support Packages with SDM	A guideline for the usage of the SDM.
726893	SAP KW 7.0: Support Packages und Patches	Additional information to the NW SP Stack Guides.

3.1.2 Information in the SAP Service Marketplace

Information on the following areas is available in the SAP Service Marketplace.

Description	Internet Address	Title
SAP Notes	<code>service.sap.com/notes</code>	–
Released platforms	<code>service.sap.com/platforms</code>	–
Technical infrastructure – configuration scenarios and related aspects such as security, load balancing, availability, and caching	<code>service.sap.com/ti</code>	–
Network infrastructure	<code>service.sap.com/network</code>	–

3.2 Hardware and Software Requirements

There are no special requirements by the SAP IKS, the sizing must be done for the SAP J2EE Engine according to the number of users that will access the SAP KW.

The SAP IKS is supported on all platforms and operating systems the SAP J2EE Engine 6.40 is supported to run on.

4 Installation Preparations

The SAP J2EE Engine has to be installed according to SAP J2EE Engine documentation before you start the installation preparations. The UME has to be configured. A detailed description how to configure the UME can be found at <http://help.sap.com/> -> SAP Netweaver -> SAP Web Application Server -> SAP Web Application Server 6.40. In the SAP Library, go to SAP Netweaver Components -> SAP Web Application Server -> J2EE Technology in SAP Web Application Server -> Administration Manual -> Installation Information-> Post Installation Procedures -> Activating the User Management Engine.



We recommend to use the SAP system for user authentication. Refer to the UME documentation for the information needed.

5 Installation Process

5.1 Installing

Use

This procedure tells you how to install the SAP IKS 1.0.

Prerequisites

The SAP J2EE Engine has to be installed and configured. You have the SAP KW 7.0 CDs or downloaded the IKS SCA from the SAP Service Marketplace, Alias KW70.

Procedure

1. Log on to your installation host as a user with administrator rights for the SAP J2EE Engine.
2. Deploy the KMKWJIKS09_0.sca as described in the SAP J2EE Engine documentation and SAP note 544979. You find this file on the DVD "SAP NetWeaver '04 SR1 Components" under directory KW -> SAP_J2EE_IKS.
3. If the deployment was successful according to the information given in the SDM, go on with the configuration of the SAP IKS.

5.2 Test the deployment

After the installation is done by deploying the SCA, you should test the installation by calling the following URLs (where <server> is the server on which the SAP J2EE Engine is running and <port> is the SAP J2EE Engine's port):

`http://<server>:<port>` (for example `http://pwwdf2039.wdf.sap.corp:50000`)

If the SAP J2EE Engine homepage is displayed, the SAP J2EE Engine was started up correctly after the deployment. If that test was completed successfully, call the following URL:

`http://<server>:<port>/SAPIKS2/jsp/adminShow.jsp`

If the SAP IKS was deployed correctly, the SAP IKS Administration page is displayed (header: Administration). The installation was completed successfully, and you can go on with the configuration of the SAP IKS.



The deployment logs can be displayed from the SDM of the SAP J2EE Engine the SAP IKS is running on (see the SAP J2EE Engine and the SDM documentation for details).

If problems arise, see [Installation Troubleshooting \[page 18\]](#).

6 Post Installation

6.1 Configuration on the SAP IKS

Use

This procedure tells you how to configure the SAP IKS.

Prerequisites

The installation of the SAP IKS has to be completed according to the steps described in this guide.

Create a user of type "system" in your SAP system (transaction SU01), and assign this user to the role SAP_KM_KW_RFC_CPIC_USER. This user will be used for the connection between the SAP IKS and the Web AS 6.40.

Procedure

1. Call the following URL where <server> is the server on which the SAP J2EE Engine is running and <port> is the SAP J2EE Engine's port):

`http://<server>:<port>/SAPIKS2/jsp/adminChgPasswd_html.jsp`

This opens a side on which you can change the SAP IKS administrative user. The SAP IKS is delivered with a standard user iksAdmin (password iksAdmin). You have to change this user / password combination. Click on send to save the new user / password.



Note that the capital letters can't be ignored in the user name iksAdmin and in the user that you enter.

Do not call the communication parameter page from this screen. Values starting from this page will not be valid.

2. Call the following URL (where <server> is the server on which the SAP J2EE Engine is running and <port> is the SAP J2EE Engine's port):

`http://<server>:<port>/SAPIKS2/jsp/adminShow.jsp`

This opens the SAP IKS Administration Website:

Administration

General information:

Release 1.0

Connection parameters to Knowledge Warehouse backend system:

client

system number

message server

system name

group

application server

change connection parameters

URL for accessing ITS:

server
change ITS URL

3. Click the button "**change connection parameters**". Access the page by entering user and password that you saved in the first step. Enter the connection parameter to the SAP system. Enter the user and password you created earlier in the Web AS system.
 For example, the settings should look like this:

Connection parameters to Knowledge Warehouse backend system:

client 000
 system number 00

 message server iwdf1758.wdf.sap.corp
 system name D2L
 group PUBLIC

 application server

You have to choose whether you want to call the message server or whether you want to call an application server directly. If you can not save the settings your entries are not correct. Reenter all values, if you still do not succeed, you should check the user / password combination.

4. After you changed the settings in the administration page, you have to click "test" to test whether your entries are correct and can be used to successfully connect to the SAP Knowledge Warehouse system.
5. If the connection was tested successfully, click "send" to make the new settings available on the SAP IKS. You must be aware of the fact that this will end any existing connection – all users that are currently connected will to have connect again.
6. If you use an ITS within your SAP KW scenarios, you have as well to configure the connection to the ITS. Click the button "change ITS URL". Enter the ITS server.
 For example, the settings should look like this:

 server http://iwdf1758.wdf.sap-ag.de:1081

After you changed the ITS settings in the administration page, you have to click "submit" to make the new settings available on the SAP IKS.

7 Additional Information

7.1 Installation Troubleshooting

If you have problems to deploy the SAP IKS, you should refer to the SAP J2EE Engine documentation and troubleshooting information given there.

If the connection from the SAP IKS to the SAP system does not work, refer to the SAP J2EE Engine documentation and check the connection from the SAP J2EE Engine on which the SAP IKS is running to the Web AS. If you do not find any explanations there, you should check the user and password you entered in the administration page.



Make sure that the server the SAP IKS is running on “knows” the SAP system you are trying to connect the SAP IKS to. If the connection can not be established, check file services in directory `winnt\system32\drivers\etc\` (Windows) or `/etc/` (UNIX). Here, the gateway of the system you want to connect to has to be entered:

Example:

```
sapgw24 3324/tcp
```

for a system with the instance number 24.

7.2 Interrupted Installation

If the deployment of the SAP IKS was interrupted, refer to the SAP J2EE Engine documentation and information given there.

7.3 Uninstalling SAP IKS

The uninstall follows the standard uninstall procedure for services running on a SAP J2EE Engine. Refer to the SAP J2EE Engine documentation for further information.

7.4 Languages besides English or German

If you are using a non Unicode Web AS 6.40 for your SAP Knowledge Warehouse system and you want to display content from languages besides German and English, you have to do take the following steps:

1. Configure the SAP Web AS 6.40 to be able to handle these languages. Refer to the Web AS 6.40 documentation for further information.
2. Access the file `AppIConfig.xml` that is stored in the deploy path of the SAP In `directory\tc~kw_tc\servlet_jsp\SAPIKS2\root\WEB-INF`. This file contains the connection parameters that are used for the connection between the SAP IKS and the Web AS. The relevant tag , that defines the additional languages is called ‘additional languages’:

```
<additional-languages>  
ja;de;ko  
</additional-languages>
```

Enter all languages besides the default language (this is defined in tag ‘lang’, only English and German are valid entries as default language). Separate the languages with a semicolon.

3. Restart the SAP J2EE Engine the SAP IKS is running on to apply the new settings.

If you find entries like the following in the trace file of the SAP J2EE Engine, you entered a language in the configuration file that can not be handled by the SAP system:

```
Jan 13, 2004 5:42:21 PM ....sap.kw.access.KwShell.initLangPool()
[SAPEngine_Application_Thread[impl:3]_11] Info: com.sap.mw.jco.JCO$Exception: (104)
RFC_ERROR_SYSTEM_FAILURE: Choose one of the installed languages
```

Remove the language from the configuration file or enable the SAP system to handle this language.