

SAP NetWeaver Enterprise Portal, CRM and Domains



Applies to:

SAP NetWeaver Enterprise Portal and SAP CRM.

Summary

You have integrated SAP CRM to launch from Enterprise Portal and it works on the INTRANET but not from INTERNET.

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Created on: 5 January 2011

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I have been with SAP for a little over 5 years working as a Senior Support Consultant I in Primary Support, AGS Business Suite and Technology. I was working with SAP Retail POS and moved to CRM approximately 2 years ago. I mainly focus on FRW, IC and Sales components.

NetWeaver Enterprise Portal, CRM and Domains

Let's say that the customer has integrated CRM to launch from Portal and it works on the INTRANET but not from INTERNET.

INTRANET URL:

`http://abc.hasan.com:52000/irj/portal` works.

INTERNET URL:

`http://xyz.zubairi.com/irj/portal`, doesn't work.

CRM URL:

`http://server1.hasan.com:8000/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=001&sap-sessioncmd=open`

The reason is that within the INTRANET both the Portal and CRM are within the same domain, whereas in the INTERNET that is not the case. The system landscape must be configured in such a way that minimum domain relaxation (only the server name is removed from a domain) is enabled. Maximum domain relaxation (domain is reduced to two segments like "sap.com") is not supported. So in the above example "abc" will be removed from "abc.hasan.com", leaving "hasan.com"; "xyz" will be removed from "xyz.zubairi.com" and "server1" will be removed from "server1.hasan.com". ICM needs the protocol and domains setup correctly (same protocol and same domains) in order to work well.

If you are using SAPGUI for HTML then keep in mind that if the portal is accessed through http, all the ITS servers also have to be configured using http (in the system landscape service of the portal and in the ITS itself). Similarly, if the portal is accessed through https, all the ITS servers have to be configured using https.

If the portal is running on the "portal.domain.com" server, all the ITS servers must run on a host in the same domain (e.g. its1.domain.com). This can be done either by renaming existing servers or by adding a DNS alias to existing servers. Note that the SSL server certificate must match the name used in the portal.

If Microsoft Internet Explorer is used as the browser, then the portal and all corresponding content servers (CRM, BI, ERP (incase of launch transactions)) are assigned to the same security zone (i.e. "trusted sites", "Intranet").

The workaround would be to (Note 632440):

1. Plan the system landscape of the SAP Enterprise Portal according to the following convention:
 - a. Allocation of addresses for Web servers and client applications with at least 3-step hierarchy (server1.hasan.com).
 - b. As of the second hierarchy level the address must be identical. The addresses may only differ in the prefix.
 - c. Identical protocols for all addresses (http/https).
2. Set up / maintain DNS alias

If the server addresses in an already existing system landscape do not correspond to the necessary convention, set up a new or additional alias for every DNS according to the requirements described under 1.

3. Set up Reverse-Proxy

As an alternative for solution 2. you can set up a Reverse-Proxy which serves locally as client. For the Web browser, the Reverse-Proxy is a service provider (server), which distributes the queries to the defined servers within the local area network.

But that would be a consulting issue.

PS. The same applies when you are doing CRM and BI integration. Unless both CRM & BI are within the same domain you will encounter issues, for example SSO might not work or there will be high issues with the BI reports. Best way to check it would be via HTTP Watch log.

Related Content

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[How to Integrate CRM 2007 WebClient UI with SAP NetWeaver Portal](#)

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