



## Intended Audience and Purpose



- ❑ This document is intended for use by Technical Consultants and Solution Consultants
- ❑ It's purpose is to give detailed instructions on how to setup extended workflow notifications so that emails can be sent when new workflow items are generated. It also enables the inclusion of a link to the workflow inbox in the generated email



# Contents

  
Business Objects™  
an SAP® company



## Overview

Business Scenario Configuration

Schedule Selection

Delivery Schedule

General Settings

Scheduling the Background Job

Examples

To e-mail notifications when workflow items are created or changed, configuration needs to be done in transaction 'SWNCONFIG'

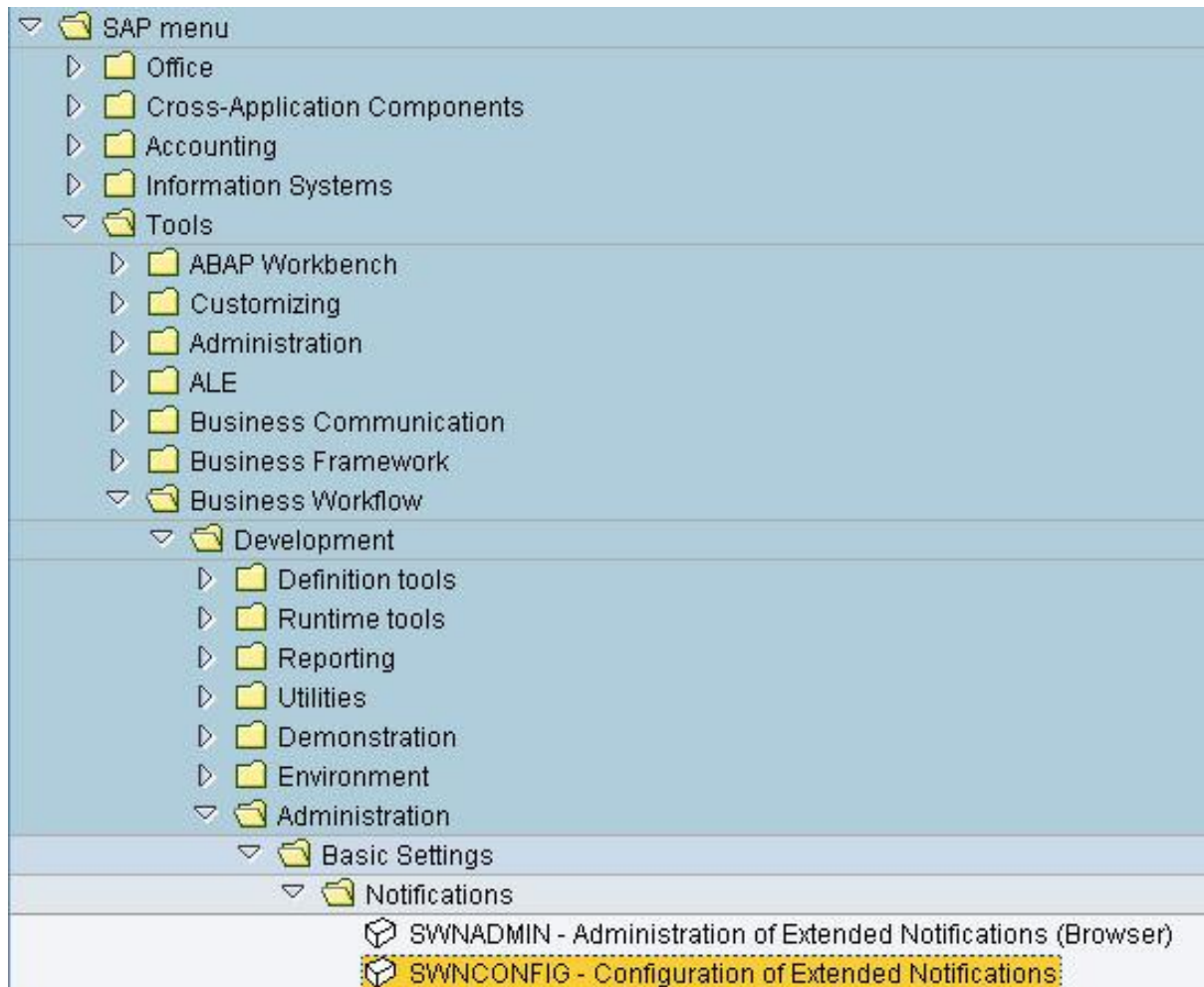
Program 'SWN\_SELSEN' needs to be scheduled to run regularly (background job). It will read the configuration settings and determine which workflow items require notifications sent (based on the Business Scenario and General Settings), look at when each item is due to be selected (based on the Schedule Selection) and then deliver the notifications (based on the Delivery Schedule)

Note – this document assumes that transaction 'SCOT' has been correctly configured to deliver e-mail externally

# Business Scenario Configuration



All the configuration to run SWN\_SELSEN is done in transaction 'SWNCONFIG'. The path to this transaction is shown below:



# Contents

  
Business Objects™  
an SAP® company



Overview

**Business Scenario Configuration**

Schedule Selection

Delivery Schedule

General Settings

Scheduling the Background Job

Examples

# Business Scenario Configuration



1. Click on 'Workflow' under 'Business Scenario' on the right
2. Double-click on 'Category' under 'Dialog Structure' on the left

The screenshot shows the SAP Business Scenario Configuration interface. The title bar reads "Change View 'Business Scenario': Overview". The interface includes a menu bar (Table View, Edit, Goto, Selection, Utilities(M), System, Help) and a toolbar with various icons. Below the toolbar is a sub-toolbar with "New Entries" and "BC Set: Field Value Origin" buttons. On the left, the "Dialog Structure" tree is expanded to show "Business Scenario" > "Category". The main area displays a table with the following data:

Scenario	Standard Category	Handler
OSP	OSP_STANDARD	CL_SWN_SCENARIO_WORKFLOW
UWL	UWL_STANDARD	CL_SWN_SCENARIO_WORKFLOW
WORKFLOW	STANDARD	CL_SWN_SCENARIO_WORKFLOW

# Business Scenario Configuration



3. Click on 'New Entry' (F5)
4. Enter an appropriate name for the 'Category' and fill in the remaining fields as shown.
5. Click 'Save' (cntrl + s) and use the green 'Back Arrow' (F3) to get to the overview screen

Scenario	WORKFLOW
Category	ZRISKMANAGEMENT

Category	
Description	RM Mail
Requested Reliability	Undefined
Collective Message	Grouping with Other Ca
Notification Priority	Medium
	<input type="checkbox"/> Delete After Send
Category Handler	CL_SWN_CATEGORY
Notification Handler	CL_SWN_NOTIF_WORKFLOW
Handler for User	CL_SWN_USER_STD
Last Changed By	
Date	18.08.2008
Time	20:50:55



# Business Scenario Configuration



6. Click on 'ZRiskManagement' under 'Category' on the right side
7. Double-click on 'Assigned Message Templates' under 'Dialog Structure' on the left

The screenshot shows the SAP Business Scenario Configuration interface. The main window title is "Change View 'Category': Overview". The scenario is set to "WORKFLOW". The left sidebar shows the "Dialog Structure" tree with "Assigned Message Templates" selected under "Category". The main area displays a table with the following data:

Category	Requested Reliability	Collective Message	Notification Priority
STANDARD	Undefined	Grouping with Other	Medium
ZRISKMANAGEMENT	Undefined	Grouping with Other	Medium
ZSURVEY	Undefined	Grouping with Other	High
Z_SURVEY	Undefined	Grouping with Other	High

# Business Scenario Configuration



8. Click on 'New Entry'
9. Fill out the table as shown
10. Click 'Save' and use the green 'Back Arrow' to get to the 'Category' overview screen

Scenario	WORKFLOW		
Category	ZRISKMANAGEMENT		
Assigned Message Templates			
Delivery Type	Granularity	Namespace	Message Template
EMAIL_HTML	One Message Per Category		WORKFLOW1
EMAIL_HTML	One Message Per Notification		WORKFLOW1
EMAIL_HTML	One Message Contains Multiple Notifications		WORKFLOW1

# Business Scenario Configuration



11. Click on 'ZRISKMANAGEMENT' or the 'Category' that was created on the right

12. Double-click on 'Subscription Basic Data' under 'Dialog Structure' on the left

The screenshot shows the SAP Business Scenario Configuration interface. The main window title is "Change View 'Category': Overview". The scenario is set to "WORKFLOW". A table lists categories with their reliability, collective message, and notification priority. The "Subscription Basic Data" folder in the dialog structure tree is highlighted.

Category	Requested Reliability	Collective Message	Notification Priority
STANDARD	Undefined	Grouping with Other	Medium
ZRISKMANAGEMENT	Undefined	Grouping with Other	Medium
ZSURVEY	Undefined	Grouping with Other	High
Z_SURVEY	Undefined	Grouping with Other	High

Dialog Structure

- Business Scenario
  - Category
    - Assigned Message
    - Subscription Basic Data**
    - Filter Basic Data
    - Schedule Selection
    - Delivery Schedule
    - General Settings
    - Handler Assignment
    - Message Template
    - Delivery Type
      - Deliverer

# Business Scenario Configuration



13. Click on 'New Entry'

14. Fill out the fields as shown

15. Click 'Save'

Scenario	WORKFLOW
Category	ZRISKMANAGEMENT
Subscription	ZRM

Subscription Basic Data	
Description	All Items
Delivery Schedule	SVSCH
	<input type="checkbox"/> Deactivated
Delivery Type	EMAIL_HTML
Granularity	One Message Per Notification
Recipient Address	*
Recipient Type	Internal SAP User
Handler	
Last Changed By	
Date	
Time	

# Business Scenario Configuration



16. Double-click on 'Subscription Settings'

17. Fill out the table as shown

18. Click 'Save' and use the green 'Back Arrow' to get to the 'Category' overview screen

Subscription	ZRM
Scenario	WORKFLOW
Category	ZRISKMANAGEMENT

Subscription Settings			
Parameter	Index	Val.	Parameter GU
REMINDER_DAYS	0		E6089C966C
SHOW_ACTION_DECISION_AS	0		F0E903E1738
SHOW_ACTION_DISPLAY_AS	0		AC88A5420E0
SHOW_ACTION_EXECUTE_AS	0		E11583DC1F
SHOW_DOCUMENTS_AS	0		64075F5CE09
SHOW_INBOX_AS	0	LINK1	B4B02ED50
SHOW_OBJECTS_AS	0		7BD405E1F81

# Business Scenario Configuration



19. Double-click on 'Filter Basic Data'

20. Select 'ALL\_Delta' and click on 'Copy As' (F6)

Change View "Filter Basic Data": Overview

Filter	Delete Old...	Assigned Main Filter	Category
ALL_DELTA	<input type="checkbox"/>	ALL_FULL	STANDARD
ALL_FULL	<input type="checkbox"/>		STANDARD
Z_SURVEYSELECTION_DELTA	<input type="checkbox"/>	Z_SURVEYSELECTION_FULL	ZSURVEY
Z_SURVEYSELECTION_FULL	<input type="checkbox"/>		ZSURVEY

21. Change the category appropriately

22. Click save and use the green 'Back Arrow' to get to the overview

Scenario: WORKFLOW

Filter: ALL\_DELTA

Filter Basic Data

Description: Select All Work Items From All Tasks (Including Those Already Sent)

Delete Old Notifications

Main Filter: ALL\_FULL

Category: ZRISKMANAGEMENT

Last Changed By: GRCUSER

Date: 13.08.2008

Time: 13:30:03

# Business Scenario Configuration



23. Select 'ALL\_Full' and click on 'Copy As' (F6)

Change View "Filter Basic Data": Overview

Scenario: WORKFLOW

Filter	Delete Old	Assigned Main Filter	Category
ALL_DELTA	<input type="checkbox"/>	ALL_FULL	STANDARD
ALL_FULL	<input type="checkbox"/>		STANDARD
Z_SURVEYSELECTION_DELTA	<input type="checkbox"/>	Z_SURVEYSELECTION_FULL	ZSURVEY
Z_SURVEYSELECTION_FULL	<input type="checkbox"/>		ZSURVEY

24. Change the category appropriately

25. Click save and use the green 'Back Arrow' to get to the overview

Scenario: WORKFLOW

Filter: ALL\_DELTA

Filter Basic Data

Description: Select All Work Items From All Tasks (Including Those Already Sent)

Delete Old Notifications

Main Filter: ALL\_FULL

Category: ZRISKMANAGEMENT

Last Changed By: GRCUSER

Date: 13.08.2008

Time: 13:30:03

# Contents

  
Business Objects™  
an SAP® company

  
SAP

Overview

Business Scenario Configuration

**Schedule Selection**

Delivery Schedule

General Settings

Scheduling the Background Job

Examples



# Schedule Selection



Fill out the table below for each 'Scenario' and 'Filter'

Scenario	Schedule Selection	Filter	Mon	Tue	W	Thu	Fri	Sat	Sun	From
UWL	UWL_DELTA	UWL_DELTA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	00:00:0
UWL	UWL_FULL	UWL_FULL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	00:00:0
WORKFLOW	ALL_DELTA	ALL_DELTA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00:0
WORKFLOW	ALL_FULL	ALL_FULL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00:0
WORKFLOW	Z_SURVEYSELECTION_DELT	Z_SURVEYSELECTION_DELT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	00:00:0
WORKFLOW	Z_SURVEYSELECTION_FUL	Z_SURVEYSELECTION_FUL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	00:00:0

Days of the week – determine which days workflow notifications should be selected

'From' and 'To' – times of the day workflow notifications should be selected

'Interval' – interval in minutes between each selection (how often should the system check for new workflow items and send relevant notifications)

# Schedule Selection



Schedule Selection														
Scenario	Schedule Selection	Filter	Mon	Tue	W	Thu	Fri	Sat	Sun	From	To	TimeZ	Interval	Description
UWL	UWL_DELTA	UWL_DELTA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	00:00:00	00:00:00	CET	10	Schedule for DELTA Filter
UWL	UWL_FULL	UWL_FULL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	00:00:00	00:00:00	CET	10	Schedule for FULL Filter
WORKFLOW	ALL_DELTA	ALL_DELTA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00:00	00:00:00	CET	10	Select All Work Items From All Tasks (Including Those)
WORKFLOW	ALL_FULL	ALL_FULL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00:00	00:00:00	CET	10	Select All Work Items From All Tasks (Including Those)

In this example, the selection is scheduled to occur every 10 minutes.

# Contents

  
Business Objects™  
an SAP® company

  
SAP®

Overview

Business Scenario Configuration

Schedule Selection

**Delivery Schedule**

General Settings

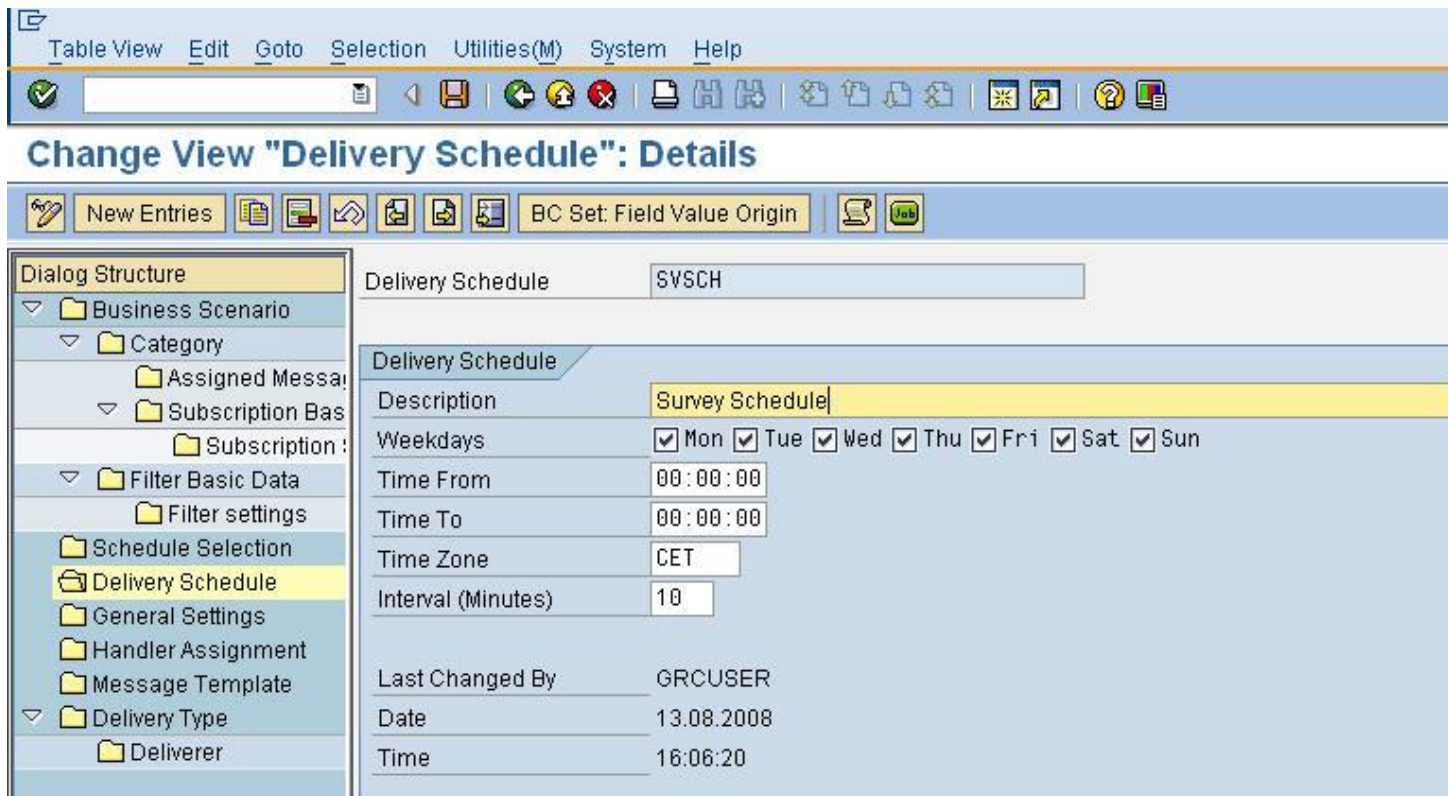
Scheduling the Background Job

Examples

# Delivery Schedule



Double-click on 'Delivery Schedule' and fill out the fields similar to below



The screenshot shows the SAP 'Change View "Delivery Schedule": Details' dialog box. The 'Delivery Schedule' field is set to 'SVSCH'. The 'Description' field is 'Survey Schedule'. The 'Weekdays' field is checked for all days of the week (Mon, Tue, Wed, Thu, Fri, Sat, Sun). The 'Time From' and 'Time To' fields are both set to '00:00:00'. The 'Time Zone' is 'CET'. The 'Interval (Minutes)' is '10'. The 'Last Changed By' is 'GRCUSER', the 'Date' is '13.08.2008', and the 'Time' is '16:06:20'. The 'Dialog Structure' pane on the left shows the 'Delivery Schedule' folder selected.

Field	Value
Delivery Schedule	SVSCH
Description	Survey Schedule
Weekdays	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun
Time From	00:00:00
Time To	00:00:00
Time Zone	CET
Interval (Minutes)	10
Last Changed By	GRCUSER
Date	13.08.2008
Time	16:06:20

Days of the week – determine which days workflow notifications should be sent

'From' and 'To' – times of the day workflow notifications should be sent

'Interval' – interval in minutes between each send (how often should the system check for new workflow items and send relevant notifications)

# Contents

  
Business Objects™  
an SAP® company

  
SAP®

Overview

Business Scenario Configuration

Schedule Selection

Delivery Schedule

**General Settings**

Scheduling the Background Job

Examples

# General Settings



Table View Edit Goto Selection Utilities(M) System Help

Change View "General Settings": Overview

New Entries BC Set: Field Value Origin

Dialog Structure

- Business Scenario
  - Category
    - Assigned Message
    - Subscription Basis
    - Filter Basic Data
      - Filter settings
      - Schedule Selection
      - Delivery Schedule
      - General Settings**
      - Handler Assignment
      - Message Template
    - Delivery Type
      - Deliverer

Setting	Index	Value	Description
ADDRESS_PRIO_AUTO_FORW	0		Priority for Add
ADDRESS_PRIO_CAM	0		Priority for Add
ADDRESS_PRIO_CUSTOM	0		Priority for Add
ADDRESS_PRIO_ESS	0		Priority for Add
INBOX_LINK_CAPTION	0	NASWN087	Label for Link
INBOX_LINK_URL	0	http://	Link to Alterna
MAX_PROBCLASS	0		Maximum Prot
MESSAGE_EXPIRY_DAYS	0		Number of Da
REQUESTED_STATUS	0		Status Reque
SAPLOGON_ID	0		Name of SAP I
SENDER_ADDR_INT	0		E-Mail Address
SENDER_ADDR_PAG	0		SMS Address
SENDER_NAME_INT	0	SAP Workflow	Visible Name
SENDER_NAME_PAG	0	SAP Workflow	Visible Name
STATUS_MAIL	0		Status to Be R
SUBJECT_SMS_WF_INBOX	0	NASWN148	ID of Message
SUBJECT_SMS_WF_INDIV	0	NASWN148	ID of Message
SUBJECT_WF_INBOX	0	NASWN070	ID of Message
SUBJECT_WF_INDIV	0	NASWN071	ID of Message
SUBJECT_WF_MULTI	0	NASWN072	ID of Message
TEXT_CONTACT_ADMIN	0	DTSWN_MSG_CONTACT_ADMIN	ID of a Dialog
TEXT_GOTO_INBOX	0	DTSWN_MSG_GOTO_INBOX	ID of a Dialog
TEXT_GOTO_WI	0	DTSWN_MSG_GOTO_WI	ID of a Dialog
TEXT_LINK_INBOX	0	DTSWN_MSG_LINK_INBOX	ID of a Dialog
TEXT_PROCESS_INDIV	0	DTSWN_MSG_PROCESS_INDIV	ID of a Dialog
TEXT_PROCESS_MULTI	0	DTSWN_MSG_PROCESS_MULTI	ID of a Dialog
TEXT_PROLOG_INBOX	0	DTSWN_PROLOG_INBOX	ID of a Dialog
TEXT_PROLOG_INDIV	0	DTSWN_PROLOG_INDIV	ID of a Dialog
TEXT_PROLOG_MULTI	0	DTSWN_PROLOG_MULTI	ID of a Dialog
TEXT_SMS_INBOX	0	DTSWN_SMS_INBOX	ID of a Dialog
TEXT_SMS_INDIV	0	DTSWN_SMS_INDIV	ID of a Dialog
WD_HOST	0	http://grc-rig-02:50000/webdynpro/dispatcher	Host Part of UI
WG_HOST	0		Host Part of UI
WI_FORWARD_VIA_MAIL	0		Forwarded wo

1. Double-Click on 'General Settings' and

2. Maintain the link to your Portal in the 'INBOX\_LINK\_URL'

3. Click 'Save'

# Contents

  
Business Objects™  
an SAP® company

  
SAP

Overview

Business Scenario Configuration

Schedule Selection

Delivery Schedule

General Settings

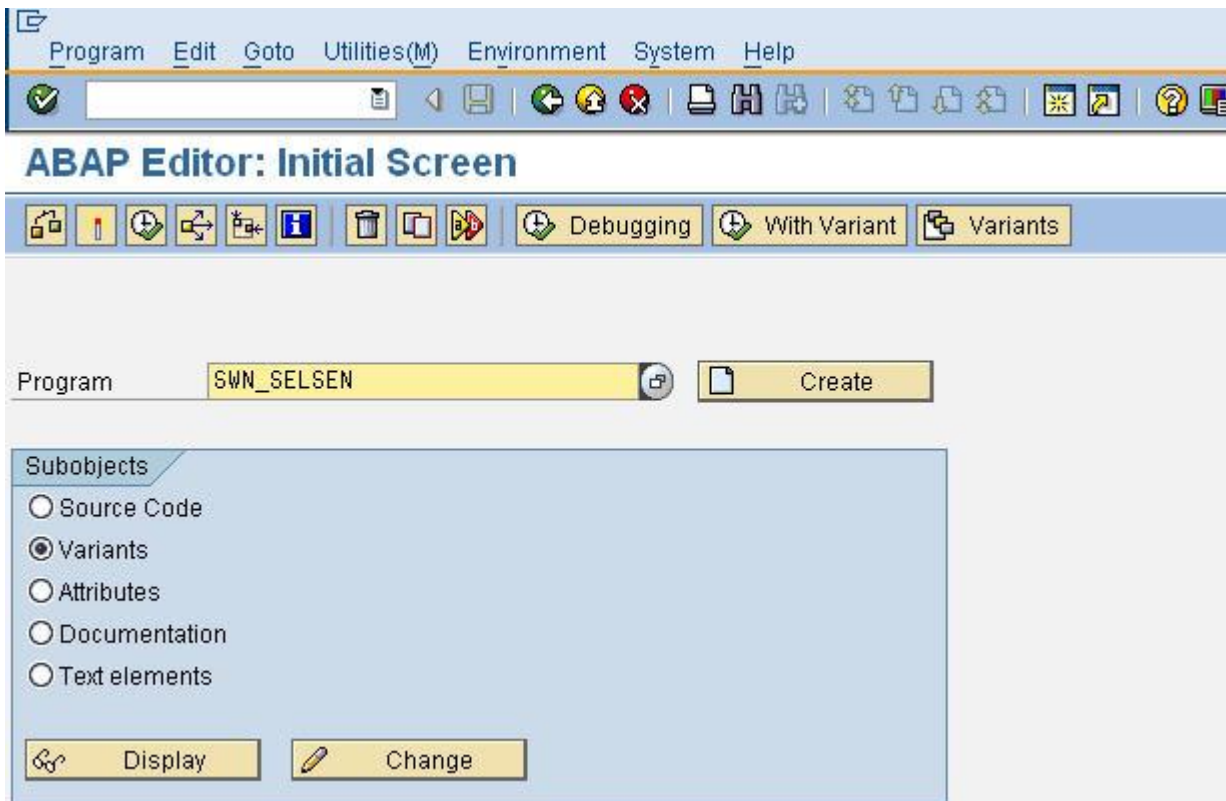
**Scheduling the Background Job**

Examples

# Create Variant



1. Run Transaction 'SE38'
2. Program Name = 'SWN\_SELSEN'
3. Subobjects = 'Variants'
4. Click 'Change'

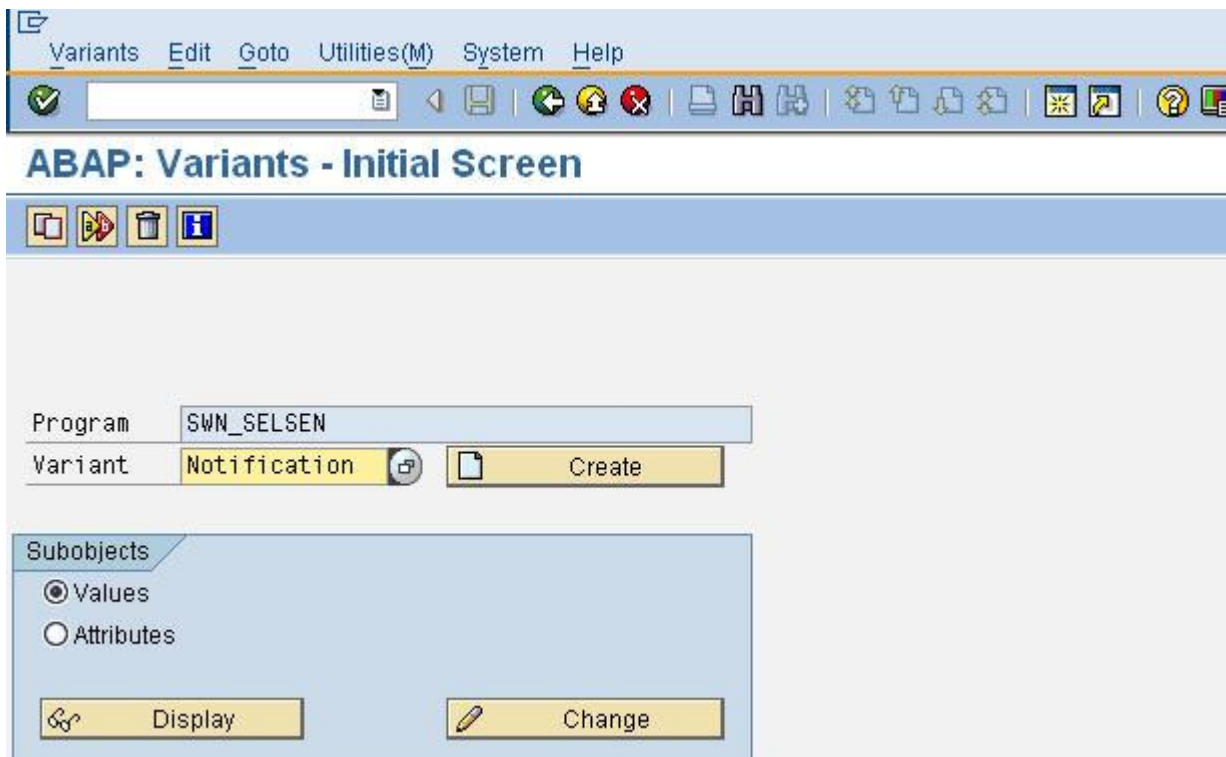




# Create Variant



5. Variant = 'Notification' (for example)
6. Subobjects = 'Values'
7. Click 'Create'



# Create Variant



8. Select 'No Time Check During Send'

9. Click 'Save'



# Schedule SWN\_SELSEN



1. Run Transaction 'SM36'
2. Enter a job name (eg Notification)
3. Job Class = 'C'
4. Exec. Target = <your server name>

The screenshot shows the SAP 'Define Background Job' (SM36) transaction. The window title is 'Job Edit Goto System Help'. The main title is 'Define Background Job'. Below the title is a navigation bar with buttons: 'Start condition', 'Step', 'Job selection', 'Own jobs', 'Job wizard', and 'Standard jobs'. The 'General data' section is active and contains the following fields:

Job name	NOTIFICATION
Job class	C
Status	Scheduled
Exec. Target	grc-rig-02_NW1_00

There is a 'Spool list recipient' button next to the Exec. Target field. Below the 'General data' section are two empty sections: 'Job start' and 'Job frequency'. At the bottom is an empty 'Job steps' section.

# Schedule SWN\_SELSEN



5. Click on 'Define Steps' (F6)
6. Program name = 'SWN\_SELSEN'
7. Variant = 'Notification' (or whatever was defined)
8. Click 'Save'

Create Step 1

User: I810351

Program values

ABAP program    External command    External program

ABAP program

Name: SWN\_SELSEN

Variant: NOTIFICATION

Language: EN

External command (command pre-defined by system administrator)

Name: \_\_\_\_\_

Parameters: \_\_\_\_\_

Operating sys.: \_\_\_\_\_

Target server: \_\_\_\_\_

External program (direct command input by system administrator)

Name: \_\_\_\_\_

Parameter: \_\_\_\_\_

Target host: \_\_\_\_\_

Check    Print specifications    X

# Schedule SWN\_SELSEN



9. Click on 'Start Condition'
10. Click on 'Date/Time'
11. Enter the date and time the program should start (scheduled start)
12. Click 'Periodic Job', then 'Period Values', then 'Other Period'
13. Enter the time between job runs in minutes
14. Click 'Save' 3 times (once per pop-up window)
15. Click 'Save' again to save the whole job

Start Time

Immediate   Date/Time   After job   After event   At operation mode   >>

Date/Time

Scheduled start   Date   Time

No Start After   Date   Time

After job   At operation mode

After event

Periodic job

✓ Check   Period values   Restrictions   ✕

# Contents

  
Business Objects™  
an SAP® company

  
SAP

Overview

Business Scenario Configuration

Schedule Selection

Delivery Schedule

General Settings

Scheduling the Background Job

Examples

## Example 1



Schedule Selection Interval = 10 minutes

Delivery Schedule Interval = 10 minutes

Background Job Schedule = 10 minutes

In this scenario, the program SWN\_SELSEN will be run every 10 minutes. When it runs, it will select the items every 10 minutes and deliver the messages at that time

Minute 0 – SWN\_SELSEN is run

Minute 5 – Workflow Item 1 created

Minute 10 – SWN\_SELSEN is run, selects Workflow item 1 and sends the notification for Workflow item 1

Minute 11 – Workflow item 2 created

Minute 20 – SWN\_SELSEN is run, selects Workflow item 2 and sends the notification for Workflow item 2

Minute 30 - SWN\_SELSEN is run

## Example 2



Schedule Selection Interval = 10 minutes

Delivery Schedule Interval = 15 minutes

Background Job Schedule = 10 minutes

In this scenario, the program SWN\_SELSEN will be run every 10 minutes. When it runs, it will select the items every 10 minutes and deliver the messages every 15 minutes.

Minute 0 – SWN\_SELSEN is run

Minute 5 – Workflow Item 1 created

Minute 10 – SWN\_SELSEN is run, selects Workflow item 1 and flags it to indicate a notification should be sent

Minute 11 – Workflow item 2 created

Minute 20 – SWN\_SELSEN is run and selects Workflow item 2 and flags it to indicate a notification should be sent. The notification for Workflow item 1 is sent at this time

Minute 30 - SWN\_SELSEN is run and sends the notification for Workflow item 2



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