Configuration Guide for SAP Knowledge Warehouse

ADDON.CG_KW

KW 7.0

(based on SAP NetWeaver 04)

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Icons in Body Text

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

Additional icons are used in SAP Library documentation to help you identify different types of information at a glance. For more information, see *Help on Help* → *General Information Classes and Information Classes for Business Information Warehouse* on the first page of any version of *SAP Library*.

Typographic Conventions

Type Style	Description
Example text	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Cross-references to other documentation.
Example text	Emphasized words or phrases in body text, graphic titles, and table titles.
EXAMPLE TEXT	Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
`Example text`	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and 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. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
`EXAMPLE TEXT`	Keys on the keyboard, for example, `F2` or `ENTER`.

Configuration Guide for SAP Knowledge Warehouse 6
Configuration for Storing Content 8
Create Content Repositories Automatically 9
Checking the Status of the SAP Content Server 10
Checking Content Repositories 11
Activating Content Server Service 11
Activities in the ABAP System if Auto-Configuration Fails 12
Defining Content Repositories in the ABAP System Manually 12
Creating Repositories Manually on the SAP Content Server 15
Assigning Storage Categories to Content Repositories 15
Configuration of the SAP Internet Knowledge Servlet (IKS) 17
Creating an RFC User for the Connection from IKS to the ABAP System 17
Creating a User Role in UME and Assigning It to an Admin User 18
Specifying Connection Parameters Between IKS and ABAP System 18
Assigning the IKS Server and Port for Display from SAP GUI/KWB 19
Maintaining Display Destinations 20
Defining the Authorization Check for Content Display (Optional) 20
Selection of the SAP KW Front-End Components 21
Using htmltidy.dll 22
Manually Registering htmltidy.dll 22
Configuration for Creating Contents 22
Importing Styles and Templates 23
Creating an Enhancement 23
Configuring SAPterm for Manual Indexing (Optional) 24
Configuration of the Structure Buffering 24
Customizing Structure Buffering Times (Optional) 24
Scheduling a Background Job to Delete Buffer Documents 25
Configuring Indexing/Search 26
Creating and Testing a Search Server Relation 27
Activating Document Area for Indexing 28
Creating a Background Job for (De)Indexing 28
Importing SAP Content 29
Creating an RFC Destination for Direct Import 32
Importing Transport Requests into the ABAP System 33
Import Content Files (I Files) into the SAP Content Server 34
Checking/Changing Log Mode 35
Using the SAP KW with Decentralized Users (Optional) 36
Defining Locations 37
Assigning Server Locations 37

Assigning Locations to IP Addresses/Subnetworks 38
Location-Dependent Reassignment of Storage Categories 38
Defining Caches 39
Transaction Overview for Content/Cache Server Customizing 40
Setting Up Dynamic Help 41
Creating Customer-Specific Help Links 42
Overview of SAP Notes 43
Documentation, Training, and Quality Manual 44
Documentation 44
Training 45
Quality Management Manual 46

Configuration Guide for SAP Knowledge Warehouse

Use

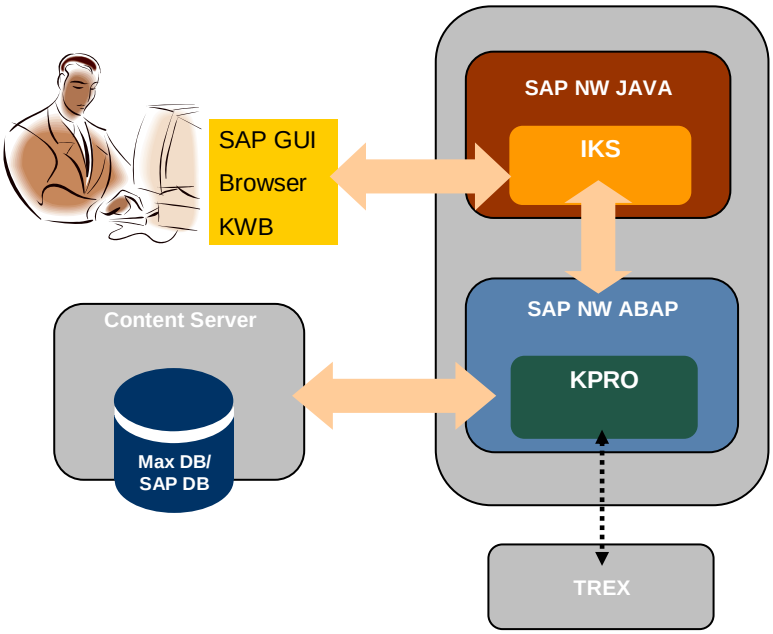
SAP Knowledge Warehouse provides you with the technical infrastructure for administering documentation, training material, and manuals. This guide explains how you configure the Knowledge Warehouse.

Prerequisites

The components shown under system landscape have been installed in accordance with the installation guide available at `http://help.sap.com/instguidesNW70` and are runnable.

System Landscape

Since the configuration tasks to be undertaken for SAP KW are closely connected with the interaction of the individual components of the SAP KW landscape, this figure shows a simplified representation of the SAP Knowledge Warehouse system landscape to provide an overview:



A brief introduction to the communication between the components using the display scenario with the browser:

If a user wants to display content in the browser, this request is passed through the Internet Knowledge Servlet (IKS) to the SAP NW ABAP system. An SAP NW Java system is required for the IKS.

The Knowledge Provider (KPro) uses the information provided about the content to be displayed to resolve the context in the ABAP system. As a result, a URL is provided for access to content stored using a Max DB/SAP DB instance on the content server.

This content is passed through the SAP NW ABAP system to the IKS. The HTML page is then formatted there, and finally displayed in the browser for the end user.

If a search of the content stored in SAP KW is started, the KPro in the SAP NW ABAP system takes on the communication with the search engine (TREX).

Procedure

The number of configuration steps to be performed depends on the purposes for which the SAP KW is to be used.

Mandatory configuration steps:

Configuration for Content Storage [Seite 8]

For content storage, you need to create content repositories on the ABAP system and the content server and assign the relevant storage categories. This is usually done using the content server auto-configuration. If the automatic creation and assignment fails, however, you need to perform these steps manually.

Configuration of the SAP Internet Knowledge Servlet (IKS) [Seite 17]

To allow the content to be displayed using browsers/structure preview, the IKS needs to be correspondingly configured. The steps required to do this are explained in the linked section.

Configuration steps to be performed if required:

Selecting the SAP Front-End Components [Seite 21]

The browser is sufficient if you only want to display the content stored in SAP KW. A SAP GUI is required for Customizing and administration in SAP KW.

If you want to create, edit, or translate content in SAP KW, or, for example, want to download and display training material as off-line presentations, you need to install additional front-end components.

Configuration for Creating Contents [Seite 22]

You only need to perform the configuration steps described here is you want to edit content delivered by SAP, or to create and store your own material.

Settings for Structure Buffering [Seite 24]

To speed up the display of large structures in the Web browser, the requested structures are temporarily stored in a buffer of the SAP NW ABAP system. If necessary, you can adjust the relevant default settings for the buffering times. You can also schedule a background job to delete obsolete entries.

Settings for Indexing/Search [Seite 26]

To allow users to search the content stored in SAP KW using SAP GUI or a browser, you not only need to install Search and Classification (TREX), but also to perform postprocessing in the SAP NW ABAP system. In addition to creating the search server relation, you need to activate indexing for the KW document areas from which content is to be taken into account during indexing. You also need to schedule a background job that includes or removes the content marked for indexing or deindexing.

Import of SAP Content [Seite 29]

The linked section describes all configuration steps that need to be performed if you want to import content provided by SAP in transport requests into your SAP KW system.

Using the SAP KW with Decentralized Users [Seite 36]

If your KW users (authors/display users) are globally distributed, you have the option of making their work easier by using additional content servers and cache servers.

Setting Up Dynamic Help [Seite 41]

If you want to use dynamic help, that is, application help is to be taken from your KW system, you need to make the IKS server and port known in the application system and set the help type.

Creating Customer-Specific Help Links [Seite 42]

If you have created your own content in SAP KW and want to call this in your application system using the application help, you need to assign the objects to particular packages/transactions/programs. To create these help links, the application system needs to be accessed from the structure preview in the SAP KW.

More Information

Overview of the Most Important SAP Notes on the Topic of KW [Seite 43]

Descriptions of the Content Areas Documentation, Training, and Quality Manual [Seite 44]

Configuration for Storing Content

Each info object in SAP KW is assigned to a range of predefined storage categories. The info object class determines the category to which an info object is assigned.

You control the physical storage of info objects by mapping the storage categories of the content repositories on an SAP Content Server on the SAP NW ABAP system. The contents of a document area are usually stored in a separate repository on the SAP Content Server. Structure objects are an exception to this. The structure objects for each area are stored in a structure repository in the SAP NW ABAP system.

Note that the auto configuration cannot be successfully completed if no new system PSE/certificate was created and included in the certificate list before the start. Use transaction **STRUST** for this purpose.

Prerequisites

- Successful installation of the SAP Content Server (including the MaxDB / SAP DB database).
- It must be possible to access the database content of the content server.

Procedure

Proceed as follows to configure the storage of content:

1. To store content, you need to create content repositories on the SAP NW ABAP system and on the content server. Storage categories and repositories are then assigned to each other. These activities are normally performed during the auto-configuration of the content server. More information: Automatically Creating Content Repositories [Seite 9].
2. The only step that you always have to perform manually is the activation of the content server service [Seite 11].
3. You can check whether the automatic creation in step 1 was successful by checking the status of the content server [Seite 10] and checking the content repositories [Seite 11].
4. If the automatic creation and assignment fails, you need to perform these steps manually. More information: Activities in the ABAP System if Auto-Configuration Fails [Seite 12].

Create Content Repositories Automatically

Use

In this step the following content repositories are created on the content server:

- <SID>_IWBHELP
- <SID>_IWBTRAIN
- <SID>_IWBMISC
- <SID>_KWNET
- <SID>_QM_MANUAL
- <SID>_XML_TRAIN
- <SID>_XML_DOCU

where <SID> is the name of the SAP KW system

The automatic configuration program recognizes which content categories in a document area are not yet assigned to a content repository.

If no repository exists for an area, the following actions are performed:

- A repository is created in the SAP NW ABAP system and on the content server. The naming convention used for this repository is <SID>_<AREA>, where <SID> is the name of the SAP KW system and <AREA> is the technical name of the document area (for example, BK4_IWBTRAIN for system BK4 and the area training).
- The storage category or categories connected with the different info object classes of the document area are assigned to this repository.

Prerequisites

Since “AdminSecurity” is activated by default during the SAP Content Server installation, a user/password with write authorization for the content server directory is required.

The parameter AdminSecurity = 1 in the configuration file of the content server means that you can only change the repositories on the content server using CSADMIN after entering a user name and password.

Procedure

1. Run report RSIWB_AUTO_CONFIG_CONT_SERVER. To do this go to the SAP KW Implementation Guide (transaction SI24) and choose *Settings in the Knowledge Warehouse System* → *Content Management Service* → *Automatic Configuration of the Content Server*.
2. Make the following entries:

Field(s)	Description
Name: Port of the content server	Name of the server with the content server installation. If you did not make any changes during the installation, enter port 1090 for HTTP communication.

User (Content Server) / Password (Content Server)	As previously described, you need to enter a user with the relevant password if the default setting for AdminSecurity was retained during the content server installation.
HTTP Script / Version Number	Accept the default values here.
Database Instance	Enter the name for the database instance used by the content server here. If you accepted the default settings during the installation, you do not need to make any changes here. If you chose another name for the MaxDB / SAP DB instance, enter it here.

3. Choose *Continue* to start the auto-configuration.

Result

The repositories have been created for the SAP KW document areas in the SAP NW ABAP system and on the content server, using the naming convention explained above and the storage categories.

Checking the Status of the SAP Content Server

Procedure

1. Open a Web browser (such as Microsoft Internet Explorer) on a host that is connected to your local network.
2. Enter address **`http://<server>:<port>/ContentServer/ContentServer.dll?serverInfo`** in the address field.

   Note the capitalization in the entry.
3. Choose *Continue.*

Result

As a test result, the system display various information about the SAP Content Server, including the version and the content repositories that exist. The status should be `running` (serverStatus=`running` or `defined`).. The entries for the repositories (contRep=xxxx) are also of interest. There should be an entry for each document area that you plan to use later in the KW.

Example

The example below is for the call of this URL for a content server with release 640 under UNIX with a repository for the documentation area (technical name: IWBHELP). The name of the SAP KW system is BK4:

```
serverType="SAP HTTP Content Server";serverVendorId="SAP AG";serverVersion="640";serverPatch="3";serverBuild="19";pVersion="0046";serverStatus="running";serverDate="2007-10-26";serverTime="09:05:27";startUpDate="2007-03-
```

```
27";startUpTime="07:31:24";lastAccessDate="2007-10-
25";lastAccessTime="12:25:49";
contRep="BK4_IWBHELP";contRepStatus="data(90%)
log(1%)";pVersion="0046";storageVersion="17";storage="SAPDB";buildLev
el="1";security="1";contRepDescription="KW
DokuInhalte";defaultDocProt="";
```

Checking Content Repositories

You can check the connection to the content repositories.

Procedure

1. Start Transaction SKPR09.

   All content repositories known to the system, including the new ones you have created, are displayed.

2. Select a new content repository and choose *Single Test.*

   The test result is displayed in the lower screen area. The *Result* column should show `Test successfully completed`.

3. Repeat the single test for all new content repositories.

If the test was not successful (result = command error, for example), contact SAP Support from the SAP Service Marketplace. Information about the test result can be displayed for certain error types by double-clicking on the entry in the *Result* column.

For additional tests if errors occur, you can also execute the report RSCMST, which is mentioned in the installation guide for the SAP Content Server, for the relevant repository.

Activating Content Server Service

The service `/sap/bc/contentserver` implements the SAP HTTP content server interface.

Procedure

To activate the content server service, proceed as follows:

1. Log on to the SAP KW system using the SAP GUI.
2. Execute transaction SICF.
3. In the group box *Filter for Calling ICF Hierarchy*, select *SERVICE* as the hierarchy type and choose *Execute*.
4. Expand the tree under *Virt.Hosts / Services*: *default_host* → *sap* → *bc.*
5. Double-click the service *content server*.

   The input template *Create/Change a Service* is displayed.

6. Choose the *Logon Data* tab page, and enter a user (and password) of the type *Service*.

This user does not require any profiles or roles.

7. Save your changes.
8. Activate the *contentserver* service by selecting the service in the list of services and choosing *Server/Host* → *Activate* from the menu.

Result

The activated content server service is now displayed in black in the list.

Activities in the ABAP System if Auto-Configuration Fails

To store content, you need to create content repositories on the SAP NW ABAP system and on the content server. Storage categories and repositories are then assigned to each other. This is usually performed by an auto-configuration. More information: Creating Content Repositories Automatically [Seite 9]. If the automatic creation and assignment fails, however, you need to perform these steps manually.

Procedure

If the auto-configuration failed, you need to perform the following configuration steps:

9. Defining Content Repositories in the ABAP System Manually [Seite 12]
10. Creating Content Repositories Manually on the SAP Content Server [Seite 15]
11. Assigning Storage Categories to Content Repositories [Seite 15]

Defining Content Repositories in the ABAP System Manually

Use

If the Automatic Creation of Content Repositories [Seite 9] has failed or you want to create specific repositories only, you can define repositories manually.

Procedure

1. Choose *Content Management Service* → *Define Content Repositories.* (Alternatively, start transaction OAC0.)

   The *Display Content Repositories: Overview* screen is displayed.
2. Choose *Display/Change* and then *Create*.
   The *Change Content Repositories: Detail* screen appears.
3. Define a repository by making entries/selections in the following fields:

Field	Input/Selection
Content Repository	Name of the repository
Description	Short description of the repository
Doc. Area	Use input help
Storage Type	HTTP Content Server
Version No.	0046
HTTP Server	Name of the computer on which you have installed the SAP Content Server)
Port Number	1090 (default setting / or port number selected during the Content Server installation)
HTTP Script	ContentServer/ContentServer.dll

We recommend that you define a repository for each document area in your SAP KW. Note that namespace restrictions apply when creating repositories manually. SAP recommends you use the naming convention: **`Z_<SID>_<technical name of area>`**.

4. Save your entries.

After you have created one repository, you can use the *Copy as* option to create the next repository. You only have to change the description, repository name, and area.

Result

You have manually defined one or more content repositories in the SAP NW ABAP system. As the next step, you need to manually create the corresponding content repositories on the Content Server [Seite 15].

Example

The table below shows manually-created content repositories for an SAP KW system with the following data:

- Name of the SAP KW System: BK4
- Server Name for the Content Server Installation: p12345.wdf.sap.corp
- Selected HTTP Port for the SAP Content Server: 1090

Repository	Z_BK4_IWBTRAIN
Description	Content Repository for IWBTRAIN
Document Area	IWBTRAIN
Storage Type	HTTP content server
Version No.	0046
HTTP Server	p12345.wdf.sap.corp
Port Number	1090
HTTP Script	ContentServer/ContentServer.dll
Repository	Z_BK4_IWBHELP
Description	Content Repository for IWBHELP
Document Area	IWBHELP
Storage Type	HTTP content server
Version No.	0046
HTTP Server	p12345.wdf.sap.corp
Port Number	1090
HTTP Script	ContentServer/ContentServer.dll
Repository	Z_BK4_IWBMISC
Description	Content Repository for IWBMISC
Document Area	IWBMISC
Storage Type	HTTP content server
Version No.	0046
HTTP Server	p12345.wdf.sap.corp
Port Number	1090
HTTP Script	ContentServer/ContentServer.dll
Repository	Z_BK4_KWNET
Description	Content Repository for KWNET
Document Area	KWNET
Storage Type	HTTP content server
Version No.	0046
HTTP Server	p12345.wdf.sap.corp
Port Number	1090
HTTP Script	ContentServer/ContentServer.dll
Repository	Z_BK4_QMMANUAL
Description	Content Repository for QMMANUAL
Document Area	QMMANUAL
Storage Type	HTTP content server
Version No.	0046
HTTP Server	p12345.wdf.sap.corp
Port Number	1090
HTTP Script	ContentServer/ContentServer.dll
Repository	Z_BK4_XML_DOKU
Description	Content Repository for XML_DOKU
Document Area	XML_DOKU
Storage Type	HTTP content server
Version No.	0046
HTTP Server	p12345.wdf.sap.corp
Port Number	1090
HTTP Script	ContentServer/ContentServer.dll
Repository	Z_BK4_XML_TRAIN
Description	Content Repository for XML_TRAIN
Document Area	XML_TRAIN
Storage Type	HTTP content server
Version No.	0046
HTTP Server	p12345.wdf.sap.corp
Port Number	1090
HTTP Script	ContentServer/ContentServer.dll

Creating Repositories Manually on the SAP Content Server

Procedure

If the automatic creation of content repositories failed and you have performed the step Defining Content Repositories in the ABAP System Manually [Seite 12], you now need to create repositories on the SAP Content Server that correspond to those in the SAP NW ABAP System.

You can go directly from transaction **OAC0**, where you defined the content repositories on the SAP NW ABAP system, to transaction **CSADMIN**.

1. In transaction **OAC0**, choose the content repository for which you want to create a repository on the content server, and choose *Environment* → *CS Admin*.

   The *Content Server Administration - Change* screen is displayed.

2. On the *Create* tab page, choose the *Create Repository* tab page.

   The repository is created and its status is shown on the *Details* tab page.

3. Choose the *Certificates* tab page and choose the *Send Certificate* pushbutton.

   Certificate data is displayed in a table line.

4. Select the line with the certificate data and choose the *Activate* pushbutton.

   The status of the certificate is set to *Active*.

Result

You have created the content repositories in the SAP Web AS ABAP and on the SAP Content Server. You now only need to assign storage categories to the content repositories [Seite 15].

Assigning Storage Categories to Content Repositories

Procedure

If the auto-configuration of the content repositories has failed and you have therefore manually created the Content Repositories in the ABAP System [Seite 12] and the corresponding Content Repositories on the SAP Content Server [Seite 15], you need to assign the storage categories to these manually-created repositories in this final step.

The storage category is an attribute of info objects in SAP KW. Assigning storage categories to content repositories enables you to control where info objects are stored.

1. Choose transaction **OACT** or *Content Management Service* → *Define and Assign Content Categories.*

   Assign the storage categories `IWB0`, `IWB1`, `IWB1SRC`, `IWB2`, `IWB2SRC`, `KWNET`, `QMM`, `XML`, and `XML_DOCU` to the HTTP content repositories you defined by making the following entries in the *Content Rep*. field:

Category	Description	Doc. Area	Content rep.
IWB0	Administration	IWBMISC	Z_<SID>_IWBMISC
IWB1	Documentation	IWBHELP	Z_<SID>_IWBHELP
IWB1SRC	Documentation: Source format	IWBHELP	Z_<SID>_IWBHELP
IWB2	Training	IWBTRAIN	Z_<SID>_IWBTRAIN
IWB2SRC	Training: Source format	IWBTRAIN	Z_<SID>_IWBTRAIN
KWNET	HTML-Based Documents	KWNET	Z_<SID>_ KWNET
QMM	Quality Management Manuals	QM_MANUAL	Z_<SID>_ QMMANUAL
XML	XML Training	XML_TRAIN	Z_<SID>_ XMLTRAIN
XML_DOCU	XML Documentation	XML_DOCU	Z_<SID>_ XMLDOCU

Whereby:

Category	Name of storage category
Description	Short text of storage category
Doc. Area	Document area to which the storage category belongs
Content rep.	Name of content repository

Assign the storage categories `IWB1` and `IWB1SRC` to the repository that you defined for contents in the Documentation area, `IWB2` and `IWB2SRC` to the repository for contents in the Training area, `IWB0` to the repository for contents in the Management area, `KWNET` to the repository for contents in the HTML-Based Documents area, `QMM` to the repository for contents in the QM Manuals area, and `XML` to the repository for contents in the XML Training area, and `XML_DOCU` to the repository for contents in the XML Documentation area.

2. Save your entries.

Example

You have created a content repository `IWBTRAIN` where you want to store training documents in both editing format and presentation format.

You assign the storage categories `IWB2` and `IWB2SRC` to the content repository `IWBTRAIN` as follows:

Category *Description* *Document Area* *Content Repository*	IWB2 Training IWBTRAIN Z_B4K_IWBTRAIN
Category *Description* *Document Area* *Content Repository*	IWB2SRC Training: Source format IWBTRAIN Z_B4K_IWBTRAIN

All info objects from the storage categories `IWB2` and `IWB2SRC` are then stored in the repository *Z_B4K_IWBTRAIN*.

Result

You have now completed the manual configuration steps for the content repositories. You can check the status of the content server (more information: Checking the Status of the SAP Content Server [Seite 10]) and of individual repositories (more information: Checking Content Repositories [Seite 11]) as previously described.

Configuration of the SAP Internet Knowledge Servlet (IKS)

The following describe the activities that you need to perform to display the content stored in SAP KW using IKS.

After you have successfully installed the SAP J2EE Engine (SAP NW Java), you need to:

- Create a user for the connection between the IKS and the ABAP system [Seite 17]
- Create a role in the User Management Engine and assign it to an admin user [Seite 18]
- Enter the connection parameters between IKS and the ABAP system [Seite 18]
- Store the IKS server and port for display from SAP GUI / KWB [Seite 19]
- Maintain the display destinations [Seite 20]
- Define the authorization check for content display [Seite 20]

Creating an RFC User for the Connection from IKS to the ABAP System

This technical user is used to create the RFC connection between the IKS (SAP NW Java) and the SAP NW ABAP system. You should create a separate user for this purpose to help you identify possible error sources.

Procedure

3. Call transaction SU01.
4. Create a user of the type SYSTEM and assign the role SAP_KM_KW_RFC_CPIC_USER to this user.

Before copying the role to the customer namespace, refer to SAP Note 580853, and make sure that the authorization profile was generated. Otherwise, there are problems communicating with the SAP NW ABAP system during the later steps.

Creating a User Role in UME and Assigning It to an Admin User

Procedure

5. Log on to the User Management Engine (UME) of the SAP NW Java system SAP J2EE Engine) selected for use for the IKS with a user with administrative rights (such as J2EE_ADMIN). `http://<J2EE_host>:<J2EE_port>/useradmin/index.jsp`
6. Check whether the role KW_ADMINISTRATOR exists.
7. If this role does not exist, create it. This role must not be assigned any authorizations.
8. Assign this role to an admin user with which you want to perform the IKS configuration (or to change the configuration later). Example: J2EE_ADMIN.
9. Save your changes and log off the UME.

Specifying Connection Parameters Between IKS and ABAP System

10. Open a browser window and call the following URL:
    `http://<J2EE_host>:<J2EE_port>/SAPIKS2/showAdmin.sap`

    The logon mask for the UME appears.
11. Logon as one of the admin users [Seite 18] to which you previously assigned role KW_ADMINISTRATOR in the UME.
12. On the next screen, choose *Direct Access to SAP KW* as the access mode.
13. Choose *Continue*.
14. On the next screen, enter the connection parameters of the SAP NW ABAP system used for the SAP KW:

Subwindow	Entry
Technical user	Enter the previously-created system user [Seite 17] with the corresponding password as the user.
General Connection Parameters	Enter the client, system number (instance ID of the ABAP instance), and the language here.
Connection to an Application Server / Message Server	Enter either information about a specific application server or the message server.
Supported Languages	If you are using a Unicode system, set the corresponding indicator. If you are not operating a Unicode system, but nevertheless want to display content from non-Latin1 languages (such as Russian), enter the corresponding two-character language code.

15. Choose *Test.*

16. If the connection test is successful, the message `The connection to the KW was successfully created` appears.
17. You can now save the entered connection parameters by choosing *Send*.

    The message `The configuration was successfully changed` appears.
18. You can now log off IKS.
19. If the initial structure (directly addressable using the URL: `http://<server>:<port>/SAPIKS2`) already exists in the SAP KW system, you can now attempt to display using the browser.

    To display other content from the SAP GUI / KWB, you first need to perform the activities described in the section Assigning an IKS Server and Port for Display from SAP GUI/KWB [Seite 19].

Assigning the IKS Server and Port for Display from SAP GUI/KWB

You are attempting to display SAP KW content from the SAP GUI or the Knowledge Workbench (KWB). This is not possible with the current configuration, since the server with the SAP J2EE Engine and the port of the IKS has not yet been stored for the document areas used.

We recommend that you make this entry for all of the areas in the table below.

Procedure

To assign the IKS server and port for display from the SAP GUI/Knowledge Workbench (KWB), proceed as follows:

1. In the SAP KW Implementation Guide (IMG) (transaction **SI24**), choose *Settings in the Knowledge Management System* → *Document Management Service* → *Define Document Area* (or transaction **SKPR02**).
2. For the areas for which documents are to be displayed using the browser (IKS), enter the address of the associated server with the Java system (fully-qualified). The port number **must** be specified (default = 50000). The port number of the IKS usually depends on the number of the Java instance (instance number “00” corresponds to port 50000).

   To call the SAP IKS directly (without the SKPR02 settings), enter **`http://<server>:<port>/SAPIKS2`** in the address field of the browser.

   Note, however, that to call this URL successfully, the initial structure from the administration area (IWBMISC) must already have been imported into your SAP KW system.
3. Save the changes and ignore the warning `Do not make any changes (SAP entry)` by choosing *Continue* (next to the field for entering transaction codes).

Example for Server p12345.abc.com with Instance Number 00 (Corresponds to Port 50000)

Doc. Area	Description	Display Dest.	Maint. Dest.	Web Server	HTTP Port

DMS2	Documentation	NONE	NONE	p12345.abc.com	50000
IWBHELP	Documentation			p12345.abc.com	50000
IWBMISC	Administration			p12345.abc.com	50000
IWBTRAIN	Training			p12345.abc.com	50000
KWNET	HTML-Based Documents	NONE	NONE	p12345.abc.com	50000
QM_MANUAL	QM Manual	NONE	NONE	p12345.abc.com	50000
XML_TRAIN	XML Training			p12345.abc.com	50000
XML_DOCU	XML Documentation			p12345.abc.com	50000

Maintaining Display Destinations

Procedure

Log on to the system using the SAP GUI and execute the following actions:

4. Enter transaction **SKPR02**.
5. Select the documentation area *DMS2*, and, if it does not already exist, insert the value NONE in the *Display Destination* column.
6. Save the changes and ignore the warning *Do not make any changes (SAP entry)* by choosing *Continue (next to the field for entering transaction codes).*
7. Specify a transport request to save the changes.

In the SAP KW system itself, the *Display Destination* column can only contain the value NONE or no value.

Defining the Authorization Check for Content Display (Optional)

In SAP KW, there are default settings for individual areas with regard to the authorization check for displaying content. By default, in the documentation area (IWBHELP), content can be displayed in the browser without entering a user/password. For the training area, on the other hand, a valid dialog user from the SAP KW system is required, along with its password.

Procedure

If you want to check or change the default settings made by SAP for the individual areas, proceed as follows:

8. Call transaction SI24 and choose *Settings in the Knowledge Warehouse System* → *Authorizations* → *Deactivation of the Authorization Checks for the Display*.

   A list of the current settings for the KW document areas appears.

9. In the *Entity* field, select the area for which you want to activate or deactivate the authorization check.

   You need to specify the technical name of the area as the entity (for example, IWBTRAIN for training). If you specify the value X, this means that the authorization check is to be deactivated for this area.

10. To complete your changes, choose *Save*.

For areas that are not listed in the list above, the authorization check is activated by default.

Selection of the SAP KW Front-End Components

For display only of KW content in the browser using IKS, no additional activities / installations are required on the front end. However, if you want to edit or translate content in SAP KW, or, for example, want to download and display training material as off-line presentations, you need to install additional front-end components.

In the context of the SAP front end installation, you can install the following SAP KW-specific front-end components (KW Add-On):

- Knowledge Workbench (KWB)

  Required for authors who want to create customer-specific content or adjust SAP content.

If you create or edit content with Microsoft Word, you require htmltidy.dll. More information: Using htmltidy.dll [Seite 22].

- SAP KW Viewer

  Required on every front end that is to be used to create or display off-line presentations (KEP files). You can only use off-line presentations in the training area (IWBRAIN) for the structures stored there.

- SAP KW Translator

  Required if the content stored in SAP KW is to be translated. In particular, this tool is essential for objects in HTML / Visio formats.

For more information about installing the front-end tools (SAP GUI + Add-Ons), see the SAP front end installation guide (on the SAP NetWeaver Presentation DVD under `PRES1\GUI\DOCU`). More information: `http://service.sap.com/sapgui` → *Media Library*.

Refer also SAP Note 555113 with regard to the SAP GUI versions supported for SAP KW and SAP Note 336968 for the release of supported Knowledge Workbench versions.

Using htmltidy.dll

To clean up the display formats (when converting from Microsoft Word to HTML), the file `htmltidy.dll` is required in the SAP KW environment. If this does not exist at an author's front end where Microsoft Word documents are to be created or edited, this activity cannot be successfully completed. Instead, the error message noted in SAP Note 727176 is displayed in the SAP GUI or in KWB.

With SAP GUI Release 6.20, this component was not contained in the delivery scope of the KW Add-On front-end tools, but rather had to be separately downloaded from the SAP Service Marketplace (more information: SAP Note 517439) and implemented. More information: Registering the htmltidy File Manually [Seite 22].

As of a particular KW Add-On patch level, for example for SAP GUI 640, as of KW Add-On patch level 3, this component is included in the delivery scope again. More information: SAP Note 949953.

Manually Registering htmltidy.dll

If you have already installed the KW Add-On front end tools, and still have a patch level without the automatic provision of htmltidy.dll [Seite 22], you cannot create or edit any Microsoft Word documents due to the missing htmltidy.dll.

Procedure

To manually register htmltidy, proceed as follows:

1. Download the component htmltidy.dll from the SAP Service Marketplace in accordance with SAP Note 517439 and unpack the contents.
2. Copy the files htmltidy.dll and htmltidy.ini to a subdirectory of the SAP GUI installation (such as `ProgramFiles\SAP\FrontEnd\Controls`) on the relevant front end.
3. Rename file `htmltidy.cor` to `htmltidy.reg`, and copy it to the directory `<system root>\SAPwksta\COR`.
4. Register the file `htmltidy.dll` by double-clicking on `htmltidy.reg`. Respond to the prompt asking you if you want to do this with *Yes*. The registry editor confirms the successful registration of the DLL.

Configuration for Creating Contents

Before you use SAP KW to create your own content, you need to perform the following configuration steps:

5. Import Styles and Templates [Seite 23]

   During the installation of the SAP NW ABAP system for the SAP KW, the transport requests containing the styles and content templates are not taken into account. You therefore need to import them into the system to allow the creation of, for example, Microsoft Word / PowerPoint / Visio objects.

6. Create an enhancement [Seite 23]

   Since there is a namespace separation between SAP content and customer content, creating an enhancement is the basic prerequisite for creating your own content.

7. Configure SAPterm for manual indexing (Optional) [Seite 24]

   To be able to use terminology entries in the SAPterm terminology database for manual indexing of documents, the terminology database needs to be correspondingly configured.

Importing Styles and Templates

Use

To create SAP KW contents, you have to import specific format templates (styles) and content templates into the system.

You have to import these templates even if you do not intend to import content delivered by SAP into your system.

Prerequisites

- The configuration steps for storing content [Seite 8] must have been successfully completed for all desired areas.
- You should also have read the section Importing SAP Content [Seite 29] for the explanation of transport types.

Procedure

Refer to SAP Note 697197. This specifies the transport requests for the individual areas. Importing these requests into the SAP KW system requires partially-different procedures, depending on the type of transport request (SAP Upgrade Piece List or Standard SAP KW Transport).

Creating an Enhancement

Use

To create customer-specific content in the SAP system, an enhancement is required as part of the context. If you attempt to create a new Info Object in the Info Object list of a selected folder in an SAP context (for example, English / 640), the relevant menus are all grayed out due to the namespace check, even if you have the appropriate authorizations.

Customers can use the namespace `/KWCUST/` provided by SAP or their own namespace.

Procedure

8. Open transaction SI24 and choose *Settings in the Knowledge Warehouse System* → *Development of Info Objects* → *Contexts for Versioning* → *Enhancements*.
9. Create the desired enhancements by choosing Edit → *New Entries*.
10. To save your changes, choose *Save*.

Configuring SAPterm for Manual Indexing (Optional)

Use

To be able to use terminology entries from the SAPterm terminology database for indexing documents manually, a range of attributes has to be configured in the terminology database, for example, the languages in which terms can be maintained.

Prerequisites

You are using SAPterm in the context of your content creation or receive an error when first calling the report for indexing (RSTIRIDX [Seite 28]).

Procedure

You can configure SAPterm either:

- Directly from the (SAPterm) administrator by executing the program `TERM_ATTRIBUTES`
- Indirectly by calling transaction `STERM`

In the latter case, minimal standard configuration settings are made.

Configuration of the Structure Buffering

To speed up the display of large structures in the Web browser, the requested structures are temporarily stored in a buffer of the SAP NW ABAP system. In connection with this, you can

- Adjust the buffering times [Seite 24]
- Schedule a background job to delete buffer documents [Seite 25]

Customizing Structure Buffering Times (Optional)

Use

To speed up the display of large structures in the Web browser, the required structures and the info objects referenced in the structure are temporarily stored in the buffer. You can adjust the buffering times for each structure class.

Procedure

1. In transaction SI24, choose *Settings in the Knowledge Warehouse System* → *Document Management Service* → *Define Buffering Times for Structures*.
2. Choose the structure class for which you want to change the buffering time:
    - Course structures in the Training area (`IWB2SRCBSE`)
    - Book structures in the Documentation area ()

- Structures in the HTML-Based Documents area (KWN_STRSRC)
- Navigation structures in the Management area (IWB0ENTSRC)
- Structures in the QM Manuals area (QM_STRSRC)
- Structures in the XML documentation area (XDP_SRCBSE / availability of this class is dependent on your Support Package level).

3. In the *Exp. Period* field, enter the number of seconds after which you want to update the info object title in a displayed structure.
4. Save your entries.

If the titles of info objects in an area are changed relatively frequently, decrease the buffering time. If changes do not occur frequently, you can choose a longer buffering time or keep the default values.

If you are using separate SAP KW systems for creating and displaying the content, we recommend that you use a very short structure buffering time in the authoring system, and a very long structure buffering time in the display system. In a system used purely for display, you need to update the structure after a single content transport from an upstream system.

Scheduling a Background Job to Delete Buffer Documents

Use

You can create a background job to delete documents you no longer want. This clean-up background job is typically scheduled once a week at a time of low workload.

Prerequisites

The person responsible for setting up the report requires authorization for the authorization object *Background Processing: Background Administrator* (S_BTCH_ADM).

Procedure

1. Call transaction SI24 and choose *Settings in the Knowledge Warehouse System -> Document Management Service -> Schedule Background Job to Delete Buffered Documents* (or call transaction SM36, and define a background job).
2. In the *Job Name* field, enter **RSIRIBUF**.
3. Select job class *B*.
4. For the *Execution Target* field, choose the name of the server or SAP instance where the report is to be executed (optional).
5. Choose *Spool List Recipient.*
6. In the *Recipient* field, enter the name of the required recipient, select the required attributes, and choose *Copy*.
7. Choose *Start Condition*. Enter the desired values for the start time (possibly also period values in the case of regular execution), and choose Save.
8. Choose *Step*.
9. Choose *ABAP Program*.

10. Enter **RSIRIBUF** in the *Name* field in the *ABAP Program* frame.
11. In the *Variant* field, enter **SAP&BATCH**.
12. Save your entries for this background job. A message should appear in the SAP GUI status line confirming the successful scheduling of the job.

Result

You have scheduled a background job with periodic repetition for cleaning up obsolete buffer entries.

Configuring Indexing/Search

Use

To search the content stored in the SAP KW using the search in the browser/SAP GUI, you first need to generate a corresponding index for each document area and language. The activities required in the SAP NW ABAP system, in addition to the actual installation and configuration of Search and Classification (TREX), for a connection using RFC (not HTTP) are described here in detail. Search/indexing is optional.

Setting up indexing / search is not essential for the basic functions of SAP KW. If you do not want to search the content stored in the KW, you can skip all of the activities in this section.

Prerequisites

- You have successfully installed Search and Classification (TREX) in accordance with the installation guide available at `http://help.sap.com/instguidesNW70`.
- You have performed the steps required for the RFC connection after the installation in accordance with the above TREX installation guide:
  - Create a user in the SAP NW ABAP system for the TREX Admin Tool (Standalone) and assignment of a specific role
  - Determine the system information for access to the SAP NW ABAP system (using the message server or a selected application server of the KW system)
  - Configuration of the RFC connection in the TREX Admin Tool

    During this activity, an RFC destination is created, among other things. However, the availability depends on the Support Package level of the SAP NW ABAP system.

Procedure

For indexing/search of the KW content, perform the following configuration steps in the SAP NW ABAP system:

- Creating and Testing a Search Server Relation [Seite 27]

In the SAP KW environment, the TREX ABAP client SRET is used. This requires a Search Server Relation for the communication between the application and TREX.

- Activating a Document Area for Indexing [Seite 28]

  To mark content objects for (de)indexing, you need to have activated the desired document area for indexing.

- Creating a Background Job for (De)Indexing [Seite 28]

  To include or remove the Info Objects marked for indexing/deindexing in the relevant indexes, you need to schedule the report RSTIRIDX regularly as a background job.

Creating and Testing a Search Server Relation

Use

The TREX ABAP client SRET uses a Search Server Relation for communication between the application and TREX. This has not been created by the activities with the TREX Admin Tool, and you therefore need to define it manually as follows.

Procedure

You can create the Search Server Relation and then test it.

Creating the Search Server Relation

To create a Search Server Relation, proceed as follows:

1. Log on to the SAP system, and call transaction SRMO.
2. Choose *Create SSR.*
3. Enter a name for the Search Server Relation in the *Search Server Relation ID* field (for example, SSR_TREX).
4. Choose *Create SSR.*
5. Enter the following information:

Field	Description
Search engine	DRFUZZY (use the F4 help)
RFC destination (TCP/IP).	Name of the RFC destination generated using the TREX Admin Tool / check with transaction SM59
Description	Short description of the Search Server Relation

6. Save your entries.

   You return to the original screen.

7. Select your newly-created Search Server Relation from the list here (tab page *Search Server Relation*).
8. Choose Set *SSR as DEFAULT*.
9. Confirm the query by choosing *Yes.*

   The Search Server Relation is now marked in the list as the default.

Testing a Search Server Relation

To test a search server relation, proceed as follows:

10. In transaction **SRMO**, select the *RFC Destinations* tab page.

    There are two entries for the newly-created Search Server Relation: one for the action I (indexing) and one for the action S (searching).

11. Select the entry that has an S in the RFC server destination action column, and then choose Connection Test in the Search Engine Settings subwindow.

    The connections with the TREX RFC server and the TREX search engine are established. You should display the version information for the TREX components.

12. Perform the same activity with the entry with I.

Activating Document Area for Indexing

Use

You need to activate indexing for each document area from which the content is to be used for searching in SAP KW. Without this activation, no info objects are flagged for indexing, regardless of the indexing settings for the individual object classes.

Prerequisites

You have created and successfully tested a search server relation. More information: Creating and Testing a Search Server Relation [Seite 27].

Procedure

1. In transaction SI24, choose *Settings in the Knowledge Warehouse System* → *Document Management Service* → *Define Indexing Readiness* (transaction SKPR06).
2. Make your selections fro the desired document areas (such as IWBHELP for documentation) in the *Index Release* and *Classify* columns.
3. Save your entries.

   If indexing readiness was defined after the start of the import of transport requests with SAP content or the creation of customer-specific documents, reindexing has to be executed after the end of the imports in order for a complete index to be generated. More information: SAP Note 351034.

Creating a Background Job for (De)Indexing

Use

To include or remove the Info Objects marked for indexing/deindexing in the relevant indexes, you require report RSTIRIDX. This report also logs errors that occur during this process.

Prerequisites

You need to have defined the index readiness for at least one area, and have marked content for indexing / deindexing.

Procedure

To include Info Objects in indexes or remove them from indexes, proceed as follows.

4. Schedule report RSTIRIDX as a daily background process (transaction SM36). This should usually run during a period of low workload on the SAP KW system. You can use the section Scheduling a Background Job to Delete Buffer Document [Seite 25] as a guide for scheduling this backgroundjob, since the scheduling is done in the same way.
5. If you are importing transport requests containing SAP content, we recommend that you set the first start of the indexing report for a time after the import of this content into the SAP Knowledge Warehouse has been completed.

Result

You have scheduled a background job for daily execution to update the indexes in accordance with the list of marked Info Objects.

Importing SAP Content

The transport requests provided by SAP with content for the SAP Knowledge Warehouse are delivered in two ways:

- The majority of the transport requests are delivered on various DVDs, which either contain SAP documentation or SAP training material and templates for a Quality Management manual.

  Training DVDs are only delivered to customers who have a license for training contents. For more information about the contents delivered on DVD, see the letter enclosed with your SAP Knowledge Warehouse installation package.

  You can view all customer letters for the content updates delivered up to now from the areas Documentation and Training on the SAP Service Marketplace under the QuickLink `kwcontent` (`http://service.sap.com/kwcontent`).

  There is a separate SAP Note with any special features or problems for each of the content updates. This SAP Note is specified in the customer letter in each case, and you should read it before starting the import of the relevant content update.

- There are also transport requests with SAP content (for example, for content templates), which are only available as attachments to SAP Notes.

This section describes how you can import transport requests delivered by SAP through the different delivery methods into your local SAP KW system.

Transport Request Types

To help you select the correct procedure for transport requests, the different types are first explained:

Transport Request Type	Description

SAP Upgrade Piece List	Naming convention: Always starts with SAPK*; Example: SAPK059LDE Elements: • Information that must be imported into the SAP NW ABAP system (contained in the data and cofiles). Special metadata for identifying the content and its relationships. Example: Name of the Cofile: K059LDE.SAP Name of the Data File: R059LDE.SAP • Content that must be imported into the SAP Content Server (I files) This type of data files contains the actual files of the content objects (for example, Microsoft PowerPoint / Microsoft Word / Microsoft Visio). Example: Name of the Data File: I059LDE.SAP
Standard SAP KW Transport with Content Objects	Naming convention: Does not start with SAPK*, but rather with the <SID> of an SAP KW system from which the transport was generated. Example: IDTK000055 Elements: No differences to the transport request of type SAP Upgrade Piece List (two data files exist: R and I files). Example: Name of the Cofile: K000055.IDT Name of the Data Files: R000055.IDT / I000055.IDT
Standard SAP KW Transport with Purely Administrative Data (such as enhancements for the SAP namespace)	Naming convention: Does not start with SAPK*, but rather with the <SID> of an SAP KW system from which the transport was generated. Example: KWEK000153 Elements: Unlike the transport requests of types SAP Upgrade Piece List or the Standard SAP KW Transport with Content, there is no I file here that needs to be imported into the SAP Content Server. There are only the normal cofile and data file (R file). Example: Name of the Cofile: K000153.KWE Name of the Data File: R000153.KWE

Prerequisites

- To import transport requests provided by SAP (for example, containing training courses/documentation/content templates) into your SAP KW, the SAP Content Server must already be installed and configured.
- The SAP system underlying the SAP KW must also have been set up with the appropriate settings, such as repositories. More information: Configuration for Storing Content [Seite 8].
- The SAP Content Server uses MaxDB/SAP DB to store content files. Since large quantities of data are involved in importing the transport requests provided by SAP, you should check, and if necessary change, the log mode before the start. More information: Checking the Log Mode [Seite 35].

When importing the content into your SAP Knowledge Warehouse, make sure that the log modes of the SAP database and the database of the SAP Content Server (MaxDB/SAP DB) are identical, that is, either back up the logs in both databases or overwrite them without back up in both databases.

The SAP Knowledge Warehouse is not usually being used in production operation when content provided by SAP is first imported. The SAP system database and SAP Content Server logs can therefore be discarded without being backed up first (for example, Oracle: *No archive Mode*, MaxDB: auto overwrite, SAP DB: *DEMO*). For more information about log modes refer to the database documentation.

If this is not intended, you need to schedule the relevant log backup in both databases to avoid delaying the imports.

Procedure

The following describes how to import the different transport request types:

Importing Transports of Type SAP Upgrade Piece List

1. Creating an RFC Destination for Direct Import [Seite 32]

   If the SAP NW ABAP system and the content server are on different servers, you need to create an RFC destination (such as SAPKPROTP_GW) to import the content into the Content Server.

   If the content server is on the same server as the SAP NW ABAP system, you can use the automatically-created RFC destination SAPKPROTP for imports.

   If there is no other SAP instance with a gateway on the server on which the SAP Content Server is running, you need to install a separate gateway instance.

2. Importing Transport Requests into the ABAP System [Seite 33]
3. For the transport requests to be imported, place the associated cofiles and data files (R files) in the relevant transport subdirectories (cofiles / data) of the SAP NW ABAP system and use STMS to import them. Import Associated Content Files (I Files) into the SAP Content Server [Seite 34]

Transfer the I files to the content server. After you have successfully completed the imports into the SAP NW ABAP system, for certain transport requests, you can start the import of the contents into the content server using report RSIRTRIM.

Importing Transports of Type Standard SAP KW

Unlike the SAPK* imports, the procedure is simplified in that the special postprocessing of the I files using report RSIRTRIM is not necessary. Therefore, with transports of this type, you can place both the R file and the I file into the data directory of the transport system. When you import a request of this type with STMS, the system automatically imports the content into the content server.

For the rest of the procedure, refer to Importing Transport Requests into the ABAP System [Seite 33].

Creating an RFC Destination for Direct Import

Use

if you are using separate servers for the SAP NW ABAP system and the SAP Content Server, to be able to successfully import the I files, you need to create an RFC destination that must be specified when executing the report RSIRTRIM.

If the SAP Content Server is on the same server as the SAP NW ABAP system, you do not need to create a special RFC destination template (SAPKPROTP_GW) for imports to the SAP Content Server. The automatically-created RFC destination SAPKPROTP points to the application server and can therefore be used.

Procedure

1. Start transaction SM59 and choose *Create*.
2. In the *RFC Destination* field, enter **`SAPKPROTP_GW`**.
3. Choose the connection type *T*.
4. In the *Description* field, enter a short description of the destination (for example, template for direct transports to the SAP Content Server).
5. Choose Save.

   In the subsequent dialog box, make the settings for the RFC destination SAPKPROTP_GW.
6. Choose the *Technical Settings* tab page.
7. In the *Activation Type* frame, choose the *Start on Explicit Host* option.
8. In the *Program* field, enter **`sapkprotp`**.
9. In the *Save as* field, choose the required option (*host name* or *IP address*).
10. Depending on the option chosen, enter the host name (with domain name if required) or the IP address of the server on which the SAP Content Server is installed, in the *Target Host* field.
11. Choose Save.

Example Data for Steps 8-10:

Program	SAPKRPOTP
Target Host	hostname.domainname
Save As	Host name (selected option)

Then make the settings for the Gateway.

12. Go to the *Gateway Options* area.
13. In the *Gateway Host* field, enter the host name or IP address.
14. In the *Gateway Service* field, enter the name of the gateway **`sapgwXX`** (xx = two digit number of the gateway to be used).

Example Data for Steps 12-14:

Gateway host	p12345.mydomain
Gateway service	sapgw47

15. Choose Save.
16. Select *Connection Test.*

Result

The RFC connection is created.

If you addressed the target host by your host name (including domain) and the connection test fails, enter the IP address of the target host instead and test the connection again.

Importing Transport Requests into the ABAP System

Prerequisites

You have installed SAP NW ABAP and configured it for imports from particular areas (such as training courses / documentation). More information: Configuration for Content Storage [Seite 8].

Procedure

17. Place the SAP Knowledge Warehouse content DVD (or CD) in the relevant disk drive of your SAP NW ABAP system.
18. Copy the data files (for example, `R009LEN.SAP`) from the DVD/CD to the directory `usr\sap\trans\data` on the SAP NW ABAP system.

19. Copy the cofiles (for example, `K009LEN.SAP`) from the DVD/CD to the directory `usr\sap\trans\cofiles` on the SAP NW ABAP system. If it is in place, remove the write protection for these files.
20. The import is usually performed using the Transport Management System (transaction STMS).
21. After completing the imports, check the transport logs (transaction STMS).

Import Content Files (I Files) into the SAP Content Server

Use

You use the program RSIRTRIM to import the I files of the transport requests that have already been successfully imported into the SAP Web AS ABAP into the SAP Content Server.

Although you can run the program in dialog, SAP recommends you run the program in the background, since there is a runtime restriction for dialog work processes (profile parameter: *rdisp/max_wprun_time*) and this limit can be very quickly exceeded, particularly if you are importing several requests.

You can simultaneously start program RSIRTRIM, which post-processes transport requests already imported into the SAP System, and import new transport requests. For information on the performance of imports, see SAP Note 350632.

Procedure

1. Place the DVD (or CD) with the transport requests containing content from SAP in the relevant disk drive of your SAP Content Server.
2. If there is sufficient local disk space, copy the I files of the transport requests to be imported into a shared directory on the server on which the SAP Content Server is running.
3. Start transaction SE38/SA38.
4. Enter the program name **`RSIRTRIM`** and choose *Execute*.
5. In the *Request/Task* field, enter the name of the transport request (using the multiple selection) whose content files you want to transport to the SAP Content Server (for example, SAPK009LEN). Before you can use the multiple selection for transport requests, you have to make an entry in the *File Directory* field.
6. In the *File Directory* field, specify the path for the content DVD (or the directory on the server) that contains the content files for the transport request (for example, **`F:\doc_46D`**).
7. The values for the fields *Target Location/Client* in the *Execution Options* subwindow usually already contain the correct settings and therefore do not need to be changed.

   If the SAP Content Server is on a different server, select the previously-created RFC destination SAPKPROTP_GW for the *RFC Destination* field for the import.

If the SAP NW ABAP system and the SAP Content Server are on the same server, you can accept the default value (SAPKPROTP) without change.

8. The *Log in Transport System* indicator is usually not set for performance reasons. You need to view the results of the import in the spool system.
9. To start the I file imports, *Program → Execute in Background*.
10. Check the log files of the I file imports (report RSIRTRIM) in transaction SP11. More detailed information: SAP Note 333406.

Checking/Changing Log Mode

Use

Before starting to import transport requests containing SAP content, you should check the currently-set log mode in the database of the SAP Content Server.

The information below relates to the situation in which no log backups are to be performed for the Max DB / SAP DB, but rather the entries are to be overwritten without being backed up first.

If, in addition to importing the SAP content, you are already using your own materials in the SAP KW, you should perform the log backup.

Prerequisites

- You are using the SAP Content Server with the Max DB/SAP DB and have installed and configured it.
- You want to use the SAP Database Command Line Interface (DBMCLI) to change the log mode of the Max DB / SAP DB.

Procedure

The procedure depends on the database version used for the SAP Content Server. As of SAP DB 7.4.3, the procedure changed (and it is therefore also valid for MaxDB):

For MaxDB / SAP DB (as of Version 7.4.3):

You can change the log mode in operational state `ONLINE`. The change is effective immediately. If the log area is already full, the change does not become active. In this case, you need to back up the log area first. You can use the following SQL command to check which log mode is set:

```
SELECT * FROM db_state WHERE description = 'Log automatic overwrite'
```

To use DBMCLI to change the log mode, enter the following command at a command prompt:

dbmcli -d <database_name> -u <dbm_user>,< password> -uUTL <dbm_user>,<password>
util_execute set log auto overwrite on|off

Also take SAP Note 599445 into account. Pay particular attention to the procedure for switching to standard log mode and the associated backup after completing the desired imports.

For SAPDB 7.3

To use DBMCLI to change the log mode to DEMO, enter the following command at a command prompt:

```
dbmcli -u control,control -d SDB –uUTL -c util_execute
set log mode demo
```

After all required transport requests have been imported, execute a complete data backup (type: MIGRATION, database status: COLD).

Using the SAP KW with Decentralized Users (Optional)

If your KW users are globally-distributed, you have the following options to make their work easier:

- For situations where authors across the globe access SAP KW, to improve system performance for storing documents, it can be useful to use several SAP Content Servers in different locations.
- For distributed end users, you can speed up read access to SAP KW contents by providing cache servers.

Prerequisites

Before you start Customizing, make sure that all the SAP Content Servers and SAP Content Server Caches (Cache Servers) you want to use have been installed correctly.

Procedure

The constellations listed above (globally-distributed end users/authors) require additional Customizing settings that control the distribution of the documents depending on the location of the users who want to display or maintain the documents.

The distribution mechanism includes the following steps, which are relevant both for the provision of additional SAP Content Servers and for the provision of cache servers:

- Defining Locations [Seite 37]
- Assigning Servers to Locations [Seite 37]
- Assigning the IP Addresses/Subnetworks to Locations [Seite 38]

The following configuration step is only relevant for additional content servers:

- Location-Dependent Reassignment of Storage Categories to SAP Content Servers [Seite 38]

The following configuration step is only relevant for additional cache servers:

- Defining Caches [Seite 39]

More Information

Transaction Overview for Content/Cache Server Customizing [Seite 40]

SAP Note 216419: Multi-level caching and content server proxies

Defining Locations

Use

You need to define a location for every location that is to be used later as a content server or cache server.

Procedure

1. In transaction SI24, choose *Settings in the Knowledge Warehouse System* → *Distribution* → *Define Locations* (or call transaction OALO).
2. Choose *New Entries*.
3. Enter a name for the location and a short description (such as `Content Server New York`).
4. Save your entries.

Assigning Server Locations

Use

You need to assign a location to a server with an installed content/cache server.

Prerequisites

You must already have defined at least one location. More information: Defining Locations [Seite 37].

Procedure

To assign locations to servers, proceed as follows:

5. Call transaction SI24 and choose Settings in the Knowledge Warehouse → *Distribution* → *Assign Hosts to Locations* (or transaction SCMSHO).
6. Choose *New Entries*.
7. In the *Host name* field, enter the name of a server that is to be used as the SAP content server for a particular location
8. For the *Location* field, select the relevant value and enter a short description (for example, Content server for location Philadelphia).
9. Save your entries.

Assigning Locations to IP Addresses/Subnetworks

Use

To allow SAP KW users in different locations access to a single content/cache server in the same LAN, you assign IP addresses/subnetworks to locations.

Prerequisites

You have defined at least two locations in your SAP KW landscape.

Procedure

1. In transaction SI24, choose *Settings in the Knowledge Warehouse System* → *Distribution* → *Assign IP Subnets to Locations* (or call transaction SCMSIP).
2. Choose *New Entries*.
3. In the *Net Mask* field, you can define individual IP addresses or whole subnetwroks that are to be assigned to a particular location. For information about the format of the entries, refer to the hypertext for this activity.
4. Save your entries.

Location-Dependent Reassignment of Storage Categories

Use

You have to reassign the storage categories of the individual SAP Content Servers according to their location. First you define new storage categories and assign them to the content repositories of SAP Content Servers in specific locations. You then specify a location-dependent replacement of the standard storage categories with the new storage categories as follows.

Prerequisites

- You have installed and configured an SAP Content Server in at least two different locations.
- For every additional content server/area, you have created the required repositories in the SAP system and on the content server (transactions OAC0 and CSADMIN). More information: Configuration for Content Storage [Seite 8].

Procedure

1. In transaction SI24, to create the required storage categories for additional SAP Content Servers, choose *Settings in the Knowledge Warehouse System* → *Content Management Service* → *Define and Assign Content Categories* (or call transaction OACT).

   Example: **IWB2_WDF / IWB2SRC_WDF** for content from the area training that is to be stored on a content server with the location Walldorf.

2. In the same transaction, assign the newly-created storage categories to the relevant repositories.
3. To do this, in transaction SI24 choose *Settings in the Knowledge Warehouse System → Distribution → Distributed Storage → Override Content Categories in Accordance with Location* (or call transaction OADI).
4. Choose *New Entries*.
5. For the *Location* field, use the input help to select a value.
6. In the *Logical Category* field, use the input help to enter the standard storage category that you want to divert to a local SAP Content Server (such as `IWB2 / IWB2SRC` for the training area).
7. In the *Derived Category* field, use the input help to enter a storage category that you have defined and that is assigned to a content repository on a local SAP Content Server (such as **`IWB2_WDF / IWB2SRC_WDF`**).
8. Save your entries.

Defining Caches

SAP Content Server caches (cache servers) are used in the context of distributed data retention for quick access to document contents if, for example, a document is to be displayed in a Web browser.

The cache server creates working copies of documents from the SAP Content Server and thus enables quick read access to documents. The network load is reduced because no remote SAP Content Servers are addressed.

SAP Content Server Caches are similar to SAP Content Servers, but administration is minimal and access protection is retained. The central document management functions in the SAP NW ABAP system make sure that out-of-date document versions that are still in the SAP Cache Server are no longer accessed and are eventually deleted.

Only consider using the SAP Cache Server if your end users are distributed and you have limited bandwidth between the locations.

Prerequisites

You have installed a cache server at least one locations and have performed the following configuration steps, which are also required when setting up additional content servers:

- Define locations
- Assign the servers to the locations
- Assign the IP addresses/subnetworks to locations

More information: Using SAP KW with Decentralized Users [Seite 36].

Procedure

The definition of caches is the only configuration step that is cache-server-specific. To define a cache, proceed as follows:

9. In transaction SI24, choose *Settings in the Knowledge Warehouse System → Distribution → Distributed Storage → Define Caches* (or call transaction SCMSCA).
10. Make the required entries:

Field	Description
Host	Name of the server on which the cache server is installed
Port	1095 Default port for the cache server installation. If this was changed during the installation, enter the new port that was chosen.
HTTP Script	Cache/CSProxyCache.dll
Inactive	Usually no entry, since otherwise the cache server is not taken into account.

Transaction Overview for Content/Cache Server Customizing

This section lists the most important Customizing transactions for setting up a content/cache server. There are transactions that are relevant for both types of server and others that are content-server-specific or cache-server-specific.

Transactions for Content Servers and Cache Servers

Activity	Transaction Code (as of Release 6.40)
Defining Locations [Seite 37]	OALO
Assigning Servers to Locations [Seite 37]	SCMSHO
Assigning the IP Addresses/Subnetworks to Locations [Seite 38]	SCMSIP

Transaction Only for Cache Servers

Activity	Transaction Code (as of Release 6.40)
Defining Caches [Seite 39]	SCMSCA

Transaction Only for Content Servers

Activity	Transaction Code (as of Release 6.40)
Location-Dependent Reassignment of Storage Categories [Seite 38]	OADI

More information about using and configuring the content servers and cache servers: SAP Note 216419.

Setting Up Dynamic Help

Purpose

Content stored in SAP KW (for example, from the documentation area / IWBHELP) can be called as dynamic help from application systems. This section describes the settings that are necessary to call the document content stored in SAP KW from an application system (as of Release 46C).

Setting up “static help” (using the SAP Library DVD) is not described here. For more information about this, refer to the installation guide fort he SAP Library on the SAP Service Marketplace for your application system release (`http://service.sap.com/instguides` → `Other documentation` → `SAP Library`).

Prerequisites

You have filled an SAP Knowledge Warehouse system with the required documentation content (corresponding to the release of the application system to be connected) and at least one application system.

Procedure

To display content from an SAP KW system, you need to make the server and port of the IKS known in the application system. You also need to define the help variants for particular document areas / platforms and languages.

1. Making the IKS server and port of the SAP KW known in the application system

   Use the following steps to assign the *IKS Server* and *Port* to the document area *IWBHELP*.

   - In transaction SKPR02 (*Maintain Document Area*), double-click the area *IWBHELP*.
   - In the *Web Server* field, enter the IKS server (server with the SAP NW Java installation of the SAP KW system).
   - In the field *HTTP Port*, enter the IKS port (usually 50000 / depends on the instance number of the SAP NW Java or the customer-specific settings).
   - Save your changes.

     If you also want to display customer-specific content that are not from the documentation area as application help, you also need to make the IKS server and port for this additional document area known (for example, IWBTRAIN for training / QM_MANUAL for QM manuals).

     If the IKS server name / port changes, you need to maintain this setting in all connected application systems. There is also the option of having the application server determine the help call at runtime using the RFC destination from the SAP KW system instead of entering the server and port in the application server directly.

2. Setting the help type

   - Call transaction SR13.
   - Choose tab page *DynamicHelp*, and inform the system of the areas from which you want to display the help. For example, if you want to use objects from the

SAP KW documentation area (IWBHELP) in English for the application system, you enter the following:

- Variant: a name of your choice (for example, DOKU_EN)
- Platform: platform of the frontend (for example, WN32 for Win95,Win98,WinNT)
- Area: IWBHELP
- Server: automatically entered (taken from above table/connection)
- Language: language of the application help
- Default: select the checkbox (sets the variant you just created as the default)

o If you also want to display documentation for other languages in this application system, you need to create entries as described above for all languages. There can only be one default for each area / platform.

Additional Information About Help

If you want to create content that is entirely independent of SAP documents and display it as application help, you need to store information in the application systems about the transaction or program the info object is to be called up for as documentation. More information: Creating Customer-Specific Help Links [Seite 42].

Creating Customer-Specific Help Links

Use

In addition to the documentation delivered by SAP you can call up documents you have created yourself directly from application systems by choosing *Help → Application Help*.

If you only want to enhance the information objects delivered by SAP and add your own information or to adjust the documents to the requirements of your users, you do not need to store any customer-specific help links in the application system, since the assignments between the content and the transactions / programs, and so on already exist. You only need to store the context information (enhancement / enhancement release) for the help processor. However, if you want to create content that is entirely independent of SAP documents and display them as application help, you need to store information in the application systems about the transaction or program the info object is to be called up for as documentation.

Prerequisites

- You have written your own content and stored it in SAP KW.
- The content is assigned to structures and all Info Objects have the status *Released*.
- You have created an RFC destination in SM59 of the SAP KW system between the SAP KW and the application system in which the help links are to be defined. The stored user must have authorizations to create transport requests and to add entries.

Procedure

1. Call transaction SI24 and choose the activity *Settings in the Knowledge Warehouse System → Development of Info Objects → Maintain Help Links → For Systems as of Release 4.0A (RFC Link)*.

2. Choose *New Entries* and make entries in the following fields:

Field	Meaning
SAP System ID	Name of application system (appears in the selection list of all defined application systems when creating help links)
Destination	You can use the input help here to select the RFC destination for the application system.
System Type	You can choose between application / basis / additional system here.
Inactive	This usually remains empty. If you need to, you can select this field to deactivate this connection. This would mean that no new help links to this system can be created. Existing help links are not affected.

Result

In the SAP GUI structure preview under the customer context you can now create context-senstitive documentation links using the pushbutton *Help Link*.

This pushbutton is only visible for structures with the usage type book structure, and not for substructures.

To allow the correct display of these help links, refer to SAP Note 195431 on maintaining enhancements in the application system.

Overview of SAP Notes

This section provides an overview of the SAP Notes referenced in the configuration guide:

- 697197: SAP KW 7.x: Templates for the document creation
- 1072340: Missing structure repositories
- 336968: Version check SAP Knowledge Workbench
- 555113: SAP Knowledge Warehouse and SAP GUI
- 949953: Composite note for KW Add-On Patches (KW front end tools)
- 727176: Error message for missing htmltidy
- 517439: Download htmltidy
- 351034: Actions for reindexing
- 599445: DEMO log mode under SAP DB 7.4.3 / Max DB
- 350632: Performance of RSIRTRIM Imports
- 333406: Check logs of imported contents in KW
- 216419: Multi-level caching and content server proxies
- 195431: Help processor: maintenance of enhancement releases

Documentation, Training, and Quality Manual

As of SAP NetWeaver 7.0 (2004s), the functions linked under the term SAP Knowledge Warehouse (SAP KW), are provided as the variant *Documentation, Manuals and Training Materials Management* of the IT scenario *Enterprise Knowledge Management*.

Note the different versioning. SAP NetWeaver Release 7.0 (2004s) corresponds to SAP KW Release 7.1.

The scenario variant *Documentation, Manuals and Training Materials Management* is divided into:

- Documentation [Seite 44] (IWBHELP and XML_DOCU areas)
- Training [Seite 45] (IWBTRAIN and XML_TRAIN areas)
- Quality Manuals [Seite 46] (QM_MANUAL area)

Documentation

Purpose

The software documentation delivered by SAP reflects the status of the software at the time of delivery, that is, before any Customizing has been carried out for customers. For this reason it may not be appropriate for end-users to use the delivered documentation without it having been adapted.

The SAP Knowledge Warehouse is a user-friendly solution for creating, tailoring, translating, and distributing customer-specific documentation.

Implementation Notes

- If you want to use the documentation delivered by SAP in SAP KW, after you have installed and configured SAP KW you have to Import the SAP KW Contents [Seite 29].
- If you want to use the HTML export service to make content created in SAP KW available as help files in the format *.CHM or *.HTML for your users, open a customer message in the SAP Service Marketplace for component KM-KW.

  The HTML export service is only released for installation and operation under Microsoft Windows.

Features

Documentation in SAP KW offers the following benefits:

- Provision of a user-friendly authoring environment for documentation authors.
- Best possible methods to re-use documentation content stored in the system
- Flexible and task or target group oriented creation of output formats.
- Provision of an infrastructure to distribute documentation to all users.

Two areas are delivered in SAP KW 7.1 that you can use for documentation:

- Documentation (IWBHELP area– source format of info objects is mainly Microsoft Word)
- XML Documentation (XML_DOKU area– source format of info objects is mainly XML)

Training

Purpose

To ensure optimal use of SAP solutions in your enterprise, you have to train the end-users. For a successful training program you have to consider a multitude of different aspects, for example, reusability of materials, different target groups, and a flexible, reliable production process.

The SAP Knowledge Warehouse is a user-friendly solution for creating, tailoring, translating, and distributing training material - classroom training in particular.

Implementation Notes

If you want to use the training materials delivered by SAP in SAP KW, after you have installed and configured SAP KW you have to Import the SAP KW Contents [Seite 29].

Features

Training in SAP KW offers the following benefits:

- Provision of a user-friendly authoring environment for course authors.
- Best possible methods to re-use documentation content stored in the system
- Flexible and task or target group oriented creation of output formats.
- Provision of an infrastructure to distribute training material to users.

Two areas are delivered in SAP KW 7.1 that you can use for training:

- Training (IWBTRAIN area– source format of info objects is mainly Microsoft PowerPoint and Word)
- XML training (XML_TRAIN area – source format of info objects is mainly XML)

Quality Management Manual

Purpose

Numerous enterprises and organizations use quality management to define and optimize their processes. Pivotal to quality management is the documentation of processes, especially, if the enterprise is aspiring to get certification of the 9000ff standard from the International Standards Organization (ISO).

The standards also define documentation requirements. Most importantly is the implementation of procedures for:

- Authorization of documents before general release
- Checking and updating documents and getting new authorization.
- Provision for changing documents and updating their status at the workplace
- Controlling the availability of documents.
- Preventing unintentional use of outdated documents, even if they are being kept for specific purposes.

Implementation Notes

If you want to use the quality management manual delivered by SAP in SAP KW, after you have installed and configured SAP KW you have to import the SAP content [Seite 29].

Features

The Quality Management Manual in SAP KW offers the following benefits:

- Provision of a user-friendly authoring environment for QM manual authors.
- Best possible methods to re-use documentation content stored in the system.
- Flexible and task or target group oriented creation of output formats.
- Provision of an infrastructure to distribute the quality management manual to users.

SAP delivers for the area QM manual a template manual that you can use as a template for a specific enterprise.