

# How to Import CRM 5.0 Business Package into Enterprise Portal 7.0



## Applies to:

Enterprise Portal 7.0. For more information, visit the [Portal and Collaboration homepage](#).

## Summary

This document describes the Configuration steps required for importing CRM 5.0 Business Package into Enterprise Portal 7.0

**Author:** Krishna Kishore Reddy Kondu

**Company:** MindTree Ltd.,

**Created on:** 19 September 2008

## Author Bio



Krishna Kishore Reddy Kondu is working as SAP consultant in MindTree Ltd., Bangalore. He has worked on BW,EP,KM and Collaboration,He has Completed his B.Tech., Mechanical Eng.from S.V.University.

## Table of Contents

Business Package .....	3
Business Package for SAP CRM 5.0 .....	3
Management Summary .....	3
Supported Roles .....	3
Business Benefits .....	4
Technical Data .....	5
Preparation .....	6
Steps .....	6
Error Analysis .....	9
Related Content .....	10
Disclaimer and Liability Notice .....	11

## Business Package

SAP offers a number of Business Packages that contain predefined portal content modules for quick and user-oriented integration of information, applications and services into your enterprise portal. SAP Portal Content Portfolio also provides the tools and information you need to build your own portal content. Visit the SAP Portal Content Portfolio at <https://www.sdn.sap.com/irj/sdn/developerareas/contentportfolio>.

You can search for the desired portal content based on application type, industry, or user role.

## Business Package for SAP CRM 5.0

### Management Summary

Nowadays, employees in Sales, Marketing, and Service face challenges on many fronts: increasing globalization and internationalization, new markets and marketplaces, and a barrage of information are just some of the issues they have to contend with. And as competition intensifies, costs continue to rise, and customer expectations reach new heights, the situation is not getting any easier.

The days of the "shotgun principle" in CRM (Customer Relationship Management) are long gone. Fine-tuning is now the name of the game. Customers with significant growth potentials, markets with high sales, and profit opportunities receive preferential treatment. Today's successful employees are "opportunity-focused" and "cost-conscious". This information is a decisive competitive advantage. Customer and market know-how is now more critical than ever for today's employees.

In order to make the right decision quickly and effectively, employees in Sales, Marketing, and Customer Service need central access to all relevant data and information. Constant availability (at any time and from any place) and instant access to data and information form the essential building blocks of today's decision-making processes.

### Supported Roles

The *Business Package for SAP CRM 5.0* primarily supports the following roles:

- Sales: Sales Manager, Sales Representative, Sales Assistant, Sales Assistant for SAP ERP-Integration, and Billing Clerk
- Service: Service Manager, Service Representative, and Service Resource Planner
- Marketing: Campaign Manager, Marketing Assistant, Account Manager, Brand Manager, and Trade Marketing Manager
- Interaction Center: Interaction Center Manager and Interaction Center Agent
- Channel Management: Channel Manager, Partner Manager, Partner Manager – Channel Commerce and Partner Employee
- E-Commerce: Customer
- Administration: CRM Portal Administrator and CRM Portal User
- Knowledge Management: KM Author

The business package, therefore, supports all employees that have to perform management duties as part of their day-to-day activities. These employees then receive just the right information they need to carry out these duties.

## Business Benefits

The Business Package can help your employees to master their daily tasks. It enables your employees to procure information in a targeted manner. It does not matter if this information originates from an SAP system or a different source. What is important here is that they have access to the information they need, when they need it.

By choosing the *Business Package*, you are making a conscious decision in favor of increased customer orientation, systematic marketing, more efficient customer care, and successful acquisition of new customers.

The Business Package, based on portal technology, offers your enterprise the following advantages:

- Central entry point
- Easy-to-use and intuitive Web interfaces
- Support for roles and personalization
- Central user management
- Drag & Relate technology

The Business Package continues to offer you the following advantages:

- Preconfigured content: Numerous default CRM roles and preconfigured iViews
- One common, standard framework for content (for example, roles and iViews) that still allows you to combine and personalize your content as often as you require
- Roles you can use to combine structured and unstructured CRM content any way you want and tailor it to your needs
- Integration of non-SAP solutions and external content
- Integrated Knowledge Management with content management, text, retrieval, and extraction functions
- Easy visual adaptation to your corporate design by using central style sheets

## Technical Data

<b>Availability</b>	<ul style="list-style-type: none"> <li>• SAP NetWeaver 2004s</li> <li>• SAP CRM 5.0</li> <li>• SAP NetWeaver Business Intelligence Content 7.0.2</li> </ul>
<b>Recommended Browser</b>	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 5.0 and 6.0</li> </ul>
<b>Languages</b>	<ul style="list-style-type: none"> <li>• CA Catalan</li> <li>• CS Czech</li> <li>• DA Danish</li> <li>• DE German</li> <li>• EN English</li> <li>• ES Spanish</li> <li>• FI Finnish</li> <li>• FR French</li> <li>• IT Italian</li> <li>• JA Japanese</li> <li>• KO Korean</li> <li>• NL Dutch</li> <li>• PL Polish</li> <li>• PT Portuguese</li> <li>• RU Russian</li> <li>• SW Swedish</li> <li>• ZH Chinese (simplified)</li> </ul>
<b>Data Origin</b>	SAP CRM 5.0

## Preparation

Download the Business Package for CRM 5.0 from SDN using your SAP Service Marketplace ID.  
 (<https://www.sdn.sap.com/irj/sdn/developerareas/contentportfolio> – Business Package for Specialists User - Business Package for SAP CRM)

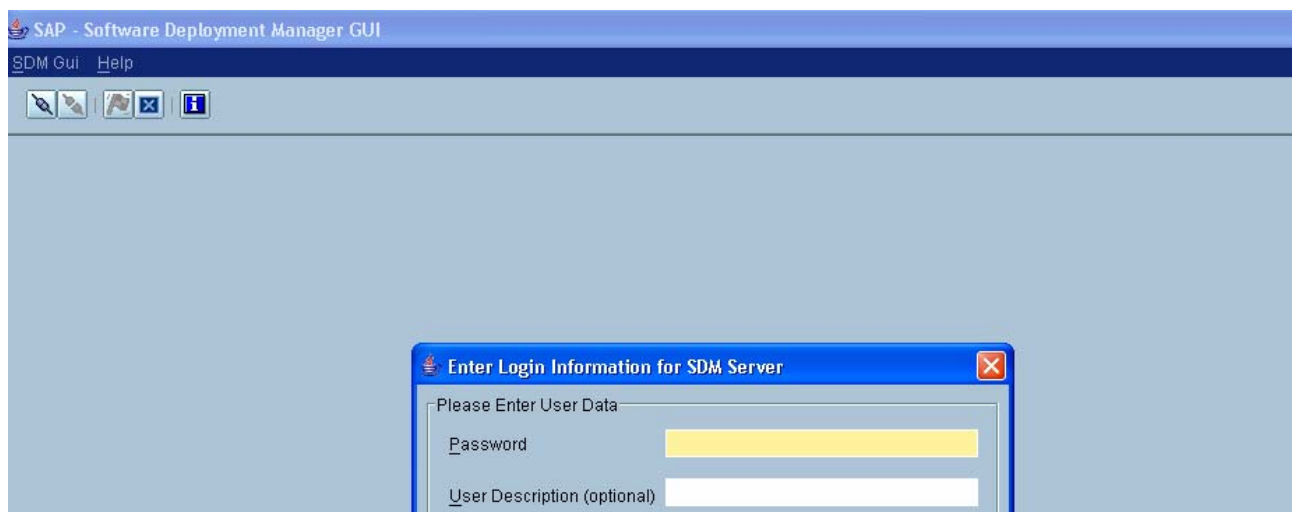
## Steps

The Business Package for CRM 5.0 is ZIP file, containing the archive of type Software Component Archive (SCA) (BPERP4ESS0\_0.sca) which has to be deployed using the Software Deployment Manager (SDM).

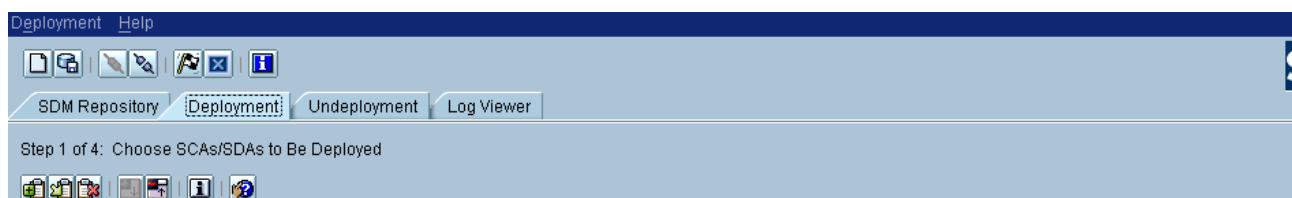
1. Go to \usr\sap\system ID\JCxx\SDM\program – click on RemoteGUI



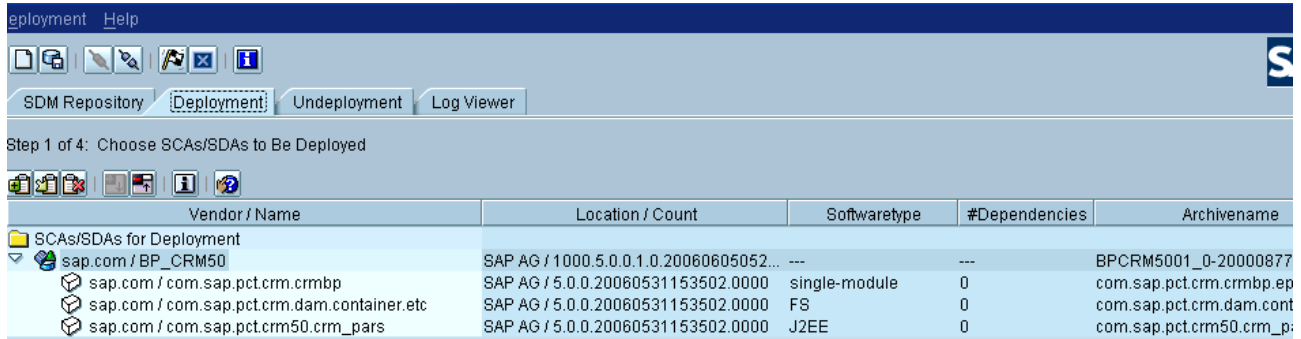
2. Give SDM Password and click Login



3. Goto Deployment tab – Choose SCAs file to be deployed.



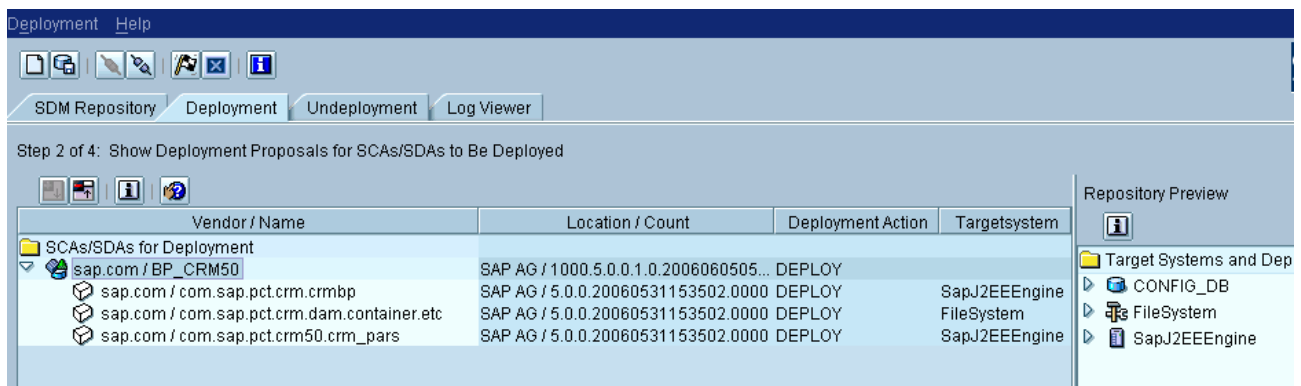
## 4. Choose Add SCA/SDA to Deployment List. Choose Next.



Vendor / Name	Location / Count	Softwaretype	#Dependencies	Archivename
SCAs/SDAs for Deployment				
<ul style="list-style-type: none"> <li>sap.com / BP_CRM50           <ul style="list-style-type: none"> <li>sap.com / com.sap.pct.crm.crmbp</li> <li>sap.com / com.sap.pct.crm.dam.container.etc</li> <li>sap.com / com.sap.pct.crm50.crm_pars</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>SAP AG / 1000.5.0.0.1.0.20060605052...</li> <li>SAP AG / 5.0.0.20060531153502.0000</li> <li>SAP AG / 5.0.0.20060531153502.0000</li> <li>SAP AG / 5.0.0.20060531153502.0000</li> </ul>	<ul style="list-style-type: none"> <li>---</li> <li>single-module</li> <li>FS</li> <li>J2EE</li> </ul>	<ul style="list-style-type: none"> <li>---</li> <li>0</li> <li>0</li> <li>0</li> </ul>	<ul style="list-style-type: none"> <li>BPCRM5001_0-20000877</li> <li>com.sap.pct.crm.crmbp.ep</li> <li>com.sap.pct.crm.dam.cont</li> <li>com.sap.pct.crm50.crm_p</li> </ul>

5. The SDM determines the Deployment Action from the manifest data and displays the data in the archive list. The Repository Preview shows us how the SDA's are distributed in the SDM Repository.

## 6. Choose Next



Vendor / Name	Location / Count	Deployment Action	Targetsystem
SCAs/SDAs for Deployment			
<ul style="list-style-type: none"> <li>sap.com / BP_CRM50           <ul style="list-style-type: none"> <li>sap.com / com.sap.pct.crm.crmbp</li> <li>sap.com / com.sap.pct.crm.dam.container.etc</li> <li>sap.com / com.sap.pct.crm50.crm_pars</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>SAP AG / 1000.5.0.0.1.0.20060605052...</li> <li>SAP AG / 5.0.0.20060531153502.0000</li> <li>SAP AG / 5.0.0.20060531153502.0000</li> <li>SAP AG / 5.0.0.20060531153502.0000</li> </ul>	<ul style="list-style-type: none"> <li>DEPLOY</li> <li>DEPLOY</li> <li>DEPLOY</li> <li>DEPLOY</li> </ul>	<ul style="list-style-type: none"> <li></li> <li>SapJ2EEEngine</li> <li>FileSystem</li> <li>SapJ2EEEngine</li> </ul>

Repository Preview

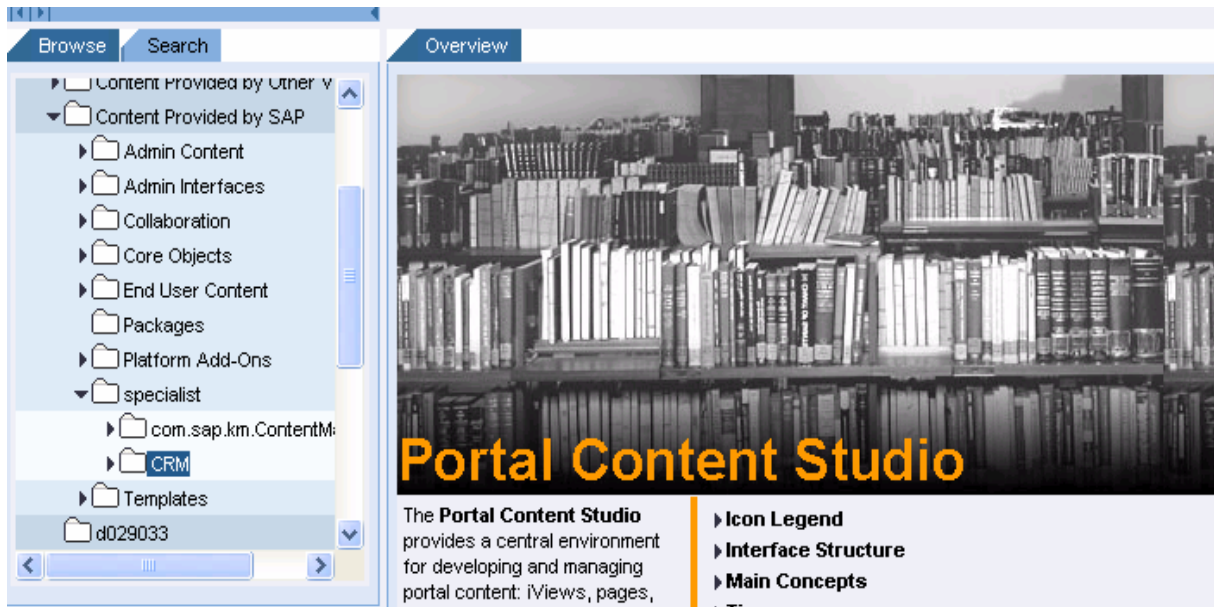
- Target Systems and Dep
  - CONFIG\_DB
  - FileSystem
  - SapJ2EEEngine

7. The SDM tells us it is ready for deployment. Choose Start. If an error occurs and you have to perform the deployment again, deployments that were successfully performed are not repeated.

8. A success Message appears at the end of the deployment process. Choose Confirm to confirm the deployment.

9. Login into the Portal and check for the CRM content in the Portal Content Directory

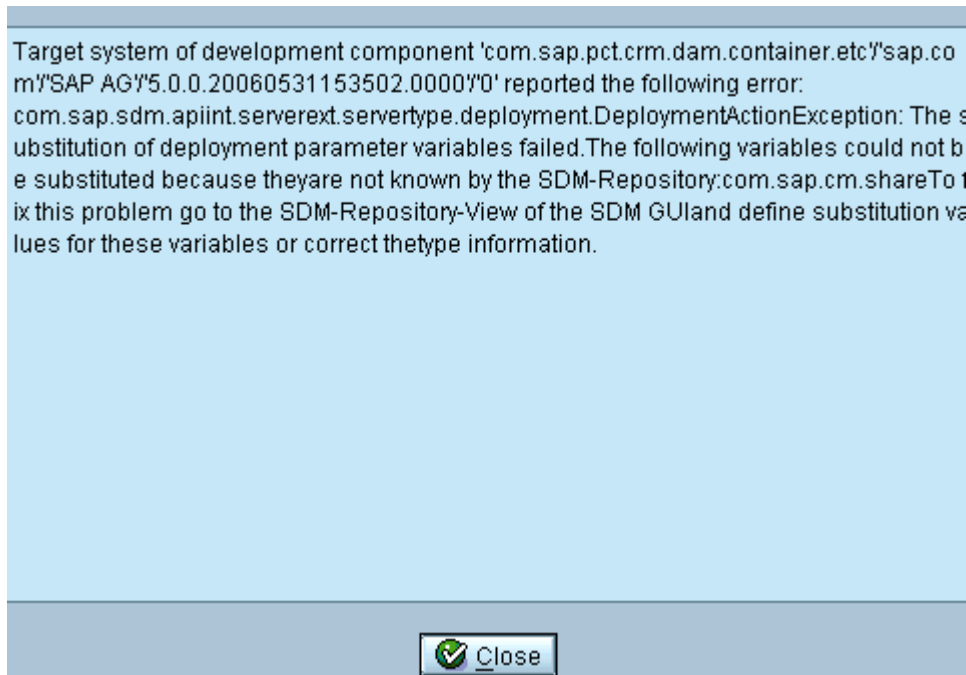
- Goto Content Administration - Portal Content – Content Provided by SAP – specialist – CRM



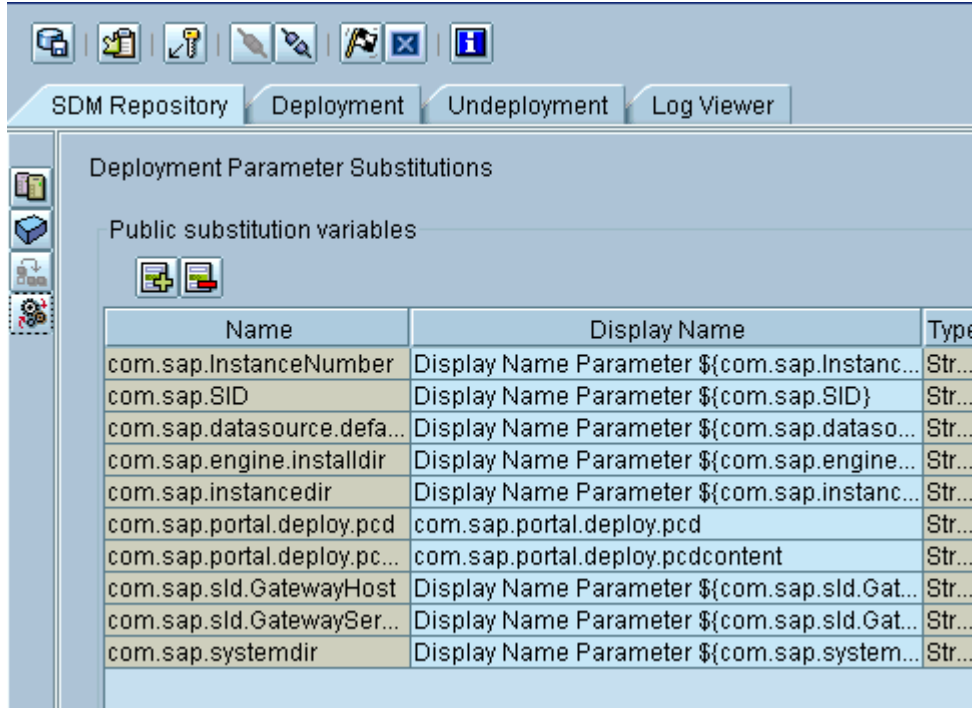


## Error Analysis:

- If you get below error while uploading the Business Package



- Goto SDM GUI & then in SDM Repository tab click on add deployment parameter variable. Add "Com.sap.cm.share" with Value = :usr\sap\J2E\SYS\global\config\cm



## Related Content

[http://help.sap.com/saphelp\\_crm50/helpdata/en/8f/35c73c3d91995be1000000a114084/frameset.htm](http://help.sap.com/saphelp_crm50/helpdata/en/8f/35c73c3d91995be1000000a114084/frameset.htm)

<https://www.sdn.sap.com/irj/sdn/go/portal/prtroot/docs/webcontent/uuid/909bc4fc-ad6d-2910-d789-d5af90b5ed5f>

<https://www.sdn.sap.com/irj/sdn/nw-portalandcollaboration>

For more information, visit the [Portal and Collaboration homepage](#).

## Disclaimer and Liability Notice

This document may discuss sample coding or other information that does not include SAP official interfaces and therefore is not supported by SAP. Changes made based on this information are not supported and can be overwritten during an upgrade.

SAP will not be held liable for any damages caused by using or misusing the information, code or methods suggested in this document, and anyone using these methods does so at his/her own risk.

SAP offers no guarantees and assumes no responsibility or liability of any type with respect to the content of this technical article or code sample, including any liability resulting from incompatibility between the content within this document and the materials and services offered by SAP. You agree that you will not hold, or seek to hold, SAP responsible or liable with respect to the content of this document.