

How to Download Software and Address Directories in SAP Service Marketplace



Summary

This document explains how to download software and address directories from the SAP Service Marketplace. It assumes that the user knows how to log in.

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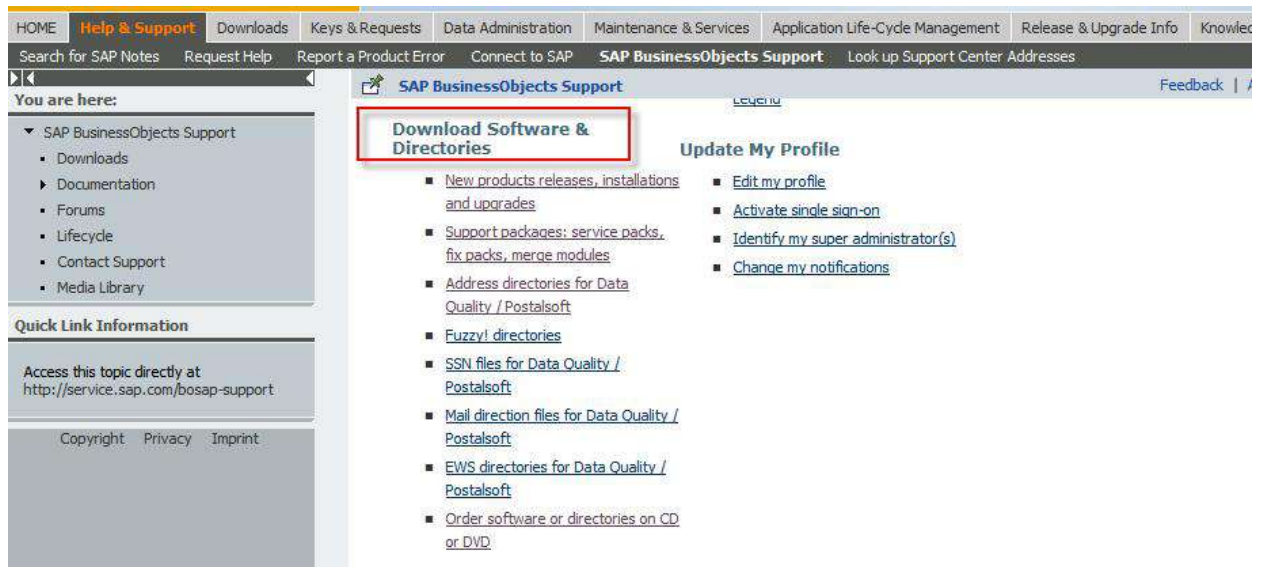
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Introduction

This document explains how to download software and address directories from the SAP Service Marketplace. It assumes that the reader knows how to login. Information on downloading single and multiple items is described as well as how to address issues regarding missing directories.

Logging in

1. Go to [SAP BusinessObjects Support](#).
2. Log in with the S-User ID and password. The **SAP BusinessObjects landing page** appears.
3. Scroll to the **Download Software & Directories** section.



- Click **Address directories for Data Quality/Postalsoft** for a direct link to address directories only.
- Click **New product releases, installations and upgrades** for specific software and directories.
- Click **Support packages; service packs, fix packs, merge modules** for new Service Pack and Fix Pack releases.

Downloading

For this document, screen shots for a directory download are used.

1. Click **Address directories for Data Quality/Postalsoft**. The directories owned are listed.
2. Click the **directory** to be downloaded (for example, SBOP ADDR DIR US – DPV).
3. Click the **directory** again (for example, SBOP ADDR DIR US – DPV).
4. Click **Installation**.

Note: For software downloads also choose the **Operating System**.



Important Items to Note before Downloading

- For directories, Windows files are in a self-extracting EXE format containing a ZIP file that must be extracted after downloading.
- For software, Windows files are in ZIP format.
- For UNIX/Linux, choose TGZ files for software and directories.
- For Windows EXE files, manually add the EXE file extension before saving the file (for example, "filename.exe"). Internet Explorer may not keep the EXE file extension unless it is manually placed at the end of the file name before downloading. Another option is to rename the file by adding the file extension (".exe") after downloading.
- For all files, it is recommended to change the initial numeric file name to something more descriptive (for example, AugDPV.exe) before downloading. The file names on the download site are randomly generated numbers.

Download a Single Item

1. Press the **Ctrl** key. Click the **numeric file name link** under **Download Object**. The option to **Open** or **Save** the file appears.
2. Follow the prompts. **Note:** It is recommended to **Save** the file, but rename it as noted above with the .exe file extension.

The following objects are available for download:

	File Type	Download Object	Title	Info File	File Size [kb]	Last Changed
<input type="checkbox"/>	EXE	51037078_1	BO DPV DATA JUN-09	Info	575640	12.06.2009
<input type="checkbox"/>	TGZ	51037078_2	BO DPV DATA JUN-09	Info	578680	12.06.2009
<input type="checkbox"/>	EXE	51037160_1	BO DPV DATA JULY-09	Info	575862	13.07.2009
<input type="checkbox"/>	TGZ	51037160_2	BO DPV DATA JULY-09	Info	578909	13.07.2009

Download Multiple Files

It is also possible to download multiple files.

To download multiple items

1. Check the box next to the first directory. Click **Add to Download Basket**.
2. Scroll up the page. Click **Address Directories**.
3. Choose the next item for download.
4. Click **Installation**.
5. Check the **box** next to the item. Click **Add to Download Basket**.
6. Follow steps 2-5 until all items are added to the basket.
7. Click **Maintain Download Basket** to view all items that have been added.
8. Click **each product** to download. The option to **Open** or **Save** the file appears. Follow the prompts. Alternately, use the **Download Manager** mentioned below.

Download Basket | Download History | Approval List

Delete | Get Download Manager

⚠ All corrective software packages, for SAP NetWeaver 7.0 and SAP Business Suite 2005 and beyond that are delivered after April 2nd, 2007 will ONLY be available via SAP Solution Manager's Maintenance Optimizer. Find more details [here](#).

Description	File Name	Download Status	Size	Requested On
BO SUITELINK DIRECTORY JULY-09	51037163_1	Available to download	326.497	15.08.2009 00:00:50
BO LACSLINK DATA JULY-09	51037161_1	Available to download	209.838	15.08.2009 00:00:33
BOBJ POSTALSOFT DIVERSIFIED DIRECTORY FOR 8,00C JULY-09	51037162	Available to download	372.239	15.08.2009 00:00:15
BOBJ Enhanced Line of Travel (ELOT) Data July-09	51037159_1	Available to download	285.188	15.08.2009 00:00:15
BO DPV DATA JULY-09	51037160_1	Available to download	575.862	14.08.2009 23:59:55

Use the first line, if enabled, for entering a search/filter term (* for fuzzy search). All dates and times are specified in CET according to [your settings](#).

Note: In the Download Basket, there is an option called **Get Download Manager** (see above screenshot). Download Manager is a Java-based utility that will allow you to download multiple products, and schedule downloads for a later time. After clicking **Get Download Manager**, further instructions appear.

Missing Directories

If directories are not listed, the message **No Data Available** appears. If directories are listed but not the specific ones needed, please contact the Maintenance Renewal Account team to determine whether the yearly maintenance and support renewal for the products is active. Usually this is the reason that directories are not listed.

Contact them at Address_Directory_Renewals@sap.com. Provide the following:

- S-User ID
- Company name
- Full address
- Phone number
- Email address
- Dealer's name and location (if applicable)
- Product name
- Specific missing directories.

A Maintenance Account Sales Manager will make contact by email or phone, confirm status and take steps to resolve the issue.

If the maintenance agreement is in good standing and still no directories are listed, click the **Help & Support** tab > **Report a Product Error**.

Select the **XX-SER-SAPSMP-SWC** component to obtain support related to technical download problems.

Supplemental Files

If it is necessary to obtain any of the following files, please refer to the **US Postal Services and Data Quality Supplemental Files** area.

- Early Warning System (EWS)
- Mail Direction (used for presorting)
- Social Security Number (SSN) files.

Return to the support landing page. Click the available links.

The screenshot shows the SAP BusinessObjects Support landing page. The top navigation bar includes links for HOME, Help & Support (highlighted), Downloads, Keys & Requests, Data Administration, Maintenance & Services, Application Life-Cycle Management, Release & Upgrade Info, and Knowledge. Below this, a secondary navigation bar contains links for Search for SAP Notes, Request Help, Report a Product Error, Connect to SAP, SAP BusinessObjects Support (highlighted), and Look up Support Center Addresses. The main content area is titled 'SAP BusinessObjects Support' and features a 'You are here:' breadcrumb trail. The primary content is divided into two columns: 'Download Software & Directories' and 'Update My Profile'. The 'Download Software & Directories' column lists several links, with three specific links highlighted in a red box: 'SSN files for Data Quality / Postalsoft', 'Mail direction files for Data Quality / Postalsoft', and 'EWS directories for Data Quality / Postalsoft'. The 'Update My Profile' column contains links for 'Edit my profile', 'Activate single sign-on', 'Identify my super administrator(s)', and 'Change my notifications'. A 'Quick Link Information' section at the bottom left provides a direct URL to the support page: <http://service.sap.com/bosap-support>.

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