



GLOBALCOMSERVER GRAPHIC FAX FOR SAP R/3 (SAPCOMM) ADMINISTRATOR'S GUIDE

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SAPCOMM FOR UNIX AND OS/2

Introduction

GraphicFAX for SAP R/3 is based on SAPcomm.

The communications server SAPcomm is used for SAP R/3, from 3.0A release; it can be used for next releases.

SAPcomm is a system of independent programs and a message router that lies outside the SAP system in a UNIX or OS/2 environment.

As it is external, it requires its own installation and configuration.

It can be set up on SAP machine or on another network machine.

AVM product uses APPLI/COM interface with SAPcomm: this interface processes files exchange in shared directories, between SAP and AVM **GlobalComServer**.

SAPcomm installation

The SAP root installation is `/usr/sap/com` for **UNIX** and `\sap\com` for **OS2**.

To check if SAPcomm is installed, you have to seek the file **SAPcomm.cfg** under the SAP root; if it does not exist, you have to install SAPcomm.

In order to install SAPcomm, you have to copy on the disk files from the **installation CD-ROM**, matching the SAP machine type (HP-UX...): **R3INST.EXE** program must be amongst those files.

Then, you must mount the **presentation CD-ROM**, start **R3INST.EXE** with the **user root**, and choose the menu **"tools" -> "installation SAPcomm"**.

During the installation, you are asked to **create a user**: choose the name **AVMCOMM** and the **password SAPCOMM**.

Afterwards you have to confirm all other questions.

The installation automatically creates required directories for SAPcomm under the SAP root.

File SAPCOMM.CFG

The file **SAPCOMM.CFG** have to be located in the **directory SYS/profile**, then modified with the following content:

```
*****
***** SAPcomm basis (SAPcomm control component)
*****
PROGRAM SCB

    LOGFILE_EXPIRATION 10
    ROUTING SAPCOMM
***** inbound fax
    SERVICE FAX
        TO-CHANNEL EUD530
    END-SERVICE
END-ROUTING

TRACE ON
    TRACE_ALL ON
END-TRACE
```

END-PROGRAM

***** SAPcomm interface component

PROGRAM SAP

LOGFILE_EXPIRATION 10

***** sideinfo file for UNIX

SIDE_INFO /usr/sap/com/SYS/profile/sideinfo

***** an entry of same name must exist in table T164C

IDSAPCOMM SAPCOMM1

***** for UNIX (OS/2 : environment variable CPIC_TIMEOUT)

RCV_TIMEOUT 30

TRACE ON

TRACE_ALL ON

END-TRACE

***** define SAP system + client

DESTINATION EUD530

SYSTEM EUD

CLIENT 530

USER AVMMCOMM

PASSWORD SAPCOMM

LANGUAGE E

RELEASE R3-31H

END-DESTINATION

SELECTION FAXAVM1

APPLICATION TELE

SELECT-OPTIONS FAX01

FIELD DEST

LOW TAVM

END-SELECT-OPTIONS

END-SELECTION

PERIODIC SAPTIME

INTERVAL 1

END-PERIODIC

CHANNEL EUD530

DESTINATION EUD530

CRCV_TIMEOUT 600

***** download of fax/telex from R/3 to SAPcomm

PERFORM RCV-ALL

ACTION RECEIVE

SELECTION FAXAVM1

PERIODIC SAPTIME

END-PERFORM

***** upload of notifications and inbound messages to R/3

PERFORM SEND

ACTION SEND-SCHEDULE

PERIODIC SAPTIME

END-PERFORM

PERFORM SENDNIGHT

ACTION SEND-NIGHT

PERIODIC SAPTIME

END-PERFORM

***** directory of inbound fax from SAP machine

FAX_SPOOL_DIR /usr/sap/com/com_avm/fax_inbound

***** directory of inbound fax from PC terminals

```
FAX_SHARE_DIR \\EUD35\fax_inbound
END-CHANNEL
END-PROGRAM
```

```
*****
***** SAPcomm interface component for APPLI/COM
*****
```

```
PROGRAM APP
```

```
DESTINATION FAXSYS1
```

```
***** APPLI/COM directories
```

```
COM_OUT /usr/appli/out
COM_IN /usr/appli/in
COM_ERR /usr/appli/err
COM_ACK /usr/appli/ack
COM_JOB /usr/appli/job
```

```
***** format messages
```

```
CONVERT_ID PCL
END-DESTINATION
```

```
PERIODIC APPTIME
```

```
INTERVAL 1
END-PERIODIC
```

```
***** output device
```

```
CHANNEL TAVM
```

```
DESTINATION FAXSYS1
```

```
***** send fax from SAPcomm to APPLI/COM
```

```
PERFORM PUT
ACTION SEND-SCHEDULE
PERIODIC APPTIME
```

```
END-PERFORM
```

```
***** send night fax from SAPcomm to APPLI/COM
```

```
PERFORM PUT-NIGHT
ACTION SEND-NIGHT
PERIODIC APPTIME
```

```
END-PERFORM
```

```
***** receive fax from APPLI/COM to SAPcomm
```

```
PERFORM RCV
ACTION RECEIVE
PERIODIC APPTIME
```

```
END-PERFORM
```

```
END-CHANNEL
```

```
TRACE ON
```

```
TRACE_ALL ON
END-TRACE
```

```
END-PROGRAM
```

Parameters about file extents are not given. Default value is app.

SAPCOMM.CFG compilation

You have to compile it with the tool **SCMCFGCC** located in the directory **SYS/exe/run**. For that, you only have to enter the **command SCMCFGCC** that starts the compilation and reports on the screen the possible errors.

If there is no error, a file **SPACOMM.BCF** is generated in the same directory.

File SAPCOMM.PFL

This file is located in the directory **SYS/profile**:

➤ UNIX

- the parameter **SAPSYSTEM**: this name must be unique in all files of the directory **SYS/profile** (for example : **00**)
- the parameter **SAPSYSTEMNAME**: it must contain the SAP system name.

➤ OS/2

no change mandatory

File example:

```
# size of a semaphore set (UNIX)
ipc/sem_pr_set_count =01
# size of an eventflag set (UNIX)
ipc/evt_pr_set_count =02
ipc/shm_psize_35 =0
#
SAPSYSTEMNAME=EUD
SAPSYSTEM=00
```

File SIDEINFO

This file which may exist before the SAPcomm installation, can be **installed in the directory SYS/profile** (this is not mandatory) :

➤ UNIX

The file **SPACOMM.CFG** have to contain a parameter **SIDE_INFO**, which is the full path file

➤ OS/2

The file **CONFIG.SYS** is modified by the SAPcomm installation to add the variable environment **SIDE_INFO**, which is the full path file.

This file contains CPI-C links of SAPcomm with the SAP system (see paragraph: creation of a CPI-C user)

➤ DEST

Value of the parameter **SYSTEM** in the file **SPACOMM.CFG**

➤ GWHOST

Machine name of the SAP gateway (usually the SAP machine name)

➤ GWSERV

Service name of the SAP gateway like **sapgwxx** (**xx** is the SAP system instance number: a matching key must exist in the services local file).

➤ LU

SAP machine name

➤ TP

Like **sapdpxx** (**xx** is the SAP system instance number: a matching key must exist in the services local file)

➤ PROTOCOL

Transfer protocol (**I** for R/3 because ABAP/4 modules communicate by TCP/IP)

Usually the SAP system instance number is 00

File example:

DEST=EUD

LU=E35
TP=sapdp00
GWHOST=E35
GWSERV=sapgw00
PROTOCOL=I

SAPCOMM FOR OTHER ENVIRONMENTS

Introduction

The product ComServer from SRS replaces SAPcomm and runs on the **GCS platform** (Windows NT).

It communicates with the SAP machine (UNIX, OS/2, NT...) by TCP/IP.

Installation and configuration

Please refer to the documentation "ComServer (Windows NT) Fax Gateway for SAP systems".

Information

The product is based on NT service connected to one client and one SAP machine.
You can create several services for several clients and SAP machines.

Warning

- **To stop one of those services, you must suspend it before stopping it**
 - **Do not forget to set the parameter `format_default` in the initialization file `sapfax.ini` to value PCL, PS or ASCII, otherwise the fax will not be correct.**
-

SAP R/3 CONFIGURATION

To configure SAP R/3, you have to log on the SAP machine with administrator rights (tables modification, user modification...): **the changes are "client-dependent" and "client-independent"**.

Create a CPI-C user

Access by the transaction **SU01** and the menu **"users" -> "create/change"**.

- The user name must match with the key USER in the file **SAPCOMM.CFG**: choose **AVMCOMM**
- The password must match with the key PASSWORD in the file **SAPCOMM.CFG**: choose **SAPCOMM**

Content of **SAPCOMM.CFG**

```
PROGRAM SAP
DESTINATION EUD530
USER AVMCOMM
PASSWORD SAPCOMM
END-DESTINATION
END-PROGRAM
```

- Choose CPI-C type
- Enter authorization profile: **S_SKOM_SRV** and **S_A.USER**
- Enter in the address the title **AVM** and name **AVM INFORMATIQUE**
- Save data

Create a spool output device

Access by transaction **SPAD** and the menu **"output device" -> "create" -> "output devices" -> "change" -> "create"**.

- the output device name (4 letters) : choose a name always beginning with letters " TA ", in order to assign this output device to one SAPcomm server

The output device must match the channel defined in the file " SAPCOMM.CFG ", in the section " PROGRAM " of the fax system (" section APP ")

Content of **SAPCOMM.CFG**

```
PROGRAM APP
CHANNEL TAVM
END-CHANNEL
END-PROGRAM
```

- device type : choose the device type among the types " HP LaserJet III or IV " for PCL-5 and PCL-5E , " POSTSCPT " or " SAPCOMMF " for ASCII
- Spool server : enter a dummy server name, for example enter " SAPCOMM " (after pressing ENTER, the message " server ... is not active " must be given)
- Host printer : from 4.0 release, enter a dummy name
- Device class : 'F' for fax
- Access method : choose 'X' for SAPcomm
- other parameters : do not enter anything
- save data

Maintain TELE driver

Access by transaction **SM31**, table name TSP09 and the menu "maintain".

- Select 'X' in column " ABAP/4 " for the driver " TELE "
- Save data

- To display the table if a « surface generation » is asked, you have to choose the transaction **SE16**, enter the table name, confirm by ENTER, enter " * " in the first field, confirm by ENTER, then EXECUTE (this transaction doesn't allow to modify the table)

- It is also possible to do the modification by transaction **SE11**

- This configuration is client-independent

Locate output device

Access by transaction **SCOM** and button "change".

- Enter in the field " dest " the name of the output device defined above
- Enter country name of the SAPcomm server
- Enter a short description
- Save data

This configuration is client-independent.

Select output device

Access by transaction **SCOM** and menu " selection -> change ": this menu allows you to select the output devices used for sending documents

- Enter in the field " service " the type " TELEFAX "
- If necessary enter in the field " key " the sort letters (2 letters)
- If necessary enter in the field " country " the country name of the recipient
- If necessary enter in the field " area " the beginning of the recipient fax number
- If necessary enter in the field " group " the device group
- Enter in the field " dest " the output device name defined above
- Save data

Note

- Do not forget to enter a line to define a default output device, with the field " key " at " ZZ " and the field " country " empty, if there is several output devices.

- This configuration is client-independent.

Example:

Service	Key	Type	Country	Area	Group	Dest
TELEFAX	A		US		Marketing	TF90
TELEFAX	D		DE	08		TF02
TELEFAX	ZZ					TAVM

Exceptions

Access by transaction **SCOM** and the menu "exceptions" -> "change": this menu allows you to define additions or replacements in the recipient number, specific with an output device.

- Enter in the field " dest " the output device name defined above
- Enter in the field " service " the type " TELEFAX "
- Enter in the field " sort " the sort letters
- Save data

Note

This configuration is client-independent.

Assign spool output device to a SAPcomm server

Access by transaction **SCOM** and the menu "server assignment" -> "change".

- The server name must match with the key IDSAPCOMM in the file " SAPCOMM.CFG "

Choose **SAPCOMM1**

Content of **SAPCOMM.CFG**

```
PROGRAM SAP
  IDSAPCOMM SAPCOMM1
END-PROGRAM
```

- Enter the output device name assigned: it must match with the key LOW in the file **SAPCOMM.CFG**

```
PROGRAM SAP
  SELECTION FAX-01
    APPLICATION TELE
    SELECT-OPTIONS FAX01
      FIELD DEST
      LOW TAVM
    END-SELECT-OPTIONS
  END-SELECTION
END-PROGRAM
PROGRAM APP
  CHANNEL TAVM
  END-CHANNEL
END-PROGRAM
```

- Save data

Notes

- Do not forget to define a default assigned output device
- Any output device assigned to a SAPcomm server must be defined as " CHANNEL " in the file " SAPCOMM.CFG ", in the section " PROGRAM " of the module fax/telex (" APP " in our case, see above)
- When using several " output devices " linked with one SAPcomm server, you have to create " output devices " whose name always begin with the same letters, then enter for the name of the assigned output device the common first letters followed by a star
- This configuration is client-independent.

Example:

Server	Sort	Dest	Description
SAPCOMM1	B	TX01	Geneva
SAPCOMM2	C	TF*	Paris
AVMSERV	Z	TAVM	default

System parameters

Access by transaction **SCOM** and the menu "system parameters" -> "change".

- Postmaster : SAP user name of default recipient of the incoming telexes, do not enter anything
- Debugging : activate the CPI-C links traces, between the SAP system and SAPcomm;

you can read them in the table TEDCT, which is erased at each new connection, let empty

- Status in spool : determine if status is updated in the spool, choose 'S'
- Status in mail : determine if a mail in SAPoffice is generated by a status update, choose 'V' if necessary
- Other parameters : do not enter anything
- Save data

This configuration is client-independent

Country code

Access by transaction **SCOM** and menu " other settings -> country code " : this code is the phone country code used to call a foreign country.
It is mandatory for each recipient country.

- Enter the original country (SAP machine country)
- Enter the final recipient country
- Enter the phone output code to apply
- Save data

Warning

**If a country is not defined in this table, no fax can be sent to this country.
You can specify if the first digit of the area code have to be removed, by the field 'delete 1st' or delete digits'.**

Incoming faxes

Access by transaction **SM31** and table SOFR: this table allows you to route the incoming faxes to the chosen SAPoffice recipients.
This configuration is not mandatory if incoming faxes are not implemented.

- Enter for each SAPoffice user recipient
 - Sort key (4 characters)
 - Fax number recipient
 - SAPoffice username
 - User type 'O' (SAPoffice user)

Note

Do not forget to add a default recipient with the field sort equal to "ZZZZ" and fax number empty.

SAPoffice configuration

Access by transaction **SO16**: this menu allows you to configure SAPoffice for managing the incoming and outgoing faxes.

- Check " fax component " in area " connected components "
- Save data

This configuration is not mandatory if outgoing and incoming fax is not implemented with SAPoffice.

Tests

Control of SAP configuration

Access by the transaction **SCOM** and button " check ".
Result of SAP tables control is displayed on the screen.

Test of sending fax routing

Access by transaction **SCOM** and the button "routing test".
Enter a country, a recipient fax number and a service ('TELEFAX'), let the type empty and click on " execute ".
In the area " selected server ", the output device selected is then displayed, as well as the final recipient number.

Create a sending fax

Output devices list

It's possible to fax the output devices list by choosing the menu " print ".
A spool order is created, you just have to select this order and click the button " print ".
Then click on the button "fax", enter the country code and fax number of the recipient.
Confirm your sending.

SAPoffice

Access by the menu "office" -> "outbox" -> "document" -> "create".
Create/save a document type RAW or SCR. Choose **send** and select the menu **goto -> fax entry**.
Enter the country and fax number recipient, then send the document.
Select the menu "system" -> "services" -> "output controller" for viewing the status of the output (" waiting for output formatting program ").

SAPcomm start and stop

The programs for starting and stopping SAPcomm are all located in the directory **SYS/exe/run**.

Manual start and stop

Start

The SAPcomm server can be manually started with or without graphic interface.
This graphic interface allows you to view the SAPcomm activity: transmission, reception and time polling.

- Start with graphic interface : enter the command " sapcomm & " for launching graphic interface in batch.
- Start without graphic interface : enter the command " scmbasis & " for launching SAPcomm in batch.

Stop

- Stop with graphic interface : select the menu " exit -> shutdown "
- Stop without graphic interface : enter the command " scmstop "

Automatic start and stop

The start and stop of SAP R/3 can only be executed under the user " XXXadm ", where XXX is the SAP system name.

In order to integrate the SAPcomm automatic start and stop with start and stop of SAP R/3, you can therefore change the owner of the SAPcomm root directory: this is the directory " com " with all the sub-directories, you can change it in " XXXadm " owner.

Moreover, several machines can have a SAP start and stop file, so you have to implement the SAP automatic start and stop, but only on the machines that stop the SAP database.

Start

In order to start automatically SAPcomm at the SAP R/3 start, you only have to add a line in the SAP start file, named " Startsap_XXX_YY " where XXX is the SAP system name and YY is the SAP system instance number (00 usually).

In the section **Start SAP-Instance**, you have to add the line
/usr/sap/com/SYS/exe/run/scmbasis &.

Warning

The character '&' is important otherwise the program scmbasis won't give back the hand at the SAP start file.

Stop

In order to stop automatically SAPcomm at the SAP R/3 stop, you only have to add a line in the SAP stop file, named " Stopsap_XXX_YY " where XXX is the SAP system name and YY is the SAP system instance number (00 usually).

In the section **Stop SAP-Instance**, you have to add the line **/usr/sap/com/SYS/exe/run/scmstop**.

GENERAL WORKING PROCESS

Sending

Fax sending from application modules or SAPoffice

Sending fax automatically creates a spool order that is added in the spool orders.

Spool order

Access by the transaction **SPO1**.

This transaction allows you to display the spool orders, sorted by the user, time...

Each spool order has its own status, updated when you activate a manual refresh.

A spool order can be sent immediately at the time of its creation or it can be sent manually.

Spool order transfer from SAP to GRAPHIC FAX for SAP R/3 by SAPcomm

From the time when the spool order is sent, you have to wait 2 SAPcomm process cycles, before it generates the files in the shared directories.

Transfer from GRAPHIC FAX for SAP R/3 to the GCS platform

The NT service gets the files generated by SAPcomm, processes them and transmits the sending request to the GCS platform.

It polls the shared directories of SAPCOMM with a cycle time, which can be adjusted in the initialization file " \traffic\etc\sapfax.ini ": parameter " cycle ".

GCS platform

The GCS platform sends the fax and then generates a status report for the service GRAPHIC FAX for SAP R/3.

It polls the sending request from GRAPHIC FAX for SAP R/3 with a cycle time, that can be adjusted in the initialization file " \traffic\etc\topsrv23.ini ": parameter " Findbase ".

Transfer of sending status from GRAPHIC FAX for SAP R/3 to SAPcomm

The NT service GRAPHIC FAX for SAP R/3 gets the sending status generated by the **GCS platform**, and transmits it to SAPcomm in the shared directories.

It polls the **GCS platform** sending status with the same cycle time in the initialization file " \traffic\tec\sapfax.ini ".

Spool order update

From the time when the files generated by GRAPHIC FAX for SAP R/3 are transferred to SAPcomm, you have to wait 2 SAPcomm process cycles, before viewing the updated spool order status.

Creation of sending status mail

This mail is created automatically by SAP if the field " status in mail " of the system parameters is checked.

Incoming

GCS platform

The **GCS platform** receives the fax and then generates an incoming request for the service GRAPHIC FAX for SAP R/3.

Transfer from GRAPHIC FAX for SAP R/3 to SAPcomm

The NT service GRAPHIC FAX for SAP R/3 gets the incoming request generated by the **GCS platform**, and transmits it to SAPcomm in the shared directories.
It polls the **GCS platform** incoming request with the same cycle time in the initialization file " \traffic\etc\sapfax.ini ".

Transfer to SAPoffice by SAPcomm

From the time when the files generated by GRAPHIC FAX for SAP R/3 are transferred to SAPcomm, you have to wait for 2 SAPcomm process cycles, before receiving the fax in the SAPoffice inbox.

REPAIR HELP

SAP System log file

Access by transaction **SM21**.

This log file contains the SAP system messages.

SAPcomm

SAPcomm log file

You can view the SAPcomm log file by entering the command " scmlog " in the directory " SYS/exe/run ". It is updated on each SAPcomm cycle.

SAPcomm stop or lock

Behavior

- During the SAPcomm start with the graphic interface (command " sapcomm & "), this interface is displayed, but SAPcomm doesn't process its polling cycles, or the displayed time is not correct.
- During the SAPcomm start without the graphic interface (command " scmbasis "), it displays an error message about the shared memory
- SAPcomm stops suddenly in a random way

This error is due to a bad SAPcomm stop, so it didn't free all its resources (1 shared memory, 3 queue messages and 3 semaphores): they have to be freed manually (only shared memory mandatory).

The command " ipcs-a-m " displays the used shared memories list.

Each time that SAPcomm is started, the access time of its shared memory is updated. This allows you to find the shared memory used by SAPcomm.

To free this shared memory, you have to use the command " ipcrm-m XXXX ", where XXXX is the value of the second field.

GCS platform

GCS platform

The GCS platform adds its error messages in the log " applications " of the event viewer, and in the display window of the GCS platform 32 (bottom of GCS PLATFORM 32).

NT service GRAPHIC FAX for SAP R/3

The NT service GRAPHIC FAX for SAP R/3 puts its error messages in the log " applications " of the event viewer.

For the FTP version, the following points must be considered:

- The service GRAPHIC FAX for SAP R/3 doesn't copy the SAPcomm sending requests on the **GCS platform**, if the free space is less than 20 Mbytes on the GCS platform drive.
- Do not choose too long timeouts in the initialisation file " \traffic\etc\sapfax.ini ", otherwise in the case of network failure, the service would stay locked in wait needlessly.

COMMUNICATION SAP R/3 / GCS PLATFORM

Introduction

The AVM GCS platform product can communicate with SAP R/3 by 3 different ways:

- NFS : the SAP machine directories are shared by NFS, the service GRAPHIC FAX for SAP R/3 transfers the files in both directions.
- FTP : the service GRAPHIC FAX for SAP R/3 connects itself on the SAP machine by FTP, it gets the files generated by SAPcomm and puts the files generated by the GCS platform for SAPcomm, then closes the FTP connection
- TCP/IP : the SAP machine communicates with the GCS platform by ComServer from SRS (SAPcomm on Windows NT)

NFS

SAP machine

NFS is already on UNIX machines.

You have first to change the file " /etc/rc.config.d/nfsconf ": at the line " PCNFS_SERVER=0 ", you have to replace the " 0 " by " 1 ".

Then, you have to setup the directories sharing.

GCS platform

You have to install NFS on the GCS platform.

Then, you have to select the directories to share located on the SAP machine, as well as the account " XXXadm " (XXX is the SAP system name).

Then, you have to mount a network drive pointing to the shared directories (don't forget to check " reconnect at start session ").

FTP

SAP machine

You have to create a user on the SAP machine (FTP server) with rights to read and write in the shared directories with SAPcomm.

GCS platform

The user name and its password must match with the keys " ftp_username " and " ftp_password " in the initialisation file " sapfax.ini ".

The FTP server name (SAP machine) must match with the key " ftp_servername " in the initialisation file " sapfax.ini ".

The FTP server name have to be defined in the hosts file " WINNT\system32\drivers\etc\hosts " of the GCS platform : an entry have to contain the TCP/IP address of the FTP server followed by its name.

Note

The **GCS platform** must have the TCP/IP protocol for using FTP.

TCP/IP

SAP machine

There is no installation to do on the SAP machine.

GCS platform

The product " ComServer " from SRS has to be installed on the **GCS platform** (NT machine).

Note

The **GCS platform must have a TCP/IP connection with the SAP machine**

GCS PLATFORM INSTALLATION

Introduction

This product uses the " APPLI/COM " interface with the SAPcomm communications server: this interface is based on file exchange in shared directories between SAP machine and the external AVM GCS platform.

These shared directories are defined in the initialization file " sapfax.ini " of GRAPHIC FAX for SAP R/3 and in the configuration file " sapcomm.cfg " of SAPcomm.

Once the product GRAPHIC FAX for SAP R/3 installed, a NT service named « AVM – SAP GRAPHIC FAX » has been created.

The error or warning messages generated by this service are added in the application log of the event viewer (origin " AVM-SAP GRAPHIC FAX ").

Additional traces can be added to the event viewer by setting a file initialization parameter (parameter " trace ").

This NT service works with a local directory declared in the initialization file.

Initialisation file

This initialization file " sapfax.ini " is located in the directory " trafic\etc ".

It contains a section " sapfax " and several entries:

- com_job : directory containing the SAP sending requests (located on the SAP machine or GCS platform)
- com_ack : directory containing the sending status and the incoming requests for SAP (located on the SAP machine or GCS platform)
- com_err : directory containing the SAP erroneous requests not processed by SAP or GRAPHIC FAX for SAP R/3 (located on the SAP machine or GCS platform)
- com_out : directory containing the sending faxes (located on the SAP machine or fax server)
- com_in : directory containing the incoming faxes for SAP (located on the SAP machine or GCS platform)
- work_directory : local work directory containing temporary files
- start_night : night beginning hours for fax to be sent (22 hours by default)
- extension_send_request : extension of the SAP sending request files (" app " by default)
- extension_send_ack : extension of the sending status files for SAP (" app " by default)
- language : language of the messages ('f'=french, 'e'=english by default)
- logo : form to be applied to all SAP sending faxes, if they don't have any form name in the fax file itself
- cover_page : cover page to be applied to all sending faxes if they don't have any form in the fax file itself or in the form parameter above
- trace : trace activation ('0'=no trace, '1'=trace)
- cycle : idle time between each process cycle in seconds (30 s by default)
- share_SAP : sharing type of the directories with the SAP machine (NFS or FTP)
- format_default : format of the sending faxes used with SAPcomm on NT (PCL or PS or ASCII : used for ComServer from SRS)

It contains another section " ftp " and several entries for the FTP version of the product:

- ftp_com_job : directory containing the SAP sending requests (located on the SAP machine)
- ftp_com_ack : directory containing the sending status and the incoming requests for SAP (located on the SAP machine)
- ftp_com_err : directory containing the SAP erroneous requests not processed by SAP or GRAPHIC FAX for SAP R/3 (located on the SAP machine)
- ftp_com_out : directory containing the SAP sending faxes (located on the SAP machine)

- ftp_com_in : directory containing the incoming faxes for SAP (located on SAP machine)
- ftp_servername : FTP server name (SAP machine name defined in the hosts file of the fax server)
- ftp_username : logon user name
- ftp_password : logon user password
- timeout_connect_ftp : connection timeout in milliseconds (5000 ms by default, 999999999 ms maximum)
- timeout_transfer_ftp : transfer request timeout in milliseconds (5000 ms by default, 999999999 ms maximum)
- purge : to set the number of days for cleaning up temporary files (5 days by default)
- free_space : required free space on the GCS platform in Mbytes (20 Mb by default)

Example:

```
[sapfax]
com_job=\\avm-serveur\sap\com_job           (mandatory)
com_ack=\\avm-serveur\sap\com_ack          (mandatory)
com_err=\\avm-serveur\sap\com_err         (mandatory)
com_out=\\avm-serveur\sap\com_out         (mandatory)
com_in=\\avm-serveur\sap\com_in           (mandatory)
start_night=19:00                          (optional)
extension_send_request=app                  (optional)
extension_send_ack=app                     (optional)
language=f                                 (optional)
work_directory=c:\trafic                   (mandatory)
logo=sap                                   (optional)
cover_page=                                (optional)
trace=1                                    (optional)
cycle=20                                    (optional)
share_SAP=NFS                             (mandatory)
format_defaut=PCL                         (mandatory if SAPcomm on NT)

[ftp]
ftp_com_job=/tmp/sap/com_job               (mandatory)
ftp_com_ack=/tmp/sap/com_ack              (mandatory)
ftp_com_err=/tmp/sap/com_err              (mandatory)
ftp_com_out=/tmp/sap/com_out              (mandatory)
ftp_com_in=/tmp/sap/com_in                (mandatory)
ftp_servername=hp3000                     (mandatory)
ftp_username=faxavm1                      (mandatory)
ftp_password=faxavm1                      (mandatory)
timeout_connect_ftp=5000                  (optional)
timeout_transfer_ftp=5000                 (optional)
purge=10                                  (optional)
free_space=20                             (optional)
```

Notes

- If a mandatory parameter lacks, the service doesn't start
- Any modification of this file, will become effective after the next start of the service « AVM-SAP GRAPHIC FAX »
- if an optional parameter lacks, the service adds a warning message in the applications log; but if this parameter exists and is not correct, the service doesn't start

For the FTP version, the directories defined by the keys " com_X " have to be located on the same machine than the service « AVM-SAP GRAPHIC FAX ».

Installation of GRAPHIC FAX for SAP R/3

This product is installed on the GCS platform in an administrator session.

Warning

For installation, login must be administrator

Setup of the NT service

This setup is automatically done during the installation of the product: you have nothing to do. But you can do several operations manually: open an MS-DOS window and go in the directory where is located the service (" \traffic\system32 ").

The service can be started according to several options:

- " sapfax -install " : this command stores the service in the machine registry
- " sapfax -remove " : this command deletes the service in the machine registry
- " sap -version " : this command displays the service version number
- " sapfax " : this command displays the options list

Configuration of the NT service

Click on " start-> parameters -> control panel " and " services " icon.

Select the service « AVM – SAP GRAPHIC FAX » and click on the button " startup " :

➤ " Open session as " : check " this account " and choose an account that have the full control on the directories of SAP and GCS PLATFORM 32 (" \traffic "), not the system account.