

Content Manager

Software Version 9.4

Content Manager ArchiveLink



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Content Manager SAP ArchiveLink

Introduction

Content Manager has an accredited SAP ArchiveLink interface which allows the SAP system to be configured to use the Content Manager records and document management capabilities for managing electronic documents. This document describes how to install and configure the various software components, and also outlines the options available for managing how the Content Manager records associated with SAP documents are created.

KGS Content Server

A key element of the CM SAP ArchiveLink module is a third-party middleware component providing the connectivity between SAP and Content Manager. This middleware is provided by an SAP consulting company called KGS. The software they provide is called the KGS ContentServer.

Figure 1a provides a general outline of how the components are combined together to provide the software solution. The services layer is required to handle interoperability between the SAP environment (platform independent, and can therefore be UNIX-based) and Content Manager - a Microsoft Windows product.

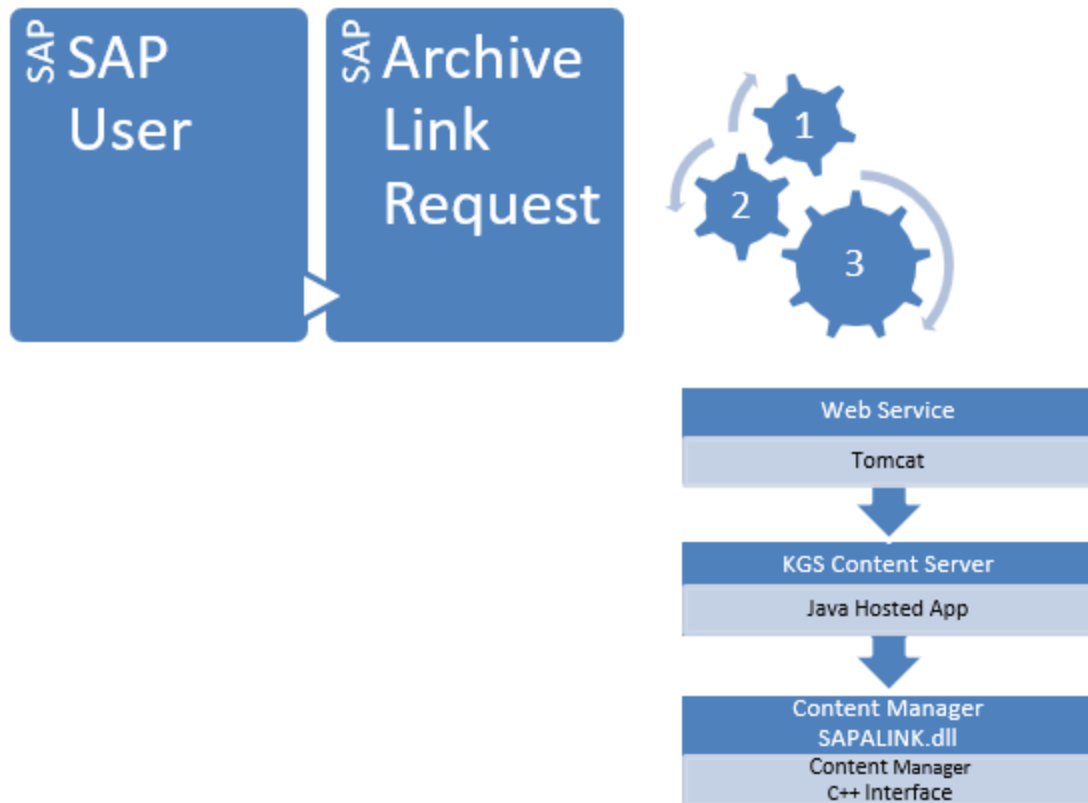


Figure 1a - Communication of software components in Content Manager SAP ArchiveLink

The KGS Content Server software is a java application which needs to be hosted within an Apache Tomcat Web Server.

Installing the Content Manager SAP ArchiveLink Components

Introduction

This documentation describes the setup of a single Tomcat Server to handle all SAP ArchiveLink requests (hereafter referred to as the ArchiveLink server). Once the procedure is followed and understood, it will be possible to extend the implementation to support vertical or horizontal scaling for situations requiring higher levels of throughput. Please contact Micro Focus Professional Services if you need assistance in extending the implementation. To undertake the implementation you will need to obtain/download:

1. Java runtimes
2. The Tomcat 8.5 installer

3. The required Content Manager SAP files from the SAPArchiveLink directory, by default found at C:\Program Files\Micro Focus\Content Manager\SAPArchiveLink. These files are copied to this directory as a part of the Content Manager x64 server installation process.

These installation instructions are provided for use with the KGS ContentServer 5.0.6 – please contact KGS Customer Support for inquiries relating to later versions.

Prerequisites

Where a required version of the above listed software components is not specified herein, please refer to **CM9.4_Spec.pdf** for supported versions of operating system, Java, Apache Tomcat and KGS ContentServer.

Installation steps

Installing Java

The Java runtimes are required in order to install Apache Tomcat. The latest Java version can be downloaded from:

<https://www.java.com/en/download/manual.jsp#win>

Download the 64-bit Windows offline installer (e.g. jre-8u191-windows-x64.exe). Install by right-clicking the executable, selecting “Run as Administrator” and following the prompts.

Installing Apache Tomcat Web Server

The first step for setting up the ArchiveLink server is to install a copy of the Apache Tomcat Web Server. At time of writing, the KGS ContentServer requires you to specifically install Apache Tomcat 8.5.

Apache Tomcat 8.5 can be downloaded from <https://tomcat.apache.org/download-80.cgi>. Choose the Windows service installer (e.g. apache-tomcat-8.5.35.exe).

Tomcat Service Account

The account used to run the Tomcat service will need to have relevant permissions in order to run the Content Manager component to store documents and communicate with the CM database. It is recommended you use the same account that you would use to run a Content Manager workgroup server (e.g. MYDOMAIN\CMServices), as this account will already have the necessary permissions to the CM document store and database.

The account that runs the Tomcat service will also need local administrator privilege to access the local machine registry entries used in the configuration.

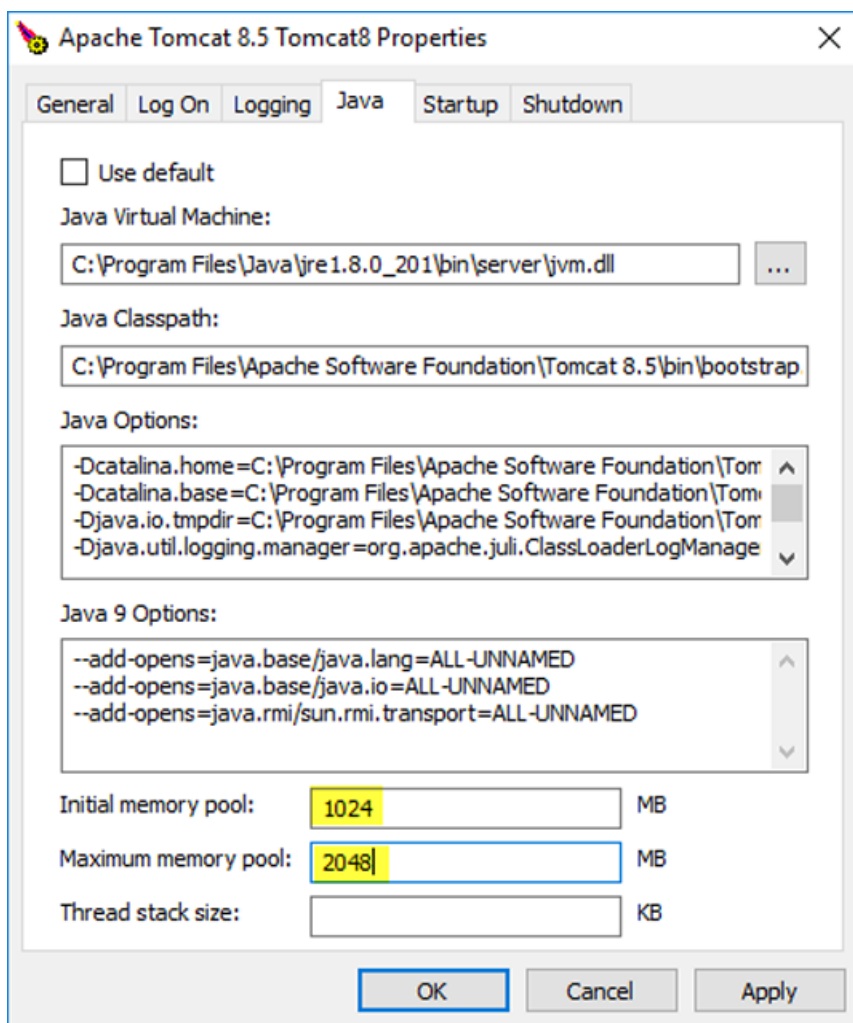
The account that runs the Tomcat Service will also need to be registered in Content Manager as an administrator user type.

Installing Apache Tomcat 8.5

1. Right-click on the installer executable and select **Run as Administrator**
2. For later in the configuration process, take note of the HTTP Connector Port number used for the Apache Web Service (by default 8080)
3. Enter your own choice of Tomcat Administrator Login username and password for the 'manager-gui' role for use at a later step, and take note of these details (both the username and password are case-sensitive)
4. The path of your existing Java installation should be automatically detected and populated, so there is no need to change this
5. At the end of the installation, disable **Run Apache Tomcat**. The service account will be changed to the CM service account and appropriate local NTFS permissions granted before starting the service
6. In Windows File Explorer, navigate to the Tomcat 8.5 installation folder (by default C:\Program Files\Apache Software Foundation\Tomcat 8.5). In the security permissions for this folder, grant the CM service user full control
7. In the Windows Services console, modify the properties of the **Apache Tomcat 8.5 Tomcat8** service to allow automatic startup, and set the logon to use the CM services account

NOTE: If NOT running a CM Workgroup service on this server the CM service account does not need local administrator permissions.

8. To run the ArchiveLink software at a later step, there are some memory settings that are recommended for the Tomcat Server. From the **Windows Start Menu**, run **Configure Tomcat**. Update the Java tab with the recommended minimum memory pool settings:
Initial Memory Pool - 1024 MB
Maximum memory pool - 2048 MB (assuming enough memory is available on the server) and then click **Apply**.



9. Start the Tomcat service (this can be done from the General tab of the above dialog, or from the Windows services console)

Installing and Configuring the Content Manager C++ SDK

The Content Manager C++ SDK is included in a client installation of Content Manager. So this step simply involves installing a Content Manager 64-bit client on the ArchiveLink server. Whilst it is possible to configure the Content Manager ArchiveLink server to connect to a remote Content Manager Workgroup Server, for best performance it is recommended that you also install and configure a Content Manager Workgroup Server to run on the ArchiveLink server.

1. Once you have installed the Content Manager client (and ideally workgroup server), run the client (login using Integrated Windows authentication and using the Apache Web Service account) to check that it happily accesses the Content Manager functionality (this will require a user location to be created in CM as an Administrator with highest security and login enabled – hence using a license)..
2. In order that the KGS component can find the required Content Manager SAPALINK.dll, it is simplest to edit the global PATH environment variable (Control Panel – System – Advanced

System Settings - Environment Variables) and add the name of the folder where the Content Manager 64-bit binaries have been installed (e.g. C:\Program Files\Micro Focus\Content Manager\).

3. In order for the SAPALINK.dll to find the correct Content Manager dataset and workgroup, you need to add some registry key values. Using the 64-bit registry editor:

- a. Create the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Micro Focus\Content Manager\SAP

NOTE: for CM version 9.2 and earlier, it is HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\HP TRIM

- b. Within this new key, create the following three key values:

Database (String Value) - set it to the 2-character dataset id of the Content Manager database to use for storing SAP documents

Workgroup (String Value) - set it to either Local or the name of the remote CM workgroup server

Port (DWORD 32-bit value) - set it to the port number used to communicate with the workgroup server (usually 1137).

This should allow the ArchiveLink machine to connect up with the correct Content Manager dataset to store SAP documents.

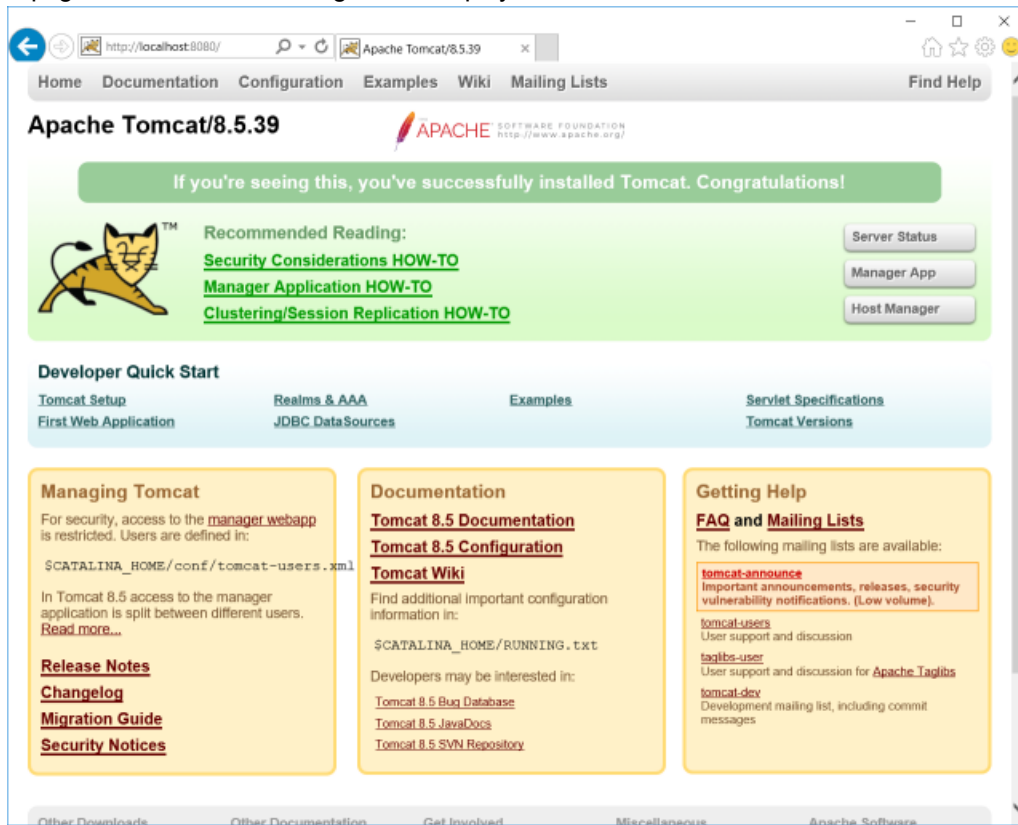
Installing KGS ContentServer

1. Stop the Tomcat Service.
2. From the Content Manager installation folder, by default this is found C:\Program Files\Micro Focus\Content Manager\SAPArchiveLink, copy the **JavaDMSlink.dll** to the **bin** folder under the Tomcat installation folder.
3. Copy the two class files (**SAPALink.class** and **DMSException.class**) from the Content Manager installation folder to the **shared** folder under the Tomcat installation folder (if there is no such folder then create one).
4. Open the file called **Catalina.properties** inside the **conf** folder under the Tomcat installation folder with a text editor. If necessary edit the **server.loader** value so that it is empty. The line should look like:
server.loader=
5. From the Content Manager installation folder, copy the **SAPALink.war** file to the **webapps** folder under the Tomcat installation folder.
6. Start the Tomcat Service.

At this stage, you should be able to do a basic verification that everything is running. To check the Tomcat service, (substituting your configured port number if it's different than 8080):

<http://localhost:8080/>

A page similar to the following will be displayed:



From this page, click **Manager App**.

TIP: When you go to this URL for the first time the browser will put up a login screen, asking for the user name and password for the Tomcat Web Application Manager. This is the username and password you entered during the Tomcat installation. You may wish to select “Remember my credentials” at this point.

A page similar to the following should be displayed:

Tomcat Web Application Manager

Message: OK

Manager

List Applications HTML Manager Help Manager Help Server Status

Applications

Path	Version	Display Name	Running	Sessions	Commands
/	None specified	Welcome to Tomcat	true	0	Start Stop Reload Undeploy Expire sessions with idle ≥ 30 minutes
/SAPALink	None specified	KGS Application Framework	true	0	Start Stop Reload Undeploy Expire sessions with idle ≥ 30 minutes
/docs	None specified	Tomcat Documentation	true	0	Start Stop Reload Undeploy Expire sessions with idle ≥ 30 minutes
/manager	None specified	Tomcat Manager Application	true	1	Start Stop Reload Undeploy Expire sessions with idle ≥ 30 minutes

Deploy

Deploy directory or WAR file located on server

Context Path (required):

XML Configuration file URL:

WAR or Directory URL:

Deploy

WAR file to deploy

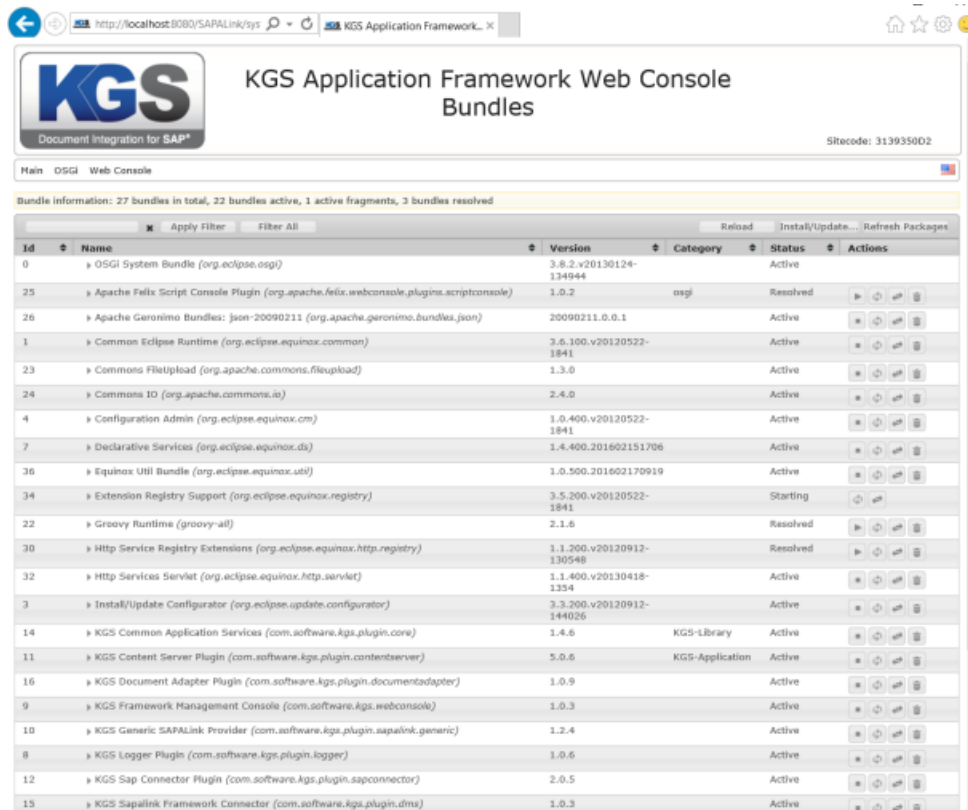
Select WAR file to upload Browse...

From this page, click the [/SAPALink](#) hyperlink to access the KGS Application Framework Web Console.

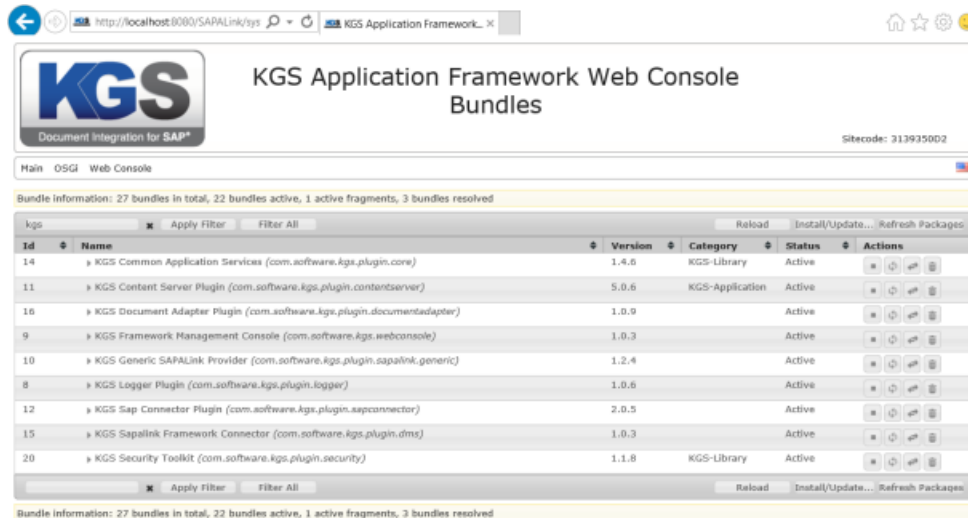
TIP: When you go to this URL for the first time the browser will put up another login screen, asking for the user name and password for the KGS ContentServer application. The default for username is admin and password is admin. You may wish to select “Remember my credentials” at this point.

NOTE: These credentials only apply to the running of the KGS ContentServer Java application. The Content Manager connection will connect using the same account as the Tomcat Service.

After you get past the login screen, you should see the following KGS Content Server admin console screen:



In the search control on the top left, enter the search string “kgs” and select Apply Filter. You should see the following web applications:

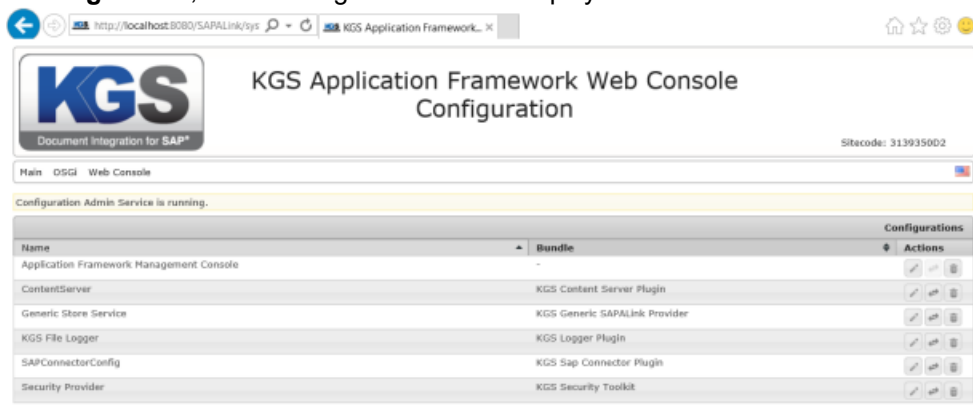


It is important that App Id 11 (KGS Content Server Plugin) is active. If it is not active, check for any application errors in the Windows Event Viewer which could indicate problems in making the connection to the Content Manager Workgroup server. Further diagnosis can be undertaken by looking the log files (<Tomcat>\webapps\SAPALink\log).

You need to tell the KGS ContentServer that it will be using Content Manager for all SAP ArchiveLink requests.

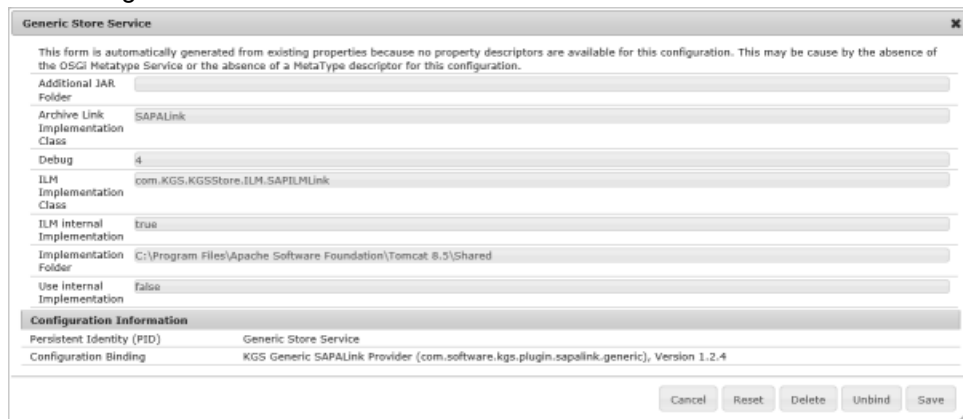
Creating a Generic Store for Content Manger

1. On the **KGS Application Framework Web Console Bundles** page, click **OSGi** and then click **Configuration**, the following screen will be displayed:



2. Click on the **Generic Store Service** row (or click **Edit** in the **Actions** column) to edit the settings.
3. Add an entry for **Implementation Folder** (C:\Program Files\Apache Software Foundation\Tomcat 8.5\Shared) and set **Use internal implementation** to **false**.

The settings should look like this:



4. Click **Save** to store the updated settings.

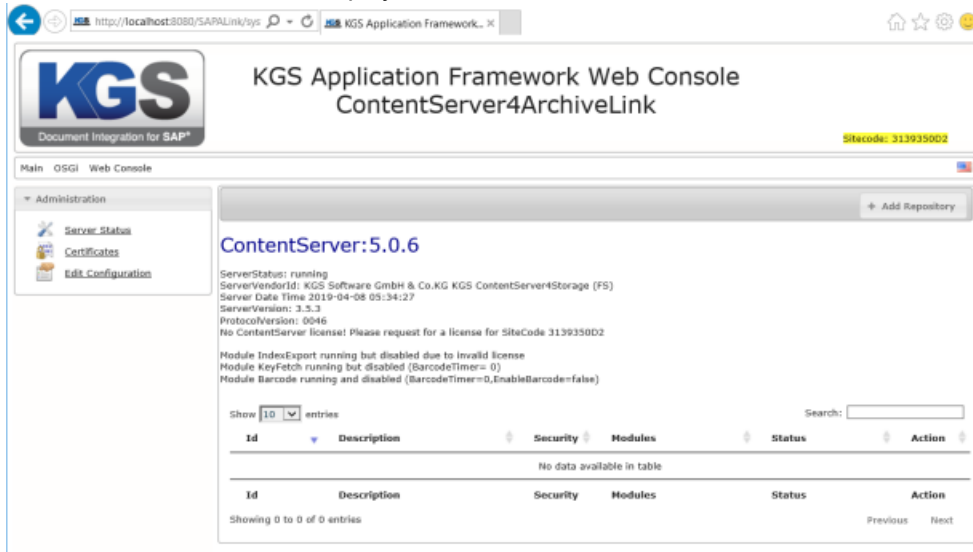
Configuring and Licensing the KGS ContentServer

You now need to obtain a license from KGS to run the ContentServer correctly. The KGS Software uses a Site Code based on details of the ArchiveLink machine. This means that if you configure new or additional servers, you will also need to obtain a new license because the Site Code will be different.

1. Identify the **Site Code** using the KGS admin console.
2. Go to the SAPALink admin console (<http://localhost:8080/SAPALink/>).

TIP: you may have more success accessing this page by first logging into the Tomcat Web Application Manager.

- From the **Main** drop-down menu, click **ContentServer4ArchiveLink**. The following server information screen will be displayed:



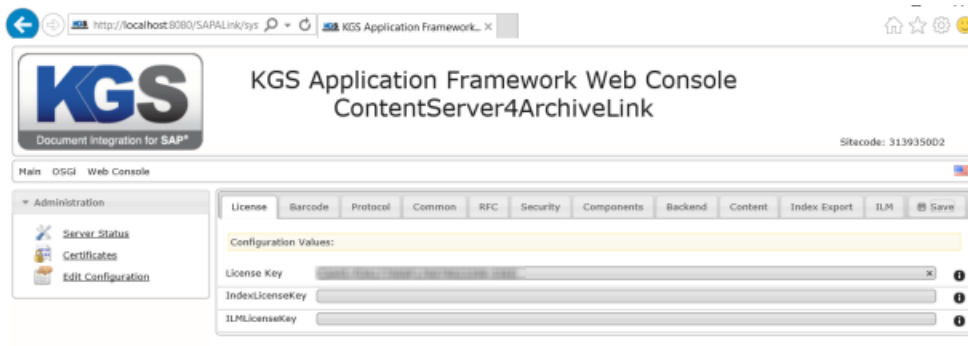
The Site Code can be seen in the top right corner and also in the license line (which should indicate that you are yet to supply a license key).

Using this Site Code go to the **KGS** web site (<https://www.kgs-software.us/licensekey/>) and request a license for this Site Code.

Select the **NEW LICENSE KEY** option, fill in the form to create a support ticket with KGS, and in due course you will receive a license key.

Enter this license key as follows:

- Select the **Edit Configuration** link in the left hand side of the above information screen. The following licensing screen will be displayed:



- Copy and paste the License Key value provided by KGS in the **License Key** field and then click **Save**.

SAP ArchiveLink

SAP ArchiveLink is an interface specification, describing a number of methods that an integrated archiving component must provide in order to conform to the specification. The interface primarily provides functions for storage and retrieval of documents, although it can be extended to deal with viewing of documents and barcode processing. The SAP ArchiveLink considers a document to be a structured entity, consisting of a header (called the document) and one or more parts (called components). Content Manager has a simple flat structure for documents and typically does not support a record having multiple documents.

To facilitate the SAP multiple component structure, a special record type behavior exists in Content Manager called **SAP Document**. All records created via the ArchiveLink interface will have a record type that implements this behavior.

Records with this behavior have the following characteristics:

Each record corresponds to a SAP Document and has the following additional properties that are equivalent to the corresponding property in the SAP system:

SAP Repository
SAP Document
SAP ArchiveLink Version
SAP Document Protection
SAP Archived Date
SAP Modified Date
SAP Document Type
SAP Customer ID
SAP Customer
SAP Creator Name
SAP Creator Location
SAP Business Object
SAP Business ID

Each record has a child list called **SAP Components** which has an entry for each component in the SAP system. The SAP component object has a document attached which is stored in the Content Manager document store. The component also has the following metadata properties (derived from the equivalent property in SAP):

Component ID
ArchiveLink Version
Application Version
Content Type
Character Set
Archive Date
File Name

For convenience, the record exposes the normal Content Manager document functionality by using the first component in the SAP documents array. For example, if you choose to view the record it will open up the viewer and display the first component in the SAP Components list. If you access the SAP Components list, you can select components to individually view should that be necessary.

Configuring the Record Type for SAP Documents

Content Manager will select the record type based on the SAP Repository ID. Before running SAP ArchiveLink for the first time you should set up a record type for each SAP repository that will be using ArchiveLink.

NOTE: Before creating Record Types in Content Manager, ensure the **SAP integration** feature is enabled in the **System Options - Features** tab.

In Content Manager, on the **Home** tab, click **New** and then click **Record Type**. The **Content Manger - New dialog** will be displayed.

From the list of record type behaviors, select SAP Document and click **OK**.

The record type can be configured in the same way as a Document record type, with the addition of a special **SAP Settings** tab. This tab provides the following additional elements specifically for SAP ArchiveLink documents:

Use for SAP Repository
Template for record title
Template for record title (extra metadata)
Create and attach a contact for SAP Customer
Use SAP Creator as record creator
Create containers for each SAP customer
Use SAP country code for record jurisdiction
Use SAP delete date for record destruction date

Edit these settings to work as you would like for documents sourced from the nominated SAP repository ID.

TIP: To get more information on how these settings work refer to the Content Manager Help by clicking Help.

NOTE: If no record type is found to match a SAP repository ID, then the Content Manager SAP ArchiveLink software will automatically create a new record type with default settings. You can edit this record type later if it needs adjustment.

Additional Content Manager Configuration Options for SAP Documents

The KGS ContentServer provides a feature for extracting extra metadata from SAP during record creation. The type of metadata provided by KGS is configurable, and this feature is a separately licensed module of the KGS Content Server. Refer to the KGS Content Server documentation of “SAPALINK Add On” for more information.

Once the initial record is created in Content Manager (a short time after the ComponentCreate operation), the KGS software will call back into SAP to obtain extra metadata relating to the SAP document. It then passes this metadata through to Content Manager using a special DocumentKeySet function. This basically passes a set of name-value pairs to Content Manager which can be handled in a number of ways.

Content Manager has an intrinsic understanding of the following key-values:

Key Value	Content Manager Property
AR_OBJECT	SAP Document Type
SAP_OBJECT	SAP Business Object
OBJECT_ID	SAP Business ID
KUNNR	SAP Customer Number
NAME1	SAP Customer Name
ERNAM	SAP Creator Name
LAND1	Jurisdiction (if used in record type setting)
DEL_DATE	Date Due for destruction (if used in record type setting)

Additionally, any Key Value can be inserted into the record title using the template settings. You specify *&keyvalue%* in the title and the value of this key will replace the text.

For key values not specified above, you can choose to store the value as an additional field value. To do that, create an additional field, set the SAP KeySet field property to be the Key Value and associate that additional field with the SAP Record Type.

You can also use the SAP Business Object to determine a classification for the record. This is done by entering one or more values for the SAP Business Object (SAP_OBJECT) into the list of SAP Business Object Links for the required classification.

IMPORTANT: If you make any configuration changes as described above, you will need to restart the Tomcat server for the changes to take effect. The Content Manager SAP ArchiveLink software caches all the settings on initial load for performance reasons.

