

Best Practices
SAP NetWeaver 2004/2004s



Best Practices Using KMC Capabilities in an External Facing Portal

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Applicable Releases:
SAP NetWeaver 2004 and 2004s
(Usage Type Enterprise Portal)

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1 Introduction

This document refers to a definition of the external-facing portal (EFP) used in the SAP NetWeaver scenario *Running an Enterprise Portal*.

With the SAP NetWeaver Portal, organizations can implement a public Web portal that performs well on low-bandwidth networks and operates in a manner similar to a standard, customizable Web site.

Currently the use of Knowledge Management & Collaboration (KMC) capabilities in an external facing portal should be limited to specific use cases and is subject to certain restrictions.

The following document:

- Provides an overview of the KMC use cases supporting the external-facing portal
- Lists known restrictions relating to KMC functions
- Provides recommendations for your scenario implementation

2 Use Cases

We recommend using the Knowledge Management and Collaboration capabilities of SAP NetWeaver in an external-facing portal (EFP) for the following use cases:

External Information Portal

You want to use Knowledge Management capabilities to create, manage, and publish web content (for example, HTML pages or document libraries) for an external target group. These external users only consume content (browse, view, download). Thus, true content management functions (upload, versioning, approval workflow, access management, and so on) only needs to be exposed internally, but not externally.

Business to Business (B2C/B2B)

You want to use virtual rooms to collaborate with different suppliers, vendors, and business partners. This includes file sharing activities, calendar, discussions, tasks, and so on.

The user scenario is the following: Users are registered users who log on with their user ID and password. Users are assigned to special roles that allow them to access rooms using the room directory, publish content, collaborate in rooms, and perform transactions. You can create "user groups", which are assigned with the help of roles to different portal content. You can hide user groups from other user groups. The user visibility in collaboration rooms can be restricted to room members only.

3 Recommendations

3.1 General

KMC capabilities in an EFP should only be used to support the use cases listed above, that is, to provide a specific subset of KMC functions in this context.

Advanced content management and collaboration functions are only recommended for scenarios that support the upload and download of high volumes of data with a high bandwidth connection.

As the requirements for each portal project differ widely, this document does not focus on low-level implementation details but provides more general recommendations that are valid in most cases.

3.1.1 Setup & Configuration for KM

- Enable [anonymous logon to access the portal](#) and set up [anonymous logon for KM](#) (SAP Note 837898), but consider all restrictions and side effects.
- Assign role(s) providing external content to the *Anonymous Users* group and different roles to your authenticated users to deliver more specific or restricted content.
- Remark: Do not use only permissions in the same KM folder to separate the content for anonymous users from that for authenticated users.
- Use a separate repository for your public or external content. This gives you the possibility to deactivate all repository services that are not explicitly required (load reduction, performance increase) and use optimized repository settings (cache, and so on) for your external content.
- Consider all recommendations in the [KM Performance Tuning Guide](#), such as write-protection for all static KM objects in the `/etc/public` folder to optimize the performance of your system.
- Use directly the KM Documents and Navigation iView to display and provide external content and avoid nested calls (for example, URL iView calls URL of Documents iView).
- Use only lightweight layout sets (for example, SimpleExplorer, HTMLHeaderList) that reference optimized resource and collection renderer settings (for example, SimpleCollectionRenderer, HTMLHeaderListRenderer). This includes the definition of minimized command sets and properties.

3.1.2 Setup & Configuration for Collaboration

- Use role creation to control access to content . You can create special roles for different external users (vendors and/or business partners). Assign roles to user groups and only exceptionally to users directly. When an external user logs on to the portal, he or she only sees the content assigned to his or her role.
- Differentiate the display of user data. Opening the portal for access from outside (for B2B processes) means that external users have access to users and the associated functions (link to user details, context menu with collaboration services). To ensure data security, you can define a differentiated view of user data. SAP delivers an extension for this purpose.

When you configure the extension, you define for each user group the extent to which they can display user data, for example:

- You group your company employees – the internal users – in a portal role that has permission to search and display user data without restriction
- All users that are not assigned to a portal role with permission to search and display user data are considered to be external users. For security reasons, these users have only a minimal view of user data: for example the people finder functions do not work (on the CLP, for example)
- You can include external users who have a particularly close relationship with your company in virtual groups and allow them a restricted view of user data – in comparison to internal users – within this virtual group.

You can find documentation on this configuration on the SAP Help Portal (help.sap.com). Choose *SAP NetWeaver* → *SAP NetWeaver 2004s* (in the detailed navigation). In the SAP NetWeaver library for SPS 08, choose *Administrator's Guide* → *SAP NetWeaver Security Guide* → *Security Guides for SAP NetWeaver According to Usage Types* → *Security Guides for Usage Type EP* → *Collaboration Security Guide* → *Differentiated Display of User Data in External Portals*. This information is also relevant for SAP NetWeaver 2004.

- Control availability of collaboration services: You can determine which collaboration services are available on the Collaboration Launch Pad (CLP), in the room member list, and in the context menu for each user throughout the portal. You can do that by assigning portal roles to the collaboration services. If no portal role is assigned, the service is available for all portal users. You can find documentation on this configuration on the SAP Help Portal (help.sap.com). Choose *SAP NetWeaver* → *SAP NetWeaver 2004s* (in the detailed navigation). In the SAP NetWeaver library for SPS 08 choose *SAP NetWeaver by Key Capability* → *People Integration by Key Capability* → *Collaboration* → *Administration Guide* → *System Configuration* → *Configuration for Making Services Available*. This information is also relevant for SAP NetWeaver 2004.
- Control room access. External users who belong to one virtual group in your portal should not see rooms for other external user groups in the room directory, including public rooms. This can be implemented as follows:
 - Assigning the room directory iView to the specific roles that were created for each external user group
 - Using the filter mechanism in the room directory: This mechanism allows external users to see only the rooms in the room directory that belong to their virtual group in the portal.

3.2 Content

Make the page content (especially for the entry page or home page) for your anonymous users as light as possible (for example, only plain HTML content) to improve performance and reduce page load times.

Note: You can use heavy content, but this is known to have a negative impact on performance and load.

In general, we recommend not allowing anonymous or external users to upload or create content (deactivate all relevant commands). Otherwise, make sure that you set up the [virus scanner service](#) in KM to prevent the infiltration of malicious content.

Avoid deep folder hierarchies in the KM Navigation iView whenever possible because the portal navigation (browser navigation) is decoupled from the navigation within KM folder structures.

Provide search functions for external users through the portal header or the KM Search iView because the KM content currently cannot be indexed by external search engines (for example, Google). Keep in mind that you must restrict these indexes to public content only and maintain the permissions accordingly.

4 Known Restrictions

All issues specified below are valid for $NW04 \leq SPS16$ and $NW04s \leq SPS07$:

There is no load or network traffic reduction for all KMC iViews (for example, KM Navigation and Documents iView)

The KM Navigation iView on a portal page does not completely support browser navigation using the back and forwards buttons.

External search engines cannot crawl or index KMC content (for example, Google).

Portal quick links cannot be used to access KM content directly (for example, documents) but KM iViews embedded on portal pages.

Basic WCM capabilities are missing (integrated set of authoring and publishing tools). Note: Project solutions or third party products already exist (for example, SAP BP for Web Editing, btexx easyWCM, IC Content). SAP will integrate a new tool for Web page creation (see future plans).

Named anonymous users cannot re-authenticate to access non-anonymous content provided by the same KM iView.

Note: This should not be a problem if additional content for authenticated users is provided using separate roles or work sets and not only using different access permissions (see the Recommendations section).

5 Future Plans

In the near future (Q2 2007), the Web Page Composer, a new Knowledge Management tool, will be available for NetWeaver 2004, 2004s, and the next major release. This tool will support the *External Information Portal* use case mentioned above in a comprehensive way and overcome most of the issues and restrictions that are listed above.