



## **SAP NetWeaver™** in the **REAL WORLD**

### **PART V:** **SAP Enterprise Portal**

### SAP NetWeaver™ in the Real World

"SAP NetWeaver in the Real World" is a five-part series of technical articles demonstrating a step-by-step implementation of SAP NetWeaver and its key components. The business scenario of the fictional Iridium Motors showcases the components of the SAP NetWeaver stack, and the real-world utility achieved by their integration.

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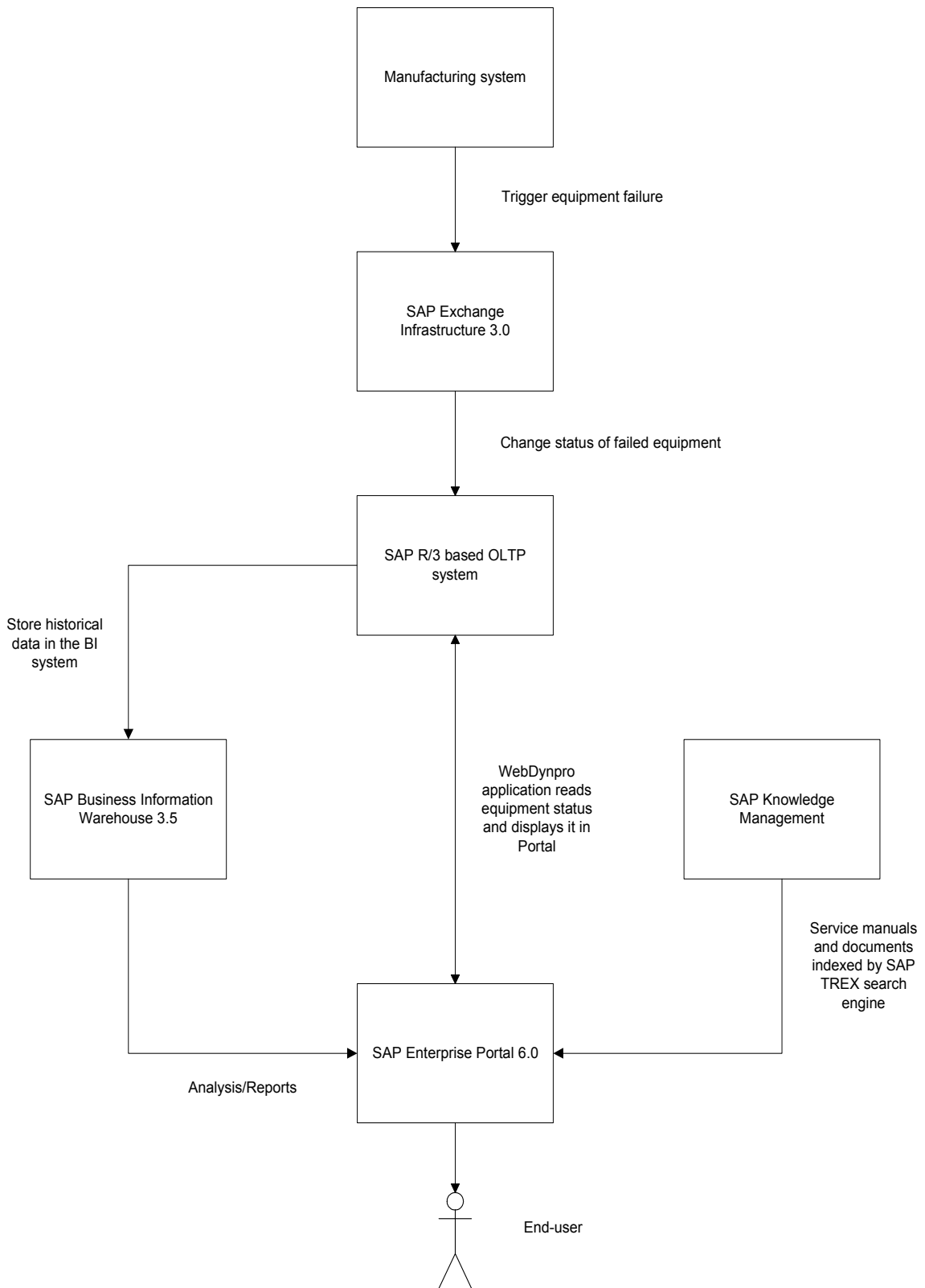
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## Introduction

In the final installment of "SAP NetWeaver in the Real World," the Iridium Motors development team integrates the Web Dynpro application created earlier as an iView into the SAP® Enterprise Portal (EP).

SAP EP with SAP® KM Collaboration technology allows Production Manager Anne to monitor equipment status and communicate with Maintenance Supervisor Raul in real time. Through a portal interface, Raul locates the relevant BW reports integrated as iViews into the portal environment.

Iridium Motors resumes production by lunchtime.



## Scenario<sup>1</sup>

09 September 2004

Iridium Motors, Inc. - Dallas Texas

### **11:25 a.m.**

An alarm sounds on the shop floor of Iridium Motors. A high-speed motor suddenly breaks down. John, the production operator, immediately punches the red, flashing "Equipment Failure" button. As a result, all critical equipment in the production unit shuts down as a precautionary measure. The entire production process grinds to a halt.

John rushes to inform the production manager, Anne, about the equipment failure. Anne pages the maintenance supervisor, Raul.

### **12:15 p.m.**

After meeting with Anne to discuss the situation, Raul collects all the information he can about the equipment failure from John. Back in his office, he begins to sort through relevant documentation on his desktop computer. He pulls up various files, wading through manuals and maintenance records to find patterns that would serve as a reference point for carrying out some basic troubleshooting. He also calls the equipment manufacturer to request that service technicians come as soon as possible. Finally, he passes along the troubleshooting information to John.

### **3:35 p.m.**

John returns to the shop floor with an assortment of troubleshooting materials, which he then begins applying to the malfunctioning motor.

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<sup>1</sup> The names and events in SAP NetWeaver™ in the Real World are fictional. Any similarity to real people, companies, or events is merely coincidental.

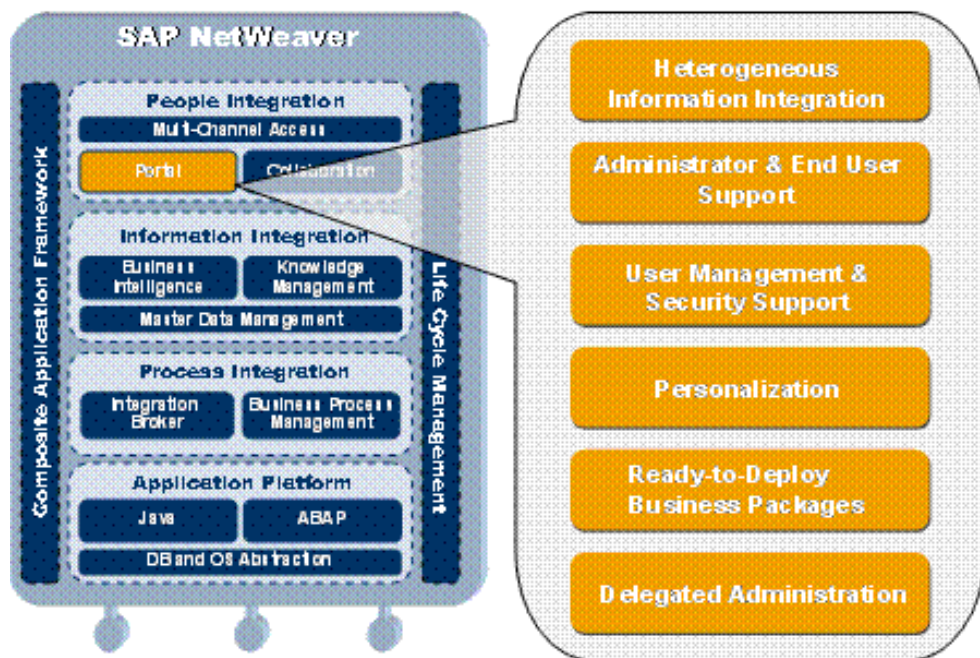
## About SAP Enterprise Portal

The SAP Enterprise Portal offers a single point of access to SAP and non-SAP information sources, enterprise applications, information repositories, databases, and services inside and outside an organization—integrated into a single user experience. It provides the tools to manage this knowledge, to analyze and interrelate it, and to share and collaborate on the basis of it.

With role-based content and personalization features, the Enterprise Portal enables users—from employees and customers to partners and suppliers—to focus exclusively on data relevant to daily decision-making processes.

This article uses the following terms: "Portal," "Portal Platform," and "SAP Enterprise Portal." "Portal" and "Portal Platform" are used interchangeably to refer to the Web frontend of SAP NetWeaver. "SAP Enterprise Portal" refers to the SAP NetWeaver cross-component solution consisting of Portal, Knowledge Management, and Collaboration.

Tightly integrated into the portal are also the knowledge management and collaboration capabilities of SAP NetWeaver, which allow users to share information and to work together using that information.



## Features

### Technology and Architecture

The portal is built for the enterprise, providing a secure and scalable environment.

1. *Platform-independence:* The portal runs on a wide range of operating systems, including Windows and UNIX.
2. *Multi-language interface:* The portal supports many languages to make a global deployment more efficient and usable.
3. *High performance and availability:* Clustering and caching mechanisms provide high performance and high availability.
4. *Security:* The portal allows businesses to expose their resources to partners, suppliers, and customers, while maintaining rigorous confidentiality for restricted business information. The security features of the portal include authentication, single sign-on, authorization, integrated user management, and secure communications.
5. *Unification:* Unification in the portal enables an enterprise to integrate the resources of its information systems and provide unified access to its structured data. It provides correlation-based technology that allows users to take information from one application and to use it to retrieve information from another application and trigger an automated response.
6. *Navigation:* The portal offers a flexible and open navigation layout design that supports virtually every usage scenario.
7. *Global portal scenarios:* The portal supports global portal scenarios through the use of open standards, wide platform support, multi-language support, global deployment and scalability, and delegated administration.

### End-User Environment

The portal runtime environment offers users a single point of access, in a fully customizable portal desktop, to internal and external information, applications, and services that are relevant to their role in the organization.

1. *User navigation:* The portal offers a comprehensive role-based navigation environment for users to retrieve business-specific information. Portal pages and iViews also display assorted links to associated information, enabling further investigation. Navigation in the portal is facilitated through top-level and detailed navigation, page navigation, dynamic navigation, object-based navigation, Drag & Relate, and navigation by URL.
2. *Personalization:* Portal users can work in a customized environment by personalizing the look and feel of their portal desktop, language settings, personal information, single sign-on logon credentials, and content displayed per portal page.
3. *Accessibility support:* The portal ships with high contrast themes, manages font-handling for portal content, enables keyboard access to interactive elements in the user

interface, and works with third-party screen readers. SAP is committed to making its products accessible to all users.

## Advanced Administration Support

The portal provides a complete set of tools to maintain, manage, and monitor the portal within one coherent environment. These administrative tools are designed as modular portal pages or iViews, enabling you to delegate administration tasks according to your business scenario.

1. *Content administration:* The Portal Content Studio provides a central administrative environment in the portal for code-free development and management of portal content.
2. *Role definition:* The structure and delivery of content to portal users is determined by role definitions based on the user's task within the organization. Through roles, a company can structure its business processes and deliver business content according to the needs of certain user groups of the portal.
3. *Delegated administration:* Comprehensive delegated administration helps manage large-scale implementations by targeting tools and content specifically related to the functions and tasks of users in the organization.
4. *Customization:* The portal design can be modified to fit a specific corporate image. It provides design templates for users to choose from. Portal administrators determine the level of personalization available to portal end users, including portal themes, languages, passwords, and page and iView properties.
5. *User administration:* The portal utilizes a user management service that connects to and manages user and group data stored in the user persistence store. A Web-based interface in the portal enables administrators to administer user data centrally and access multiple user data sources in parallel, such as corporate directories, databases, or SAP systems.



## Step-by-Step Solution

### **Integrating the Web Dynpro Application with the Enterprise Portal**

At Iridium Motors, the Web Dynpro application and the Enterprise Portal run on different Web Application servers. We will connect to the Web Dynpro application remotely using a URL.

The following steps are described:

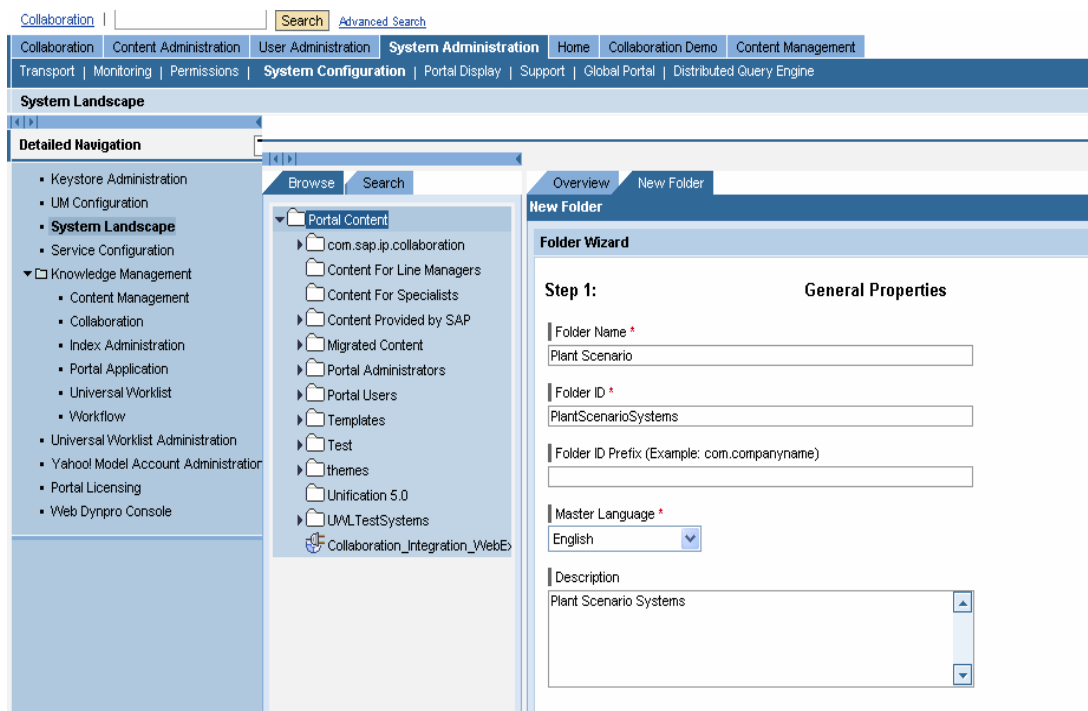
1. Creating a system for the user mapping information
2. Integrating a Web Dynpro-based iView
3. Creating a page, workset, and role and assigning the role to a portal user
4. Using KM File Repository Manager for displaying the equipment manuals

## Creating a System for the User Mapping Information

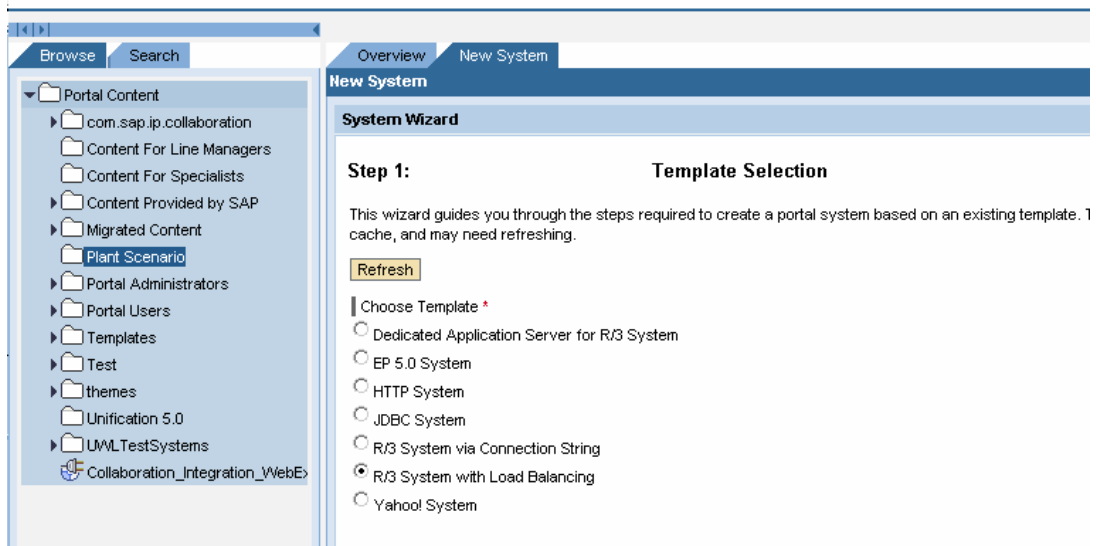
In this integration scenario, the Enterprise Portal and the Web Dynpro application run on different servers. Thus, the system on which the Web Dynpro application is running must be defined and an alias must be created.

### Defining the System

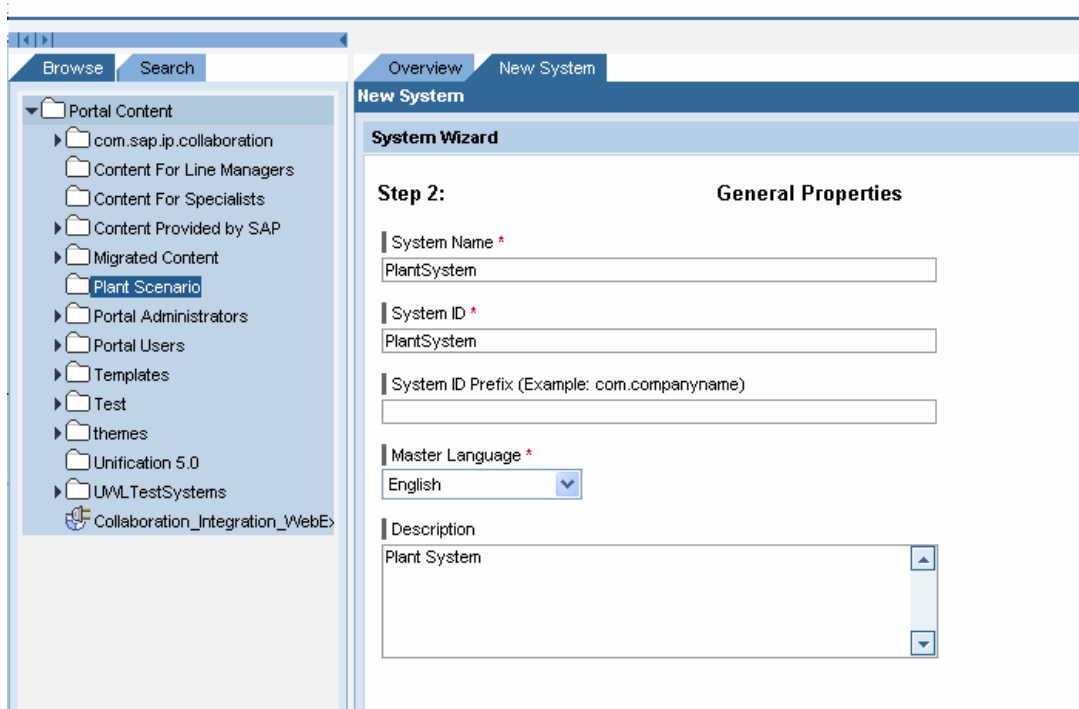
1. Define the system on which the Web Dynpro application is running as follows:
  - Switch to System Administration.
  - Choose System Configuration -> System -> Browse -> Portal Content.
  - Create a new folder by right-clicking and choosing New -> Folder in the context menu.
2. Enter the values shown below and close the wizard.



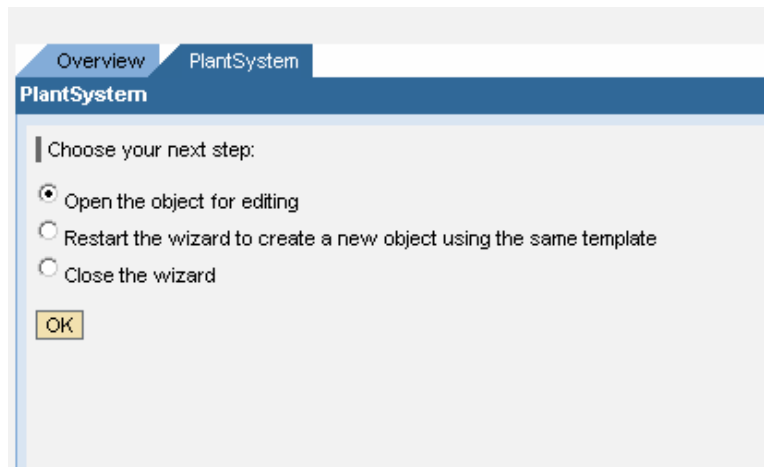
3. Right-click on the "Plant Scenario" Folder. Chose New ->System.
4. In Step 1: Template Selection on the System Wizard, select *R/3 System with Load Balancing* from the template list. Click *Next*.



5. In Step 2: General Properties, enter "Plant System" under *System Name* and "PlantSystem" under *System ID*. Click *Finish*.

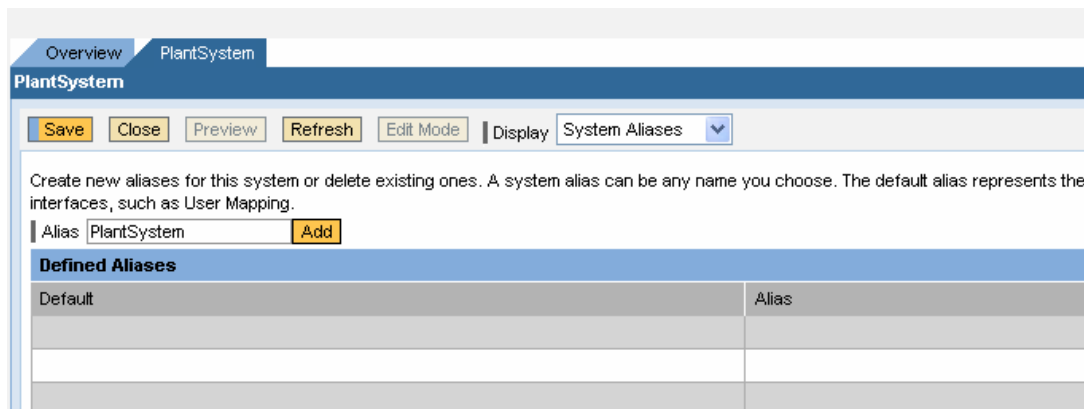


6. In the next step, under *PlantSystem*, choose *Open the object for editing*. Click *OK*.



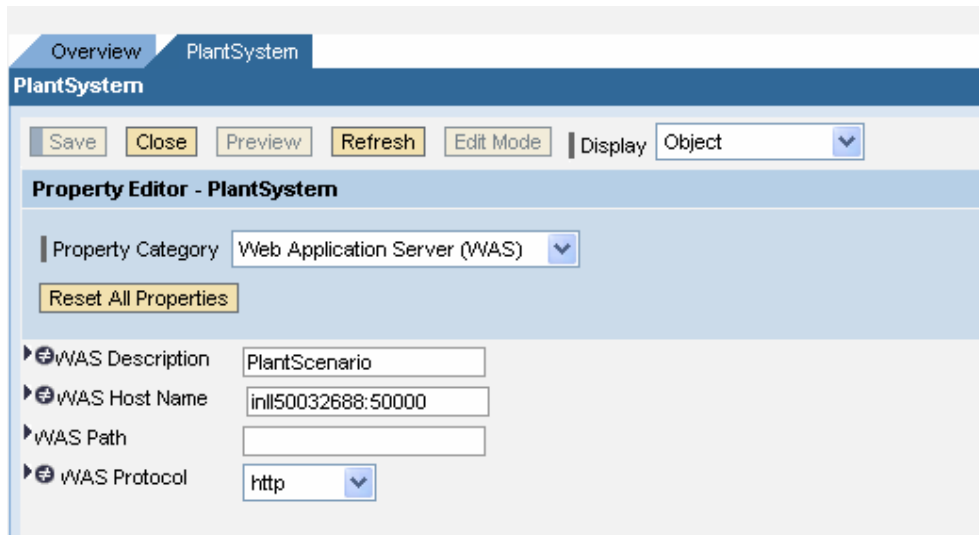
## Creating a System Alias

1. To create an alias for the system, proceed as follows:
  - Select System Aliases from the *Edit* pulldown menu in the toolbar at the top.
  - Specify the name for the system alias as "PlantSystem." Add the defined alias by pressing the *Add* button. Save your work by clicking *Save*.



2. To edit the properties of the system choose *Object* in the *Edit* pulldown menu at the top.

3. Select Web Application Server (WAS) from the *Property Category* pulldown menu.
  - Maintain the following properties:
    - *WAS Description* = "PlantScenario"
    - *WAS Host Name* = <host>.<domain>:50000 (this corresponds to the Web Dynpro)
    - *WAS Path* = server location and the port on which it is running (e.g., P78522.wdf.sap.corp:50000)
    - *WAS Protocol* = http
4. Save your work.

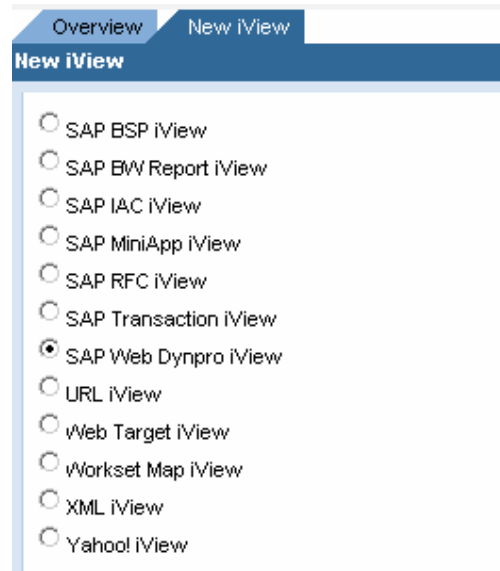


## Creating and Integrating a Web Dynpro iView

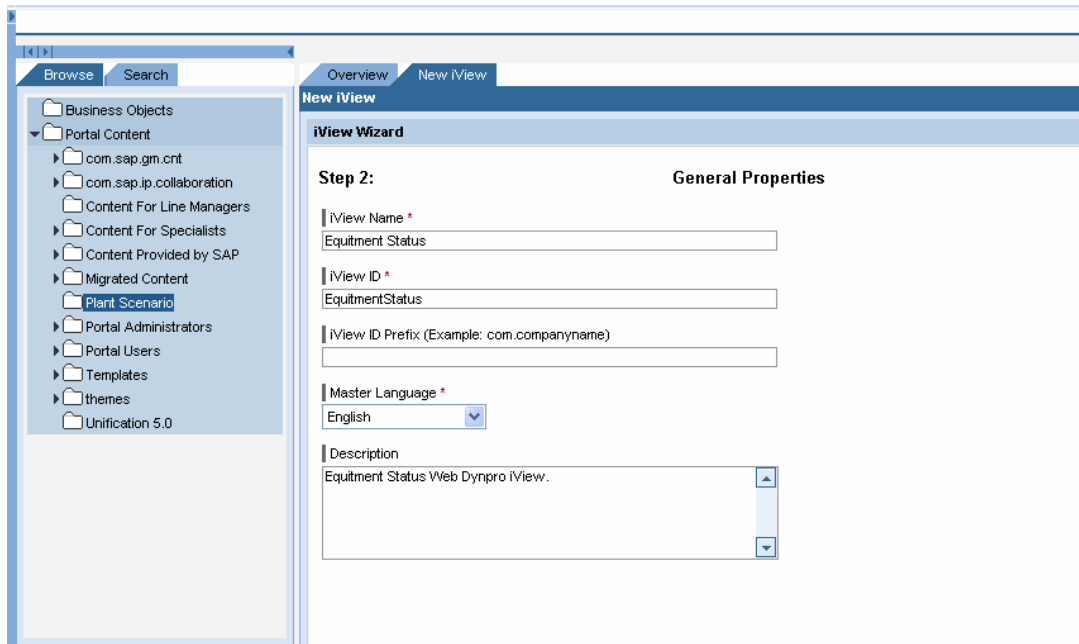
You can define your Web Dynpro iViews either using the standard Web Dynpro iView template, SAP Web Dynpro iView, or by creating a new Web Dynpro iView template as follows:

1. Switch to the *Content Administration* tab.
2. Choose *Portal Content*.
3. Select the folder you defined previously that contains your new Web Dynpro iView.
4. Right-click and select *New iView*.

- The iView wizard appears on the right. Select the appropriate iView template (i.e. the standard iView template, *SAP Web Dynpro iView*).



- In Step 2: General Properties, define the *iView Name* and *iView ID*. The iView name will be displayed as the title for the iView; for this enter "Equipment Status." Enter the iView ID, which is the key, and any description that is required.



7. In Step 3: Selection of the Application Variant, select ABAP for *definition type*.

The screenshot shows the 'iView Wizard' interface. The title bar reads 'iView Wizard'. Below it, the main heading is 'Step 3: Selection of Application Variant'. A sub-heading says 'Select the type of the application for which you want to create the iView'. Under the heading 'DefinitionType \*', there are two radio button options: 'ABAP' (which is selected) and 'Java'.

8. In Step 4: Application Parameter, define the application parameter specific to Web Dynpro. Define the *WebDynproNamespace* as the name of the project, i.e. "localEquipmentListProject." The Application name would be "EquipmentStatusApplication." Since the application does not have any application parameters, leave this field blank.

The screenshot shows the 'iView Wizard' interface at Step 4: Application Parameter. The title bar reads 'iView Wizard'. The main heading is 'Step 4: Application Parameter'. A sub-heading says 'Enter the parameter(s) of the application for which you want to create the iView'. The form contains several fields: 'System \*' is a dropdown menu with 'PlantSystem' selected; 'WebDynproNamespace \*' is a text input field containing 'local/EquipmentListProject'; 'Application Name \*' is a text input field containing 'EquipmentStatusApplication'; and 'Application Parameters' is an empty text input field. On the left side, there is a navigation pane with a tree view showing 'Business Objects' and 'Portal Content' with various sub-items like 'com.sap.gm.cnt', 'Content For Line Managers', etc.

9. Step 5 summarizes the information.

**iView Wizard**

**Step 5:** **Summary**

iView Name: Equipment Status  
iView ID: EquipmentStatus  
Description: Equipment Status  
Master Language: English  
System: PlantSystem  
WebDynproNamespace: local/EquipmentListProject  
WebDynproApplication: EquipmentStatus.Application  
DefinitionType: Java

Open for editing when wizard completes

10. Open the iView for editing and click the *Preview*. The Equipment Status iView should be displayed as below.

**Equipment Status - Microsoft Internet Explorer provided by SAP IT**

Equipment Id   
Description

Get Equipment List

	Equipment	Description	Maintenance Plant	Equipment Category	Plan Plant	Plan Group
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						

0 of 0

User Status  
System Status



## Creating a Page, Workset, and Role and Assigning it to a Portal User

Now that the iView is integrated in the portal, it needs to be associated with Anne Wallace, the production manager. The following steps are required to achieve this.

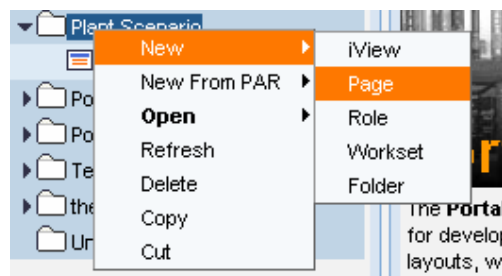
1. Adding the Equipment Status iView to a portal page
2. Adding the portal page to a workset
3. Adding the workset to a role
4. Adding the role to the user "Anne Wallace"

### Adding the Equipment Status iView to a Portal Page

A portal page holds iViews and other pages containing iViews, organized in a layout. Pages are assigned to roles or worksets. A portal page can be created using the Page Wizard. During page creation, the potential arrangement of the iViews can be determined by selecting an active layout and alternatives from among several predefined layouts. Depending upon your choice, the new page consists of one or more containers for holding iViews.

Pages can be managed with the Page Editor. The Page Editor allows pages to be populated with the iViews required by the various users and roles within an organization. It also allows the content to be edited. You can determine the extent to which end users can modify the content and layout of a page.

1. Navigate to the Plant Scenario Folder created earlier in Content Administration → Portal Content. Right-click on the folder and Select New → Page.



2. In the Page Wizard, Step 1, select *Default Template* and click *Next*. In Step 2: *General Properties*, enter the name of the page as "Equipment" and enter the same value for Page ID, as shown below. Click *Next*.

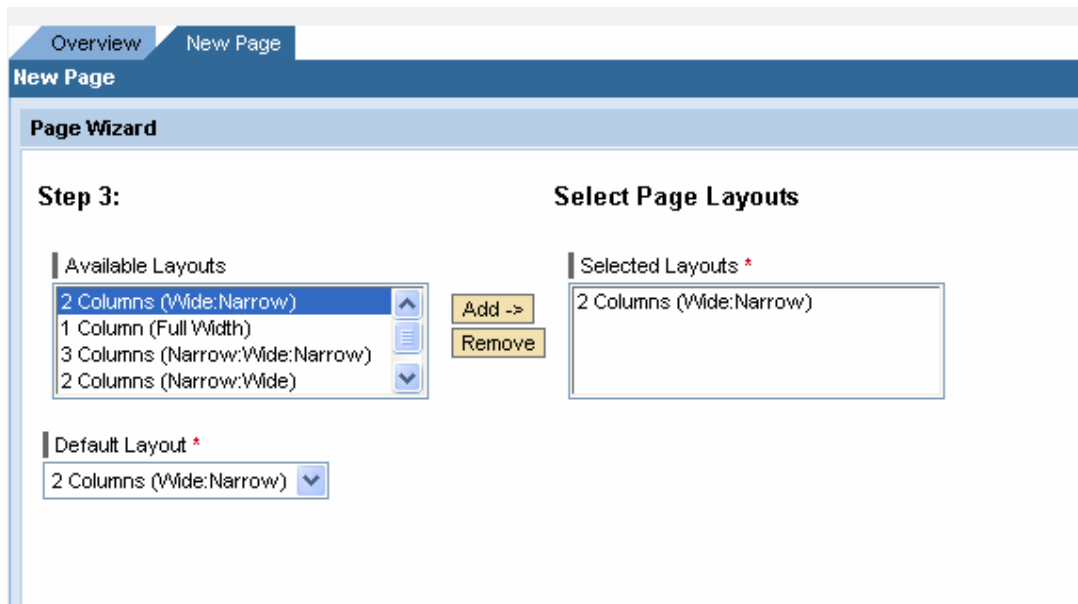
The screenshot shows the 'Page Wizard' interface for creating a new page. The current step is 'Step 2: General Properties'. The fields are as follows:

- Name \***: Equipments
- Page ID \***: Equipments
- Page ID Prefix (Example: com.companyname)**: (Empty)
- Master Language \***: English
- Description**: Page containing all Equipment informations

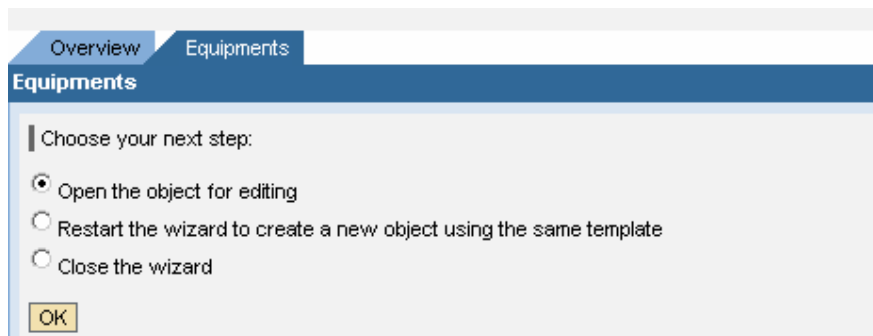
Before proceeding to Step 3, Page Layouts should be properly understood. The definition of "Page Layout" is, "The element that structures page content and enables you to organize the displayed information in the most effective way."

Each layout has a specific arrangement of *containers*, the entities that hold the iViews that can be added to a page. It is possible to move content from one container to another in order to rearrange the setup. A page consists of columns, with each column representing one container. Moving an object to a different container means moving it to a different column. There is no limit to how many iViews you can assign to one container. The page scrolling function allows you to see any content that is added. The portal provides a variety of predefined page layouts. While creating a page, assign a default layout to the page. Alternatively, other layouts can be associated that can be accessed by that page if the end user wants to change the default.

- In Step 3: Select Page Layouts, under *Available Layouts*, select "2 Columns (Wide:Narrow)" as the page layout. Select this under *Default Layout* as well.



- The Step 4 shows a summary of the information on the page. Click *Finish*. On the Equipment page, choose "Open the object for editing." Click *OK*.

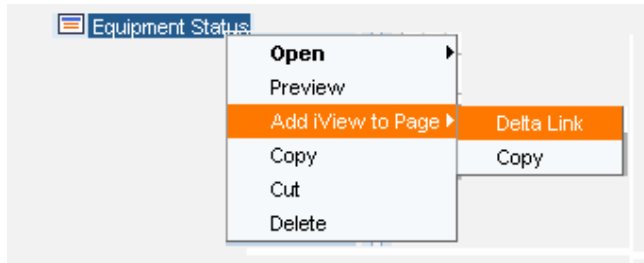


- The Equipment Status iView can be added either as *Delta Link* or *Copy*.

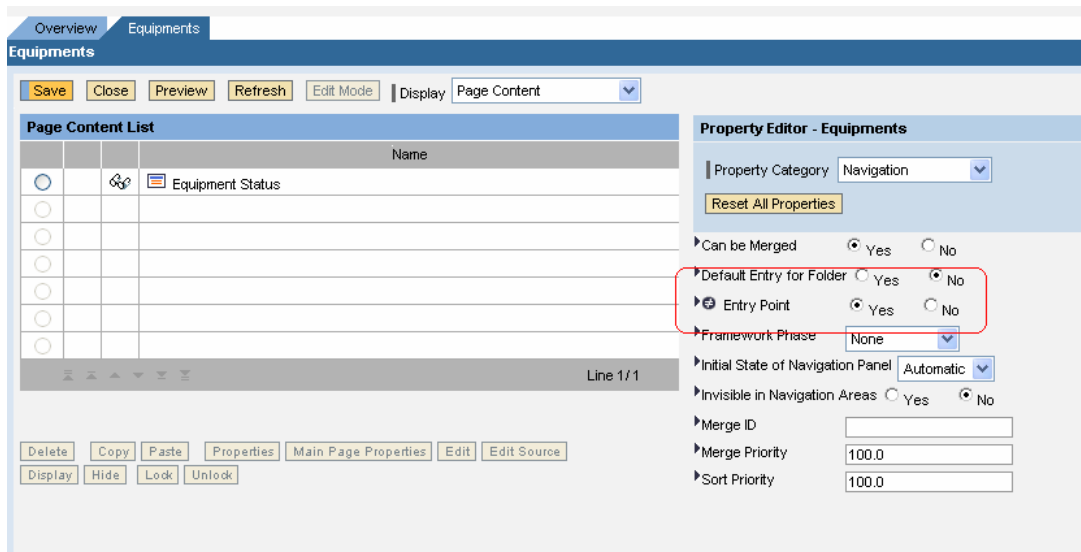
*Delta Link*: A delta link is a relationship between two objects of the Portal Content Directory (source and target objects). The source object is the object that passes its property values to the target object. Changes made to the source object are copied to the target object and are visible there. Changes made to the target object have no effect on the source object.

*Copy*: A content object can also be a copy of another object. In contrast to the delta link, the copied object is an independent object that is no longer dependent or linked to the object from which it was copied. The copied objects (the new object instance) and the object from which it was copied have a sibling relationship and not a parent-child relationship, as is the case for the delta link.

Right-click on the Equipment Status iView and Select Add iView to Page → Delta Link.



6. In the Page Content List, the "Equipment Status" iView should be displayed. From the Property Category, select "Navigation" and set the Entry Point as "Yes" as shown below. Click *Save*.



## Adding a Workset to a Role

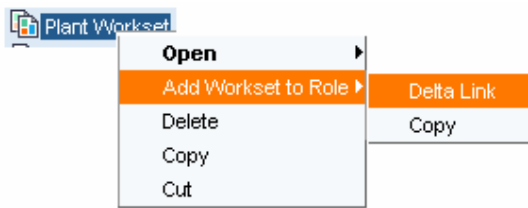
Roles are the largest semantic unit within the content objects. A role is a folder hierarchy comprising other content objects (worksets, pages, iViews). The contents of a role are based on the company structure and information requirements of the users of a company. Roles are assigned to users. This means that users can only access the content that is relevant for them if they have the appropriate role.

1. Navigate to the Plant Scenario Folder created earlier in Content Administration → Portal Content. Right-click on the folder and Select New → Role.

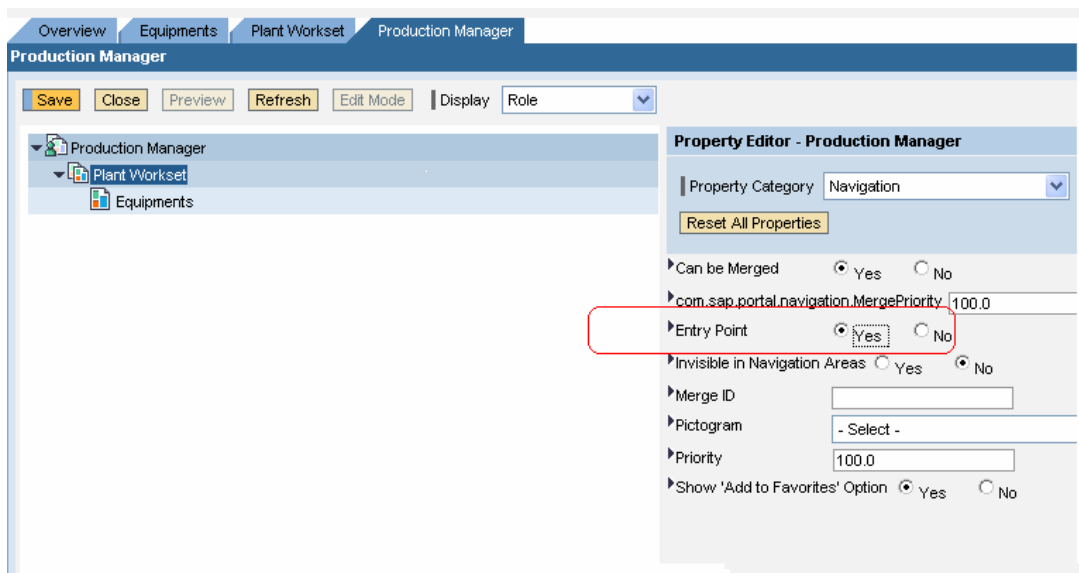
- In Step 1 of the Role Wizard, enter both the Role Name and Role ID as "Production Manager" and click *Next*. Step 2 displays the summary of the role as shown below. Click *Finish* and open the object for editing.



- Right-click on the Plant Workset and select Add Workset to Role → Delta Link.



- In the Property Editor of the Production Manager Role, select "Navigation" as the Property Category. Select *Yes* for *Entry Point* and click *Save*. The role is now ready to be associated to portal users.



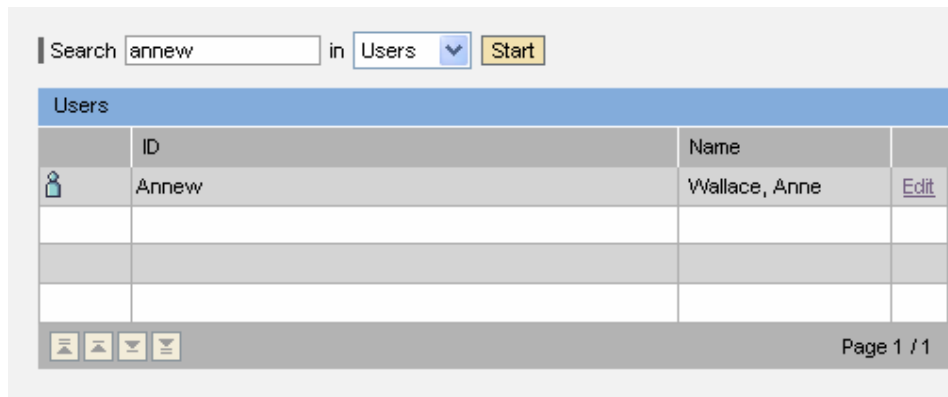
## Adding the Role to the User "Anne Wallace"

Once you have created your roles and assigned content objects, assign the roles to users and user groups. Users can only access the content intended for them if they are assigned to a role.


1. Navigate to the UserAdministration -> Roles page. Enter "Annew" as the keyword and select "Users" from the pulldown menu. Click *Start*.

Note: It is assumed that a portal user by the name "Annew" already exists.

2. The search result should be similar to the screen shot below. Click *Edit*.

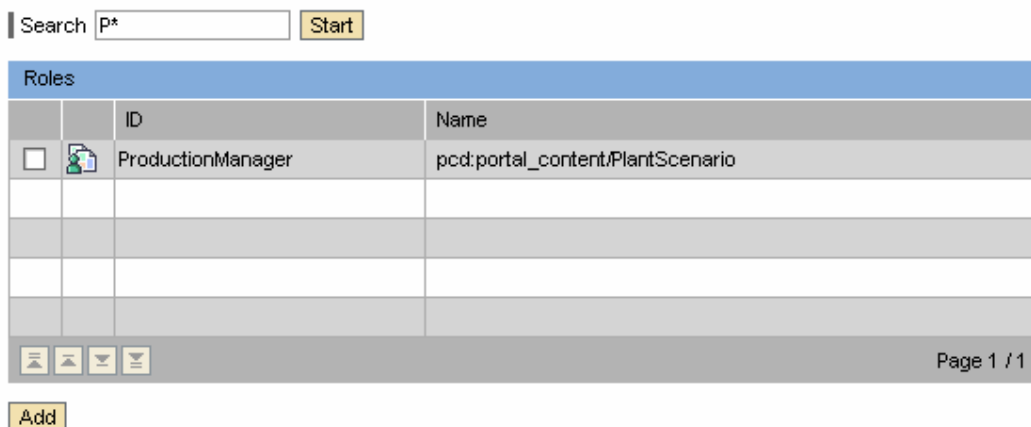


The screenshot shows a search interface with a search bar containing 'annew' and a dropdown menu set to 'Users'. A 'Start' button is visible. Below the search bar is a table titled 'Users' with the following data:


	ID	Name	
	Annew	Wallace, Anne	<a href="#">Edit</a>

At the bottom of the table are navigation icons and the text 'Page 1 / 1'.

3. The *Edit* link should launch the user roles information as follows: On the left-hand side, an iView describes detailed information about Anne; on the right-hand side, there is the Role Assignment iView. Search for Role "P\*" and click *Start*. The Production Manager Role should be displayed.



The screenshot shows a search interface with a search bar containing 'P\*' and a 'Start' button. Below the search bar is a table titled 'Roles' with the following data:

	ID	Name
<input type="checkbox"/> 	ProductionManager	pcd:portal_content/PlantScenario

At the bottom of the table are navigation icons and the text 'Page 1 / 1'. Below the table is an 'Add' button.

4. Click *Add*. The Production Manager should now be displayed in *Assigned Roles*.

Assigned Roles			
		ID	Name
<input type="checkbox"/>		eu_role	pcd:portal_content/every_user/general
<input type="checkbox"/>		ProductionManager	pcd:portal_content/PlantScenario

Page 1 / 1

**Remove**

5. Click *Save*, displayed below *Detailed Information* of the user "Anne."

### Detailed Information

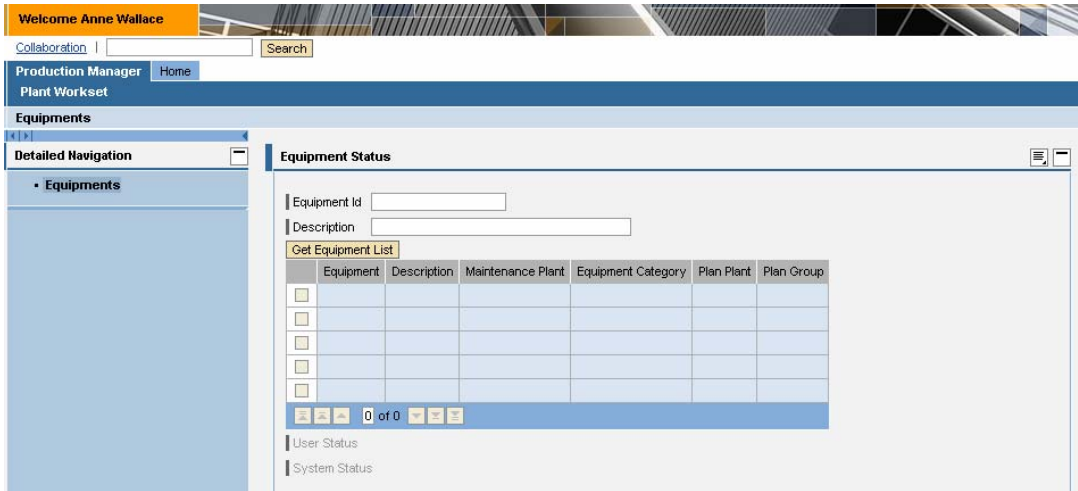
User ID	<input type="text" value="Annew"/>
Name	<input type="text" value="Wallace, Anne"/>
Unique ID	<input type="text" value="USER.PRIVATE_DATASOURCE.un:A"/>
Last Name	<input type="text" value="Wallace"/>
First Name	<input type="text" value="Anne"/>
Position	<input type="text"/>
Telephone	<input type="text"/>
Mobile	<input type="text"/>
E-Mail Address	<input type="text" value="annew.wallace@sap.com"/>
Department	<input type="text"/>

**Save** **Back**

6. You will be sent to the previous roles page with the following information.

**i** **User Wallace, Anne was saved**

7. The next step is to log in to the portal as the Production Manager "Annew," where the Equipment Status that has been added for the portal user can be viewed.





## Using KM File Repository Manager for Displaying the Equipment Manuals

Content Management provides different kinds of repository managers for different kinds of data or data stores. For example, repository types can store and retrieve documents in a file system or on a WebDAV server such as the Microsoft Internet Information Server.

In order to use CM functions with these repositories, you need to assign an appropriate repository manager to each of them. The repository manager is responsible for carrying out basic operations like reading, copying, or deleting files. By using repository managers that deal with the peculiarities of various types of data storage, CM can uniformly manage content located in different repositories.

Depending on the type of repository, not all CM functions can be supported in a given repository. The repository type that supports all functions is the CM repository manager. Differentiating repositories according to the repository manager used to access them is one way of looking at repositories. Another important distinction is whether repositories are used primarily or exclusively by CM or whether they are also managed by other systems. The former are referred to as *internal* repositories and the latter as *external* repositories.

Internal repositories are the primary repositories that are used to store content and metadata. Access normally takes place using a CM repository manager or a file system repository system. Internal repositories also include, for example, a collaboration repository used for storing content and metadata created by collaboration functions such as feedback and discussion, a taxonomy repository used for storing taxonomies, and so on.

In our scenario, we are interested in associating an existing file system from Windows or UNIX—for this we will use the File Repository Manager. You use a file system repository manager to access a directory hierarchy in a file system and make its content available for read and write access in CM.

1. Navigate to System Administration -> System Configuration -> Knowledge Management -> Content Management. The Repository Managers is under the list of folders. Click the link.

**You are here:**

[Configuration](#)

↳ [Content Management](#)

**Folders**

[Form-Based Publishing](#)

[Global Services](#)

[Protocols](#)

[Repository Filters](#)

[Repository Managers](#)

[Repository Services](#)

[User Interface](#)

[Utilities](#)

Content Management

**Folders**

[Form-Based Publishing](#)  
Settings for form-based publishing applications

[Global Services](#)  
Provide functionality for all repositories

[Protocols](#)  
Used for accessing content and metadata

[Repository Filters](#)  
Manipulate the content, properties, and presentation of documents

[Repository Managers](#)  
Provide uniform access to internal and external data sources

[Repository Services](#)  
Provide functionality for individual repositories

[User Interface](#)  
Configuration of the user interface

[Utilities](#)  
Provide auxiliary functions, for example, caches and connection pools

2. Under Classes the File System Repository will be displayed. On Clicking on the Link it will show the list of File System Repository . Click *New* to create an instance of File System Repository.

A file system repository manager stores documents on a file system. It does not support the locking and versioning of documents, the creation of links to documents, or the assigning of custom properties to documents. If set up in read-only mode, no write operations are allowed. Read-only mode is mandatory if the file system is accessed by multiple systems (such as in a clustered installation).

**File System Repository** Deleting configuration objects requires that you restart the servlet engine

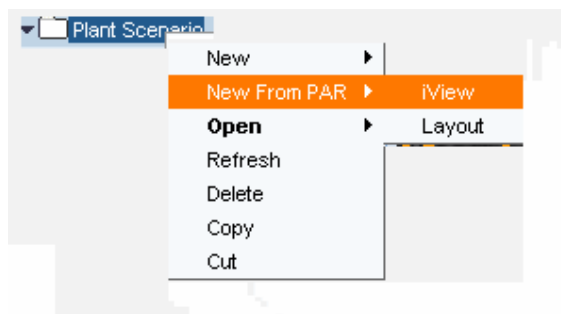
	Name	Description	Prefix	Root Directory	Windows Landscape System	Active	Hide in Root Folder	Read-only	Send Events	Lookup mode	Property Search Manager	Read only Content Expiration Delay
<input type="checkbox"/>	etc		/etc	/usr/sap/P30/SYS/global/config/cm/etc		✓			✓	caseless		600

3. Enter the name as "Plant Scenario." The important entry is the URI prefix for which the manager is registered. The URIs of all resources managed by this repository manager have this prefix in common. This prefix is used to identify the repository manager that is responsible for a resource with a given URI. Note that you must enter the prefix with a forward slash, for example, "/PlantScenario." The repository is listed under this name in the root repository of the explorer iView.

The Root Directory denotes the path to the root directory in the file system to which the repository manager is assigned. On a Windows system, this can be a drive letter (followed by a colon) or directory path on the local or remote server.

Note: It is assumed that a folder named "Plant Scenario" exists in C:\Plant Scenario.

4. The next step is to integrate a KM iView to a portal page. Navigate to the Plant Scenario Folder in Content Administration → Portal Content. Right-click Plant Scenario folder and choose *New From PAR* → iView.



5. In the iView Wizard Step 1, select com.sap.km.cm from the list of portal archives (PAR) and click *Next*.
6. In Step 2 of the Portal Component Selection, select the navigation component and click *Next*.

7. In Step 3, enter the name of the iView as "Plant Documents" and enter the ID as "PlantDocuments." Click *Next* and then *Finish* when the summary is displayed.
8. In the next step, open the object for editing. Select Show All in the *Property Category* and enter the initially displayed folder as "/PlantScenario." This is the URI that was specified in the File System Repository.

The screenshot shows the 'Property Editor - Plant Documents' interface. At the top, the 'Property Category' is set to 'Show All'. Below this is a 'Reset All Properties' button. The 'Object is a Template' section has 'No' selected. The 'Object Type' is 'com.sapportals.portal.iView'. The 'Parameters to Pass from Page Request (for URL Isolation)' field is empty. The 'Path to Initially Displayed Folder' is '/PlantScenario'. The 'Path to Root Folder for Navigation' field is empty.

9. Change *Isolation Method* to URL as shown below. When you set an iView's *Isolation Method* property to URL, the iView is written into an iFrame, which is inserted into a container on the page. Each iFrame works independently. One iFrame can run a script, for example, or any other event, without interfering with the content in the other iFrames, although iViews can interact through client-side events

The screenshot shows the 'Property Editor' interface with the 'Property Category' set to 'Load'. Below this is a 'Reset All Properties' button. The 'Allow Client-Side Caching' is set to 'Yes'. The 'Cache Level' is 'None'. The 'Cache Validity Period (msecs)' is set to 0 hours, 0 minutes, 0 seconds, and -1 milliseconds. The 'Isolation Method' is set to 'URL'.

10. This iView needs to be added to the Equipment page. Open the Equipment page by right-clicking on it and selecting Open -> Object. Right-click on the Plant Document iView and choose Add iView to Page -> Delta Link.

- The above step ensures that all portal users who have the Equipment page will have the new "Plant Document" iView. You can log in to the portal as Anne Wallace and see a page similar to that below.

The screenshot displays a web portal interface with two main sections: "Equipment Status" and "Plant Documents".

**Equipment Status Section:**

- Search fields for "Equipment Id" and "Description".
- A "Get Equipment List" button.
- A table with the following columns: Equipment, Description, Maintenance Plant, Equipment Category, Plan Plant, and Plan Group.
- The table currently shows 0 rows.
- Navigation controls below the table showing "0 of 0" items.
- Status fields for "User Status" and "System Status".

**Plant Documents Section:**

- A folder icon labeled "PlantScenario".
- A table listing documents with columns: Name, Size Rating, and Modified.
- Documents listed:
 

Name	Size Rating	Modified
Crisis Management		8/24/04 2:16:18 PM
Plant Equipment Manuals		8/24/04 2:12:50 PM
Trouble Shooting		8/24/04 2:12:33 PM

## Conclusion: Iridium Motors Scenario, Revised

07 October 2004

Iridium Motors, Inc. - Dallas Texas

### **11:25 a.m.**

An alarm sounds on the shop floor of Iridium Motors. A high-speed motor suddenly breaks down. John, the production operator, immediately punches the red, flashing "Equipment Failure" button.

This triggers a process that sends a message to the OLTP system (using SAP Exchange Infrastructure) and also sends an SMS/email to the production manager, Anne. Anne logs on to the production portal (SAP Enterprise Portal) and checks the status of the equipment on the shop floor (a Web Dynpro application reads the equipment status using BAPIs from the R/3 system). She is notified about the equipment failure and immediately sends an instant message to Raul, the maintenance supervisor (SAP Knowledge Management Real-Time Collaboration).

### **11:35 p.m.**

Raul immediately locates the appropriate equipment manual (stored as a KM document) and the service documents by searching the document repository (SAP TREX search technology). He notifies the manufacturing company about the equipment failure and requests service technicians. Raul launches reports (SAP Business Intelligence reports) to check the service history of the equipment and to analyze the dependency of this equipment with other equipment on the shop floor.

**12:00 p.m.:** Raul informs John, the production operator, that besides two other motors, the remaining equipment can be restarted. Production is resumed.