



## OpenText™ Documentum™ Content Management for SAP® Solutions

### Installation Guide

This document describes how you set up your SAP system for the use of OpenText Documentum CM for SAP Solutions and business workspaces.

EESPDC250400-IGD-EN-01

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## **OpenText™ Documentum™ Content Management for SAP® Solutions**

### **Installation Guide**

EESPDC250400-IGD-EN-01

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This documentation has been created for OpenText™ Documentum™ Content Management for SAP® Solutions CE 25.4. It is also valid for subsequent software releases unless OpenText has made newer documentation available with the product, on an OpenText website, or by any other means.

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## **Part 1**

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# **Installing OpenText Documentum CM for SAP Solutions**

This part describes how to install the OpenText Documentum CM for SAP Solutions Add-on, which is the basis for OpenText Documentum CM for SAP Solutions.

- “Prerequisites for OpenText Content Management” on page 9
- “Installing OpenText Content Management” on page 13
- “Installing the SAP package” on page 15
- “Generating roles” on page 17
- “Installing language packages in the SAP system” on page 19
- “Customizing the integration into Generic Object Services (optional)” on page 21

# Chapter 1

## Prerequisites for OpenText Content Management

OpenText Documentum CM supports the following SAP products:

- SAP S/4HANA

### 1.1 Required knowledge

The following knowledge is required from the person dealing with the installation:

- In-depth knowledge of SAP administration tasks, in particular the SAP Add-On Installation Tool (SAINT).
- Basic knowledge of OpenText Content Server, OpenText Archive Center, Records Management, User Management, and OpenText Directory Services.

### 1.2 SAP system requirements

Check the following prerequisites for SAP prior to installation:

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#### Basis package

On most SAP systems, you require:

- The SAP Add-Ons OTEXBAS and OTEXBASF of Archiving and Document Access for SAP Solutions. These components are provided on the OpenText Documentum CM installation medium. For details about required versions and dependencies, read the **Required SAP support packages** section below.
- The SAP Add-On OTCMFND. For details about required versions and dependencies read the **Required SAP support packages** section below. Most of the other SAP Add-Ons require the Add-Ons OTEXBAS, OTEXBASF, and OTCMFND at installation time or at least at runtime.

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#### Transport system

The SAP application transport system is installed, this means the jobs RDDPUTPP and RDDIMPDP are set up in the correct clients and scheduled to run periodically or event-triggered.

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#### Required SAP support packages

Proceed as follows:

- In the Release notes, look up the following sections:
  - **SAP Server Support** – gives you an overview of which SAP S/4HANA or SAP CX releases are supported.
  - **Supported SAP GUIs** – lists the supported SAP GUIs.

- Read the document *OpenText Content Management for SAP Solutions CE <version> – SAP Add-on Packages – Additional Release Information*.
  - to get a detailed list of extended attributes and import conditions of the SAP Add-On packages related to this release.
  - to learn whether Attribute Change Packages are available and how to get them.
  - to read details about support of Fiori UI Web User Interface.

You can find this document in the same documentation folder as the *Release notes*.

#### Short overview of required patch levels or versions:

- **Patch level for SAP S/4HANA** – The minimum requirement for OTCMFND, OTCMS4A, and OTCMBSC is SAP S/4HANA 2023 Feature Package Stack 00. Furthermore, OTCMFND can be used on SAP releases comprising SAP ABAP Platform 2023 or SAP S/4HANA Foundation 2023 as minimum.
- **Patch level for Fiori UI integration** – Use SAPUI5 version 1.120 or a higher SAPUI5 version with long-term maintenance. For the SAPUI5 version maintenance status, see <https://ui5.sap.com/versionoverview.html>. For optimal accessibility, use the highest SAPUI5 version with long-term maintenance. For more information, see SAP Note 2564165.

SAP Business Suite releases are only supported with SAP Add-Ons of previous version 24.4 or older.

#### SAP notes

The following SAP notes must be applied:

SAP Note	Required for
110910	Some language-dependent texts may not be displayed correctly in the GUI.
3350613 (Basis Release 7.58) 212876 (SAPCAR tool)	Required to avoid known problems with the SAP Add-On Installation Tool (SAINT).
1160362	Required for licensing, thumbnails, and group mapping.  The profile parameters of your SAP system <code>ict/disable_cookie_urlencoding = 1</code> must be configured.
2515351	Required for additional ArchiveLink attributes <code>Description</code> , <code>Filename</code> , <code>Creator</code> , and <code>CREATIME</code> .

If you purchased licenses directly from OpenText, check out the following SAP notes:

SAP Note	Required for
2721274	SAP S/4HANA conversion/upgrade planning for reseller add-ons in Maintenance Planner
2523380	Improvements to rectify erroneous systems in Maintenance Planner



**Note:** The documentation and the Release notes are updated regularly. Check for the latest version and the additional release information for integrations to SAP Solutions at OpenText My Support.

## 1.3 SAP Add-On Installation Tool (SAINT)

On the installation medium, the PAT file is in an SPCAR file (extension \*.SAR), which can be extracted using the SPCAR command line tool.

The SPCAR file is in a DATA folder below the package folder named as the package and SAP release, for example: Archiving and Document Access for SAP Solutions\SAP\INST\_BAS\_700\DATA\OTEXBAS\_INST\_2440\_700.SAR



**Note:** The handling of the installation procedure within SAINT depends on the SAP system. For details, see the SAP documentation.

## 1.4 Finding version information for relevant system components of OpenText Documentum CM

This chapter explains how you can find out which versions of the different components are used in your system.

Version information is also included in the system reports of Content Server and the configuration report in the SAP system.



**Tip:** You find additional information about your systems in the following reports:

- *OpenText Documentum Content Management for SAP Solutions - Configuration Guide (EESPDC-CGD)*
- *OpenText Documentum Content Management for SAP Solutions - Configuration Guide (EESPDC-CGD)*
- **SAP System, Database information and OpenText Components**

In the SAP IMG (transaction SPRO, **OpenText Content Management for SAP Solutions > Business Configuration > Configuration Report**), run the Configuration Report to get information about the SAP server. In this report, you find information like the versions of OTEXBAS, OTEXBASF, OTEXERP, OTCMFND, OTCMS4A, or OTCMBSC. For more information, see *OpenText*

*Documentum Content Management for SAP Solutions - Configuration Guide (EESPDC-CGD).*

- **Support Package of installed SAP System**

In the SAP GUI application, on the menu, select **System > Status**. Click  **Component information** to see the installed SAP components with release number and highest support package. If you only want to know the version numbers of OTEXBAS, OTEXBASF, OTEXERP, OTCMFND, OTCMS4A, or OTCMBSC, you can use this instead of the configuration report.

- **SAP Fiori apps**

For each application, there is a `manifest.json` file, which includes the version number. To retrieve the file, enter the following in a browser:

`http(s)://<SAP hostname>:<SAP port>/sap/bc/ui5/otx/<subpath of fiori app>/manifest.json`

Then inside the JSON structure, look for the value “`sap.app`” { , , , “`applicationVersion`”: { “`version`” .

## Chapter 2

# Installing OpenText Content Management

This chapter describes how to install the OpenText Content Management SAP Add-on package.

### Installation sequence

1. On the SAP system, install the SAP packages:
  - OpenText Content Management for SAP Solutions (SAP Add-On) (0TEXRL)
2. Configure OpenText Documentum Content Management (CM):
  - Set up security.
  - Configure OpenText Content Management for SAP Solutions business functionality: business workspaces, business attachments, business relations. For more information, see *OpenText Content Management for SAP Solutions Cloud - Customizing Guide (EESPCD-CGD)*.
3. Install the D2-xECM-Install-<version number> plugin in OpenText Documentum CM, and then configure OpenText Documentum CM in OpenText Content Management. For more information, see [“Extended ECM plugin” on page 73](#).



# Chapter 3

## Installing the SAP package

This chapter describes how to install the following components of OpenText Content Management for SAP Solutions on an SAP application server.

On the installation medium, the PAT file is located in an SAPCAR file (extension \*.SAR), which can be extracted using the SAPCAR command line tool. The SAPCAR file is located in a DATA folder below the package folder named as the package and SAP release, for example: Archiving and Document Access for SAP Solutions/SAP/INST\_BAS\_700/DATA/OTEXBAS\_INST\_2440\_700.SAR



**Note:** The handling of the installation procedure within SAINT depends on the SAP system. For more information, see the SAP documentation.

- OTCMFND: Mandatory main package for OpenText Content Management for SAP Solutions
- OTCMS4A: OpenText Content Management for SAP Solutions S/4HANA
- OTCMBSC: OpenText Content Management for SAP Solutions Business Scenarios

### Prerequisites

The components OTEXBAS and OTEXBASF of Archiving and Document Access for SAP Solutions must be installed on your SAP system. Check the Release Notes for required versions of these components.

See also “[SAP system requirements](#)” on page 9 with general information on the installation in an SAP environment.

### To install the package:

1. Copy the respective SAPCAR files (\*.SAR) located on the installation medium in Integration to SAP Solutions to the target SAP application server in the /usr/sap/trans folder, which is the parent folder of the DIR\_EPS\_ROOT folder.

If you are performing a new installation, you need the installation packages and their passwords.

Package name	OTCMFND	OTCMS4A	OTCMBSC
Purpose	OpenText Content Management for SAP Solutions Foundation	OpenText Content Management for SAP Solutions for S/4HANA Applications	OpenText Content Management for SAP Solutions for Business Scenarios
SAP release	SAP S/4HANA 2023 or later	SAP S/4HANA 2023 or later	SAP S/4HANA 2023 or later
OCS Package Name	SAPK-001COINOTC MFND	SAPK-001COINOTC MS4A	SAPK-001COINOTC MBSC
Password	8592CC42BE	8587B647BE	8596D145BE

Package name	OTCMFND	OTCMS4A	OTCMBSC
File	OTCMFND_INST_25 40_758.SAR	OTCMS4A_INST_254 0_758.SAR	OTCMBSC_INST_25 40_758.SAR
Source path	/INST_FND_758/ DATA	/INST_S4A_758/ DATA	/INST_BSC_758/ DATA

- Extract the SAPCAR files to the /usr/sap/trans/EPS/in folder with the following command:

```
SAPCAR -xvf <name of SAPCAR file>
```

The resulting PAT files will be extracted to the EPS/in folder relative to the path of the SAPCAR files.



**Note:** With Basis 7.00 or later, you can use the SAINT and SPAM transactions to upload and extract the SAR files from the frontend system.

- Import the package as described in the respective SAP documentation. You will need the password for the package.

After the installation, activate a Business Configuration (BC) set for every client.

To avoid issues with the activation of Business Configuration (BC) sets, apply the SAP notes listed in *OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)*.

#### To activate the BC set:

- Start the SCPR20 transaction.  
The **Business Configuration Set** screen appears.
- Activate the following BC Set: /OTCMFND/RM\_SEA  
For more information, see the SAP documentation.

# Chapter 4

## Generating roles

The following roles are delivered with the application:

- /OTX/RM\_ADMIN
- /OTX/RM\_ADMIN\_S4 (on S/4HANA 2021 onwards)
- /OTX/RM\_CS\_SAP\_USER
- /OTX/RM\_CS\_SAP\_USER\_S4 (on S/4HANA 2022 onwards)
- /OTX/RM\_USER
- /OTX/RM\_IMPERSONATED\_USER\_ROLE
- /OTX/RM\_RFCSERVICE
- If OpenText Content Management for SAP Solutions for S/4HANA Applications (component OTCMS4A) is installed: /OTX/RMERP\_DMS\_TECH\_USER\_ROLE

### To generate the roles:

1. Start the PFCG transaction.
2. On the **Utilities** menu, click **Mass Generation**.
3. Select **Roles with Non-Current Profiles**, and in the **Role** field, enter `/OTX/RM*`.
4. Follow the steps to generate the profiles.
5. Start transaction **PFCG** and check the following roles one by one:
  - /OTX/RM\_ADMIN
  - /OTX/RM\_ADMIN\_S4
  - /OTX/RM\_CS\_SAP\_USER
  - /OTX/RM\_CS\_SAP\_USER\_S4
  - /OTX/RM\_USER
  - /OTX/RM\_IMPERSONATED\_USER\_ROLE
  - /OTX/RM\_RFCSERVICE
  - If OpenText Content Management for SAP Solutions for S/4HANA Applications (component OTCMS4A) is installed: /OTX/RMERP\_DMS\_TECH\_USER\_ROLE
6. Ensure that the **Authorizations** tab has a green icon. If it is yellow, you must regenerate the authorizations: Click  **Display Authorization Data**, and then click  **Generate**.



## Chapter 5

# Installing language packages in the SAP system

This chapter describes how to install language packages in an SAP system.

The Add-On installation packages include the default language English. You must use the optional language packages to install other languages. For more information about available languages, see OpenText Documentum CM Release Notes. You can find the language packages related to the SAP Add-Ons of OpenText Content Management for SAP Solutions on OpenText My Support (<https://knowledge.opentext.com/knowledge/cs.dll/Open/8521552>).

### To install a language package:

1. Get your appropriate URL from the URLs below and replace YY.4 with your SAP add-on version, for example, 24.4.

---

#### URL for OpenText customers:

[https://support.opentext.com/csm?id=ot\\_kb\\_search\\_results&spa=1&query=%23ContentManagementIntegrationtoSAPsolutionsYY.4LangPacks](https://support.opentext.com/csm?id=ot_kb_search_results&spa=1&query=%23ContentManagementIntegrationtoSAPsolutionsYY.4LangPacks)

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#### URL for SAP customers:

[https://support.opentext.com/csm?id=ot\\_kb\\_search\\_results&spa=1&query=%23SAPExtendedEnterpriseContentManagementbyOpentextYY.4LangPacks](https://support.opentext.com/csm?id=ot_kb_search_results&spa=1&query=%23SAPExtendedEnterpriseContentManagementbyOpentextYY.4LangPacks)

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On OpenText My Support, go to your URL and download the ISO image with the locale of your choice.

2. Mount your downloaded ISO image and identify the required SAR files. For more details, see the text files stored in the ISO image.
3. Upload your language file to your SAP system. Each ABAP Add-On has a specific language package.

**Example:** If the file name of the SAPCAR file (.SAR extension) starts with DE\_OTCMFND\_2540\_758 (including file OTCMFNDD0010\_0000001.PAT), it contains the German package for the OTCMFND 2540\_758 Add-On on SAP\_BASIS 7.58.



### Notes

- Extract the SAPCAR file (.SAR extension) to the SMLT path folder of your SAP system. Usually, the path is set to the EPS\in system folder. Use the SAPCAR tool to extract the file.
- Starting with SAP\_BASIS 7.00, you can import and extract the file directly in transaction SMLT.

4. Use transaction SMLT to import your language package.

**!** **Important**

Before starting to import language packages, OpenText recommends to read the SAP help (<http://help.sap.com/>) about importing a language. In the SAP help, navigate to the application help for the appropriate SAP release and read the following chapters:

- *Preparing to Import a Language*
- *Importing a Language*
- *Language Import with Transaction SMLT*
- *Post-Import Actions*

5. After installing the language package, perform the necessary post-installation steps, for example, such as those described in sections *Language Supplementation/Client Maintenance* in the SAP help (<http://help.sap.com/>). Note that the language package contains client dependent data, which requires specific action *Client maintenance* in transaction SMLT.



**Note:** After importing language packages to the SAP system, it can become necessary to reset certain buffers. For example, you can use the following transactions:

- **/\$SYNC** – Reset all buffers
- **/\$OTR** – Reset OTR text buffers (HTTP texts)
- **/\$CUA** – Reset SAP GUI object buffers
- **/\$DYNP** – Reset SAP GUI dynpro buffers

## Chapter 6

# Customizing the integration into Generic Object Services (optional)

## 6.1 Customizing the Generic Object Services (SAP GUI)

 **Note:** You can open business attachments that are compound documents and display any document they contain.

You can make business workspaces available for users in SAP GUI via Generic Object Services (GOS). The user can then create workspaces in SAP GUI. For this, you customize the GOS table.

 **Important**

If you are upgrading from 10.0.0, the existing GOS customizing will not be changed. You can choose if you want to keep several GOS entries or if you want to use Content Server Business Content.

 **Tip:** For a detailed description of the *Business Content window*, see *OpenText Archiving and Document Access for SAP Solutions - User Guide (ER-UGD)*.

**To customize General Object Services:**

1. Start the SM30 transaction, and then enter SGOSATTR in the **Table/View** field. Click **Maintain**.
2. Click **New Entries**.
3. Customize the new entry according to the following list. The OTX\_ATTACH service displays the Business Content window: business workspaces and business documents (ArchiveLink documents). From the Business Content window, users can access the complete functionality.

---

**Name of service**

Enter OTX\_ATTACH.

---

**Description**

Provide a description, for example, Business Content. This description is displayed in the GOS menu.

---

**Quick Info**

Provide a quick info, for example, Business Content. This information is displayed for the icon.

**Class for Generic Service**

Enter /OTX/RM\_GOS\_SRV\_ATTACH\_LIST.

**Service Type**

Select **Single Service**.

**Icon**

ICON\_BUSINAV\_DATAMODEL



**Note:** Control and Commit required must remain unselected.

4. You must define the position of the new service in the General Object Services.

In the **Next service** field, enter the name of the service that should follow after this service. If the service is the last, leave the field empty.

**! Important**

If you do not define the position correctly, it might not be displayed at all.

- You want to add the new service at the beginning of the existing services: Enter the name of the first existing service in the **Next service** field of the new service.
- You want to add the new service at the end of the existing services: Enter the name of the new service in the **Next service** field of the last existing service. Leave the **Next service** field of the new service empty.
- You want to add the new service in between the existing services: Enter the name of the new service in the **Next service** field of the predecessor of existing services. Enter the name of the successor existing service in the **Next service** field of the new services.

5. Click **Save**.



**Note:** For more information about maintaining the SGOSATTR table, see the SAP documentation (<https://www.sdn.sap.com/irj/scn/index?rid=/library/uuid/a0139058-ef9d-2b10-598c-9e23dc6f44fc>).

For problems when displaying services in GOS, see SAP Note 961713 - *Structure of table SGOSATTR*.

## 6.2 Enabling the integration widget in the Business Content window

In the Business Content window, users can work with business workspaces. You can define separately for each business object type that users see the Create and Complete integration widget (Content Server Smart View) instead of the default view.

**!** **Important**

- If you use SAP GUI for Windows, and if you want to use office editors in the integration widget in Microsoft Edge, you must apply the following SAP Notes:
  - **3260025 - SAP GUI for Windows HTML control based on Edge** – to provide access to the COM object through the host object using JavaScript – code changes on SAP application server.
  - **3259070 - SAP GUI for Windows Edge HTML control** – accessing properties and methods of native COM objects from webpage JavaScript – lists required SAP GUI for Windows version and patch level.
- If you use SAP GUI for Windows, a new window opened from the integration widget with the **Open Business Workspace in Fullpage** action does not support office editors in Microsoft Edge.

**To enable the integration widget (Content Server Smart View):**

1. In the IMG, navigate to the **OpenText Content Management for SAP Solutions > Business Configuration > Maintain Business Object Declarations** activity, and then select **Use Widgets for UI** for the business objects for which you want to enable the integration widget in Business Content window, Web Dynpro or CRM UI.

For more information about the activity, see *OpenText Documentum Content Management for SAP Solutions - Configuration Guide (EESPDC-CGD)*.

2. Through authorization object **J\_6NRL\_WSC**, if users may view the Business Content window in full page view. You may want to disable this option to avoid that users forget to log out properly.
  - a. Run transaction **pfcg** to edit the authorization role.
  - b. In the **J\_6NRL\_WSC** authorization object, set the **/OTX/RMWAC** field **Business workspace activity** to value **02 Open Business Workspace in Fullpage..**



## **Part 2**

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### **Configuring the systems after the installation**

This part explains the tasks that you perform after the installation. You need system administrators access to Content Server.

Contact OpenText Professional Services for assistance.

- “Performing system administration tasks in Content Server” on page 27
- “Performing system administration tasks in the Archive Center” on page 39
- “Reporting incidents to SAP Solution Manager” on page 41
- “Performing general post-installation tasks in SAP” on page 43
- “Mapping SAP roles to OTDS groups or Content Server groups” on page 65
- “Verifying and analyzing the installation” on page 67

## Chapter 7

# Performing system administration tasks in Content Server

After the actual installation of the module, you have to perform post-installation tasks in Content Server.

## 7.1 Setting permissions for root folders in Content Server

The root folder for the SAP system in Content Server will be created upon first creation of a corresponding record. The name of the root folder will be the ID of the SAP system. You need to set the permissions for the folder in Content Server manually, for example, to avoid unwanted access.

Therefore, OpenText recommends doing the following *before* any records are created.

### To set permissions for the root folder:

1. On the OpenText Content Management Administration page, click **Extended Operations Roots**.
2. Create a folder with name <SAP system ID>.
3. Click the  button of the folder you just created, and then select the **Permissions**.
4. Add users and groups that must have access to this volume.
5. Grant full access to those users and groups that have to declare records within SAP.



**Note:** If you choose to store records in Enterprise Workspace folders, set the permissions for these folders accordingly. Users and groups that have to declare records within SAP require full access to these folders. For more information, see *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

## 7.2 Managing users and permissions

Content Server users are provided by OpenText Directory Services (OTDS). In order to access Content Server from an SAP system, user accounts of the SAP system and Content Server user accounts have to be mapped to each other. There are a number of different scenarios, which are described in detail in *OpenText Content Management for SAP Solutions - User Management and Access Control Scenarios (ERLK-CUM)*.

Create the Content Server users according to your authentication scenario. For example, for each SAP user working with OpenText Documentum CM, you can create a Content Server user with the same user name as in SAP. Alternatively, you can have one Content Server user for many SAP users.

For test purposes or a small number of users, this can be done manually in OpenText Directory Services. For a large number of SAP users this can be achieved using an Active Directory server that provides users for both the SAP system and for Content Server via Directory Services.

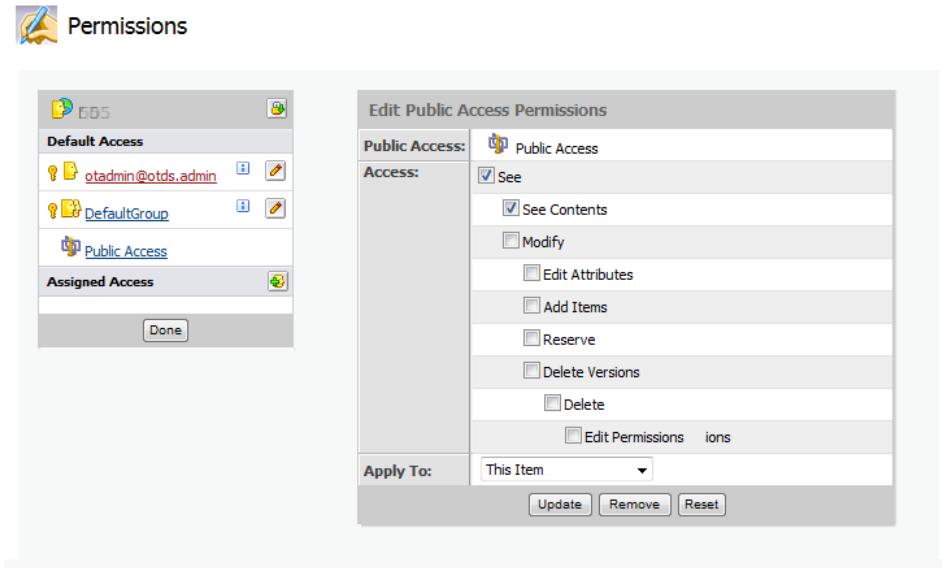
In your SAP system, the users are either provided and maintained in your SAP system or in an external identity provider. Directory Services can synchronize with your identity provider to pull user and group information from your identity provider automatically.

### 7.2.1 Setting up the authorization for records

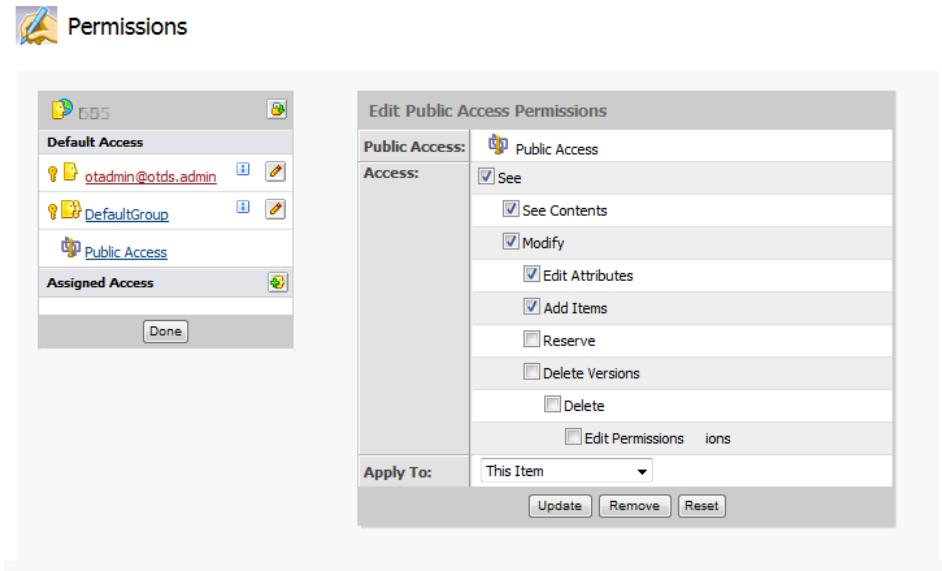
To restrict the access in accordance with your company policy, you have to create Content Server groups and set the respective access rights on the classification level.

The following access rights (either directly, via a group, or via public access) are required:

- To see records, users must have at least **See Contents** permission.



- To declare records, users must have at least **Add Items** permission.



#### ➤ Example 7-1: Authorization for records in Content Server

Records should be created for HR and Finance department; you could now separate the records either by storing them in different locations or by classifying them differently. To use the classification approach, create a Finance Content Server group and add all the users that should have access to the Finance records; then create a similar HR group. Assign the Finance group

access rights to the Finance classification and the HR group to the HR classification.



## 7.3 Configuring document template settings

You must configure that the subtype for business workspaces (subtype 848) can be used as a template.

### To configure document template settings:

1. On the **OpenText Content Management Administration** page, click **Document Templates Administration > Configure Content Server Document Templates**.



**Tip:** In this section, only the most important settings for business workspaces are mentioned. For detailed information about all settings, see the online help for this page.

2. In the **Managed object types** section, click **Configure** and make sure that at least the **Business Workspace (subtype 848)** item is configured.
3. For the **Classification tree for object types**, select a classification tree for business workspaces.
4. Configure the other settings as required. For more information, see the online help for this page.

The screenshot shows the 'Configure Content Server Document Templates' interface. It consists of two main sections: 'Global Settings' and 'Classification Settings : Global Configuration'.

**Global Settings:**

- Managed object types:** A 'Configure' link is shown, with 'Configure Subtypes' below it.
- Inherit RM classification from template or destination:** An unchecked checkbox with a note: "By enabling this option, the sub items in a template will always use the RM classification from its template, otherwise it will inherit from the destination".
- Apply new creation date to sub-items:** An unchecked checkbox with a note: "Sub-items created by the wizard by default use the template source's create date (excluding Task and TaskList). Enabling this option will use the date it is created. Note: If the sub-items include RM classifications, the 'Record Date' and 'Status Date' of the classification will be set to the new creation date".
- Global configuration:** A checked checkbox labeled "Use the global configuration instead of the object specific configuration".
- Select object type:** A dropdown menu showing "Select object type" and "Global Configuration".

**Classification Settings : Global Configuration:**

- Classification tree for object types:** A dropdown menu showing "Classification tree for object types" and "Classifications:Types".

## 7.4 Configuring Smart View for Business Workspaces

You have several ways to configure how a Business Workspace can appear in Smart View.

### 7.4.1 Creating a Perspective using the Perspective Manager tool

*Perspectives* control how users see the layout of a business workspace in the Smart View. The Perspective Manager tool walks you through the creation, design, and configuration of a Perspective.

With Business Workspaces, the Perspective Manager tool offers a reduced set of options for Perspectives. For Business Workspaces, a new Perspective is tied to the workspace type and already contains a sample layout.

For information about how to use the Perspective Manager tool to create a Perspective for a business workspace, see *OpenText Content Management - Perspective Manager Help (CSAV-H-PPG)*.



#### Important

Changes in Perspectives take effect immediately. If you are unsure of your changes, OpenText recommends that you create your Perspective on a test system before implementing it on a production system.



#### Notes

- For systems with OpenText Documentum CM for SAP Solutions, OpenText recommends that you create a new tab in the Perspective for Documentum documents. For example, you can name the tab as “Documents” and place the Documentum widget on it to show the Documentum view of the workspace. For more information, see *OpenText Content Management - Widget Configuration Help (CSAV-H-CWG)*.
- When you transport Perspectives using the Transport Warehouse, you must follow a certain order to keep dependencies. For more information, see *OpenText Content Management User Help - Transport (LLESTRP-H-UGD)*.

#### 7.4.1.1 To create a business workspace-type Perspective

For information about how to use the Perspective Manager tool to create a Perspective for a business workspace, see *OpenText Content Management - Perspective Manager Help (CSAV-H-PPG)*.

#### 7.4.2 Configuring widgets for a Business Workspace

You can add any widget to a business workspace-type Perspective. Your system configuration determines which widgets are appropriate.

For information about how to configure widgets, see *OpenText Content Management - Widget Configuration Guide (CSAV-CWG)*.

For information about the configuration options for the different widgets, see Section 7 “Widget configuration” in *OpenText Content Management - Perspective Manager Customization Guide (CSAV-PPG)*.

### 7.5 Configuring the display of documents in the side-panel

With OpenText Viewing, users can view documents within the business workspace in a side panel. You can configure, with which function the viewing is invoked. Either when clicking the document name or the **View** icon in the functions list.

**To configure the viewing behavior:**

1. On the OpenText Content Management Administration page, select **Base Settings - Server Configuration > Presentation > Configure Document Functions**.
2. Do one of the following:
  - Click **Enable Document Overview Pages** to open the document viewer when clicking the **View** icon.
  - Leave the **Enable Document Overview Pages** option clear to open the viewer by clicking the document link.

## 7.6 Configure how document viewing behaves with Web Viewer

Users of classic view can add notes and annotations to business workspace documents using Web Viewer. The **Open link** option, from the document context menu will allow users to invoke the Imaging Web Viewer. Any note and annotation that is created from here will be stored in Archive Center.



**Note:** Business workspace documents will not receive the **View Document** option, even if the Review and Notes module is installed.

You can configure the **Open Link** option to be the default viewing method. For more information, see *OpenText Imaging Web Viewer - Installation and Configuration Guide (CLWEBV-IGD)*.

Users of smart view can work with ArchiveLink documents using Web Viewer and can access notes and annotations for these documents. For non-ArchiveLink documents, in business workspaces, users can use Content Suite Viewer, OpenText Viewing or OpenText Intelligent Viewing (licensed version), whichever is configured and available.

## 7.7 Disable the comments feature

OpenText recommends that you hide the comment icon in a business workspace so that users cannot create comments.

### To hide the comment icon:

1. On the OpenText Content Management Administration page, select **Pulse Administration > Collaboration Administration**.
2. For **Business Workspaces**, clear the **Comments** checkbox.

## 7.8 Providing the online help

Content Server Help is delivered in two forms:

---

### Online help

Some of the help in Content Server is built-in: It is delivered as online help that is included in the Content Server application directory. Content Server online help is updated when you apply a Content Server Update, or when you upgrade Content Server.

---

### OpenText Global Help Server help

Help for the Content Server Smart View, and for certain products such as Perspective Manager and Business Workspaces is delivered as OpenText Global Help Server help, which is available over the Internet. Global Help Server help is updated by OpenText. Updates can occur at any time without requiring any action on your part. However, if your organization restricts access to the public

Internet, you may need to implement the OpenText Private Help Server: a local installation of the Global Help Server. For more information, see ["Provide the online help on a local help server \(Private Help Server\)" on page 34](#).

### 7.8.1 Provide the online help on a local help server (Private Help Server)

The online help for this module is delivered using the OpenText Global Help Server (GHS) system, which provides your users with live access to the latest version of the help. If you cannot use the GHS system, for example, if your site does not have internet access, you can install the OpenText Private Help Server (PHS), a local version of the help system that can host your OpenText online help on your organization's network. After the PHS is installed, you can then configure your OpenText module(s) to forward all online help requests to your PHS. For detailed information about installing the PHS, see *OpenText Help System - Private Help Server Administration Guide (OTHS-AGD)*.



#### Notes

- The Private Help Server can support multiple OpenText modules. If the Private Help Server has already been installed within your organization to support another OpenText module, you can add additional OpenText module online helps to that installation.
- If you are replacing a previous PHS installation, see Section 2.5 "Updating a Private Help Server installation" in *OpenText Help System - Private Help Server Administration Guide (OTHS-AGD)*.
- If the server you want to use for the PHS installation cannot connect to the internet, see Section 1.1 "Deploying online help files in an environment without Internet access" in *OpenText Help System - Private Help Server Administration Guide (OTHS-AGD)*.

Once the PHS is installed or upgraded, you can use its Online Help Deployer to download online helps from the GHS system by entering the help deployment codes listed in ["Help deployment codes" on page 34](#). For more information about using the codes, see Section 3 "Adding product online help to the Private Help Server" in *OpenText Help System - Private Help Server Administration Guide (OTHS-AGD)*.

**Table 7-1: Help deployment codes**

Code	Product
EESPDC250400-IGD	OpenText Documentum Content Management for SAP Solutions CE 25.4



**Note:** This section applies only to the OpenText Global Help Server help, which is available over the Internet.

For information about the built-in online help that is included in the Content Server application directory, see *OpenText Content Management - Installation Guide (LLESCOR-IGD)*.

To have your Content Server installation call the help topics on your Private Help Server, set the URL Root of your Private Help Server on the **Configure Smart View** administration page.

**To configure OpenText Content Management to use the Private Help Server:**

1. On the OpenText Content Management Administration page, in the **Server Configuration** section, click **Configure Smart View**.
2. On the **Configure Smart View** page, enter the base URL of your Private Help Server in the **URL Root** box:  
`http://<Private_Help_Server>:<port>/OTHelpServer/mapperpi`  
**Example:** `http://tomcat.example.com:8080/OTHelpServer/mapperpi`
3. In the **Type** box, enter `ofh1`.
4. In the **Tenant** box, enter a custom help tenant value.
5. Click **Save Changes**.

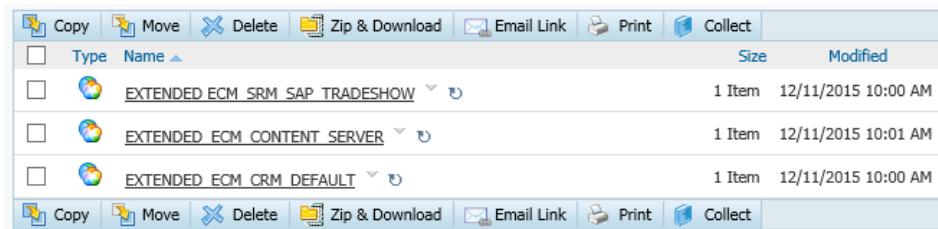
## 7.9 Checking the appearance of the SAP integration

If you want to integrate the OpenText Documentum CM functionality in SAP CRM, you can adjust the Content Server appearance and use an SAP based skin. As a standard, these settings are made automatically during the installation of Business Workspaces

After installation, unique names for standard SAP themes already exist. You can edit these unique names and their assignment. Changes take effect immediately. The following SAP themes are already configured: `content_server`, `default`, `sap_tradeshow`, `sap_tradeshow_plus`. Unique names for appearances must use the prefix `theme_` and they are always expected in lower-case, even if SAP sends the parameter in upper-case. For more information, see *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

**To check the appearance integration:**

1. On the OpenText Content Management **Administration** page, click **Appearances Administration > Open the Appearances Volume**.



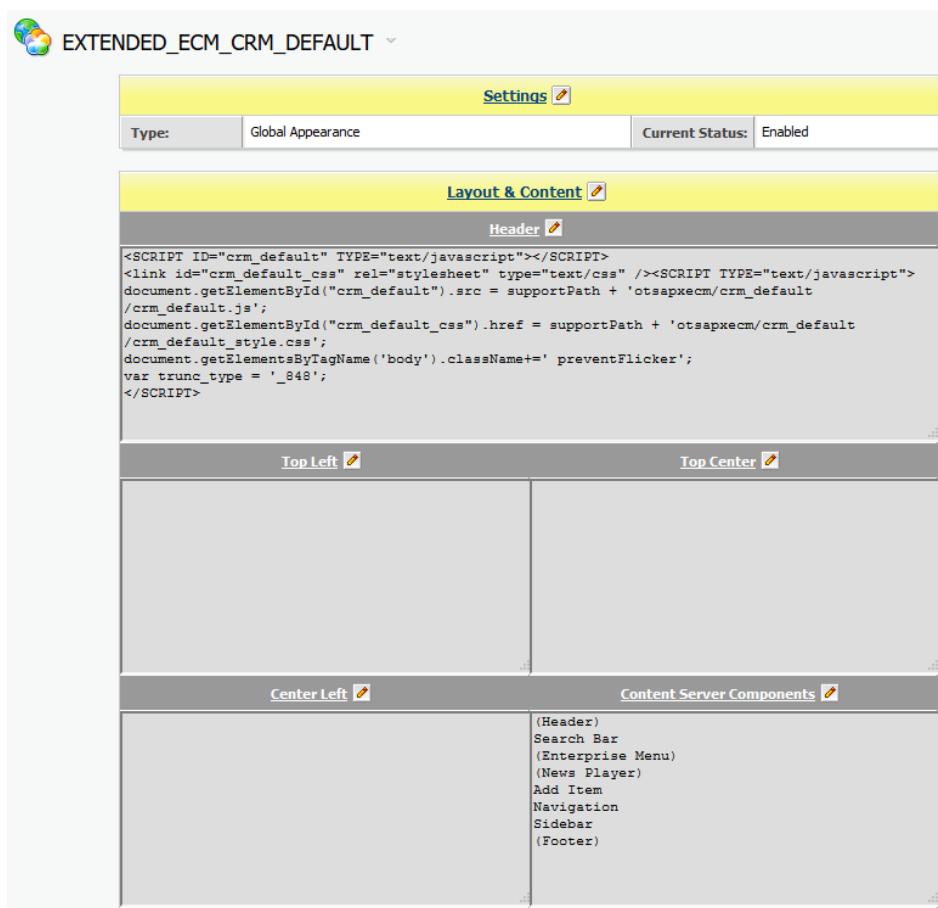
The screenshot shows a table listing three themes under the heading "Appearances Volume". The columns are "Type", "Name", "Size", and "Modified".

Type	Name	Size	Modified
EXTENDED ECM SRM SAP TRADESHOW	1 Item	12/11/2015 10:00 AM	
EXTENDED ECM CONTENT SERVER	1 Item	12/11/2015 10:01 AM	
EXTENDED ECM CRM DEFAULT	1 Item	12/11/2015 10:00 AM	

2. Select the recommended appearance:

For SAP CRM: EXTENDED\_ECM\_CRM\_DEFAULT

3. Check if the following settings are present according to [Figure 7-1](#).
- **Current Status:** Enabled
  - **Header** section
  - **Content Server Components** section
  - **Workspace** section



**Figure 7-1: Appearance settings for SAP CRM**

#### Header script for EXTENDED\_ECM\_CRM\_DEFAULT –

```
<SCRIPT ID="crm_default" TYPE="text/javascript"></SCRIPT>
<LINK ID="crm_default_css" REL="stylesheet" TYPE="text/css" /></LINK>
<SCRIPT TYPE="text/javascript">
document.getElementById("crm_default").src = supportPath + 'xecmpf/crm_default/
crm_default.js';
document.getElementById("crm_default_css").href = supportPath + 'xecmpf/
crm_default/crm_default_style.css';
```

```
document.getElementsByTagName('body').className+= ' preventFlicker';
var trunc_type = '_848';
</SCRIPT>
<STYLE>
#pw_SideBarWrapper {display: none;}
</STYLE>
```

These settings will turn off certain standard Content Server UI components such as header and footer; an additional JavaScript will be added to the appearance to manipulate the breadcrumb navigation.

## 7.10 For SAP CRM: Configuring security settings

To display business workspaces in web applications of SAP CRM, you must adapt the security parameters in Content Server.

### To enable display of business workspaces in web applications of SAP:

1. On the OpenText Content Management Administration page, click **Core System – Server Configuration > Security Parameters**.
2. Specify the following parameters:

---

#### Frame Embedding

Must be unchecked. You do *not* want to prevent request handlers from being embedded in external frames.

---

#### Trusted Referring Websites

Enter the URL of the SAP application website with port, for example  
<http://mycrmsystem.mycompany.com:8000>.

---

## 7.11 Repairing a group replacement migration

With version 20.2, the group replacement mechanism has been changed internally. During upgrade a job migrates the previous group replacement settings to the improved setting. This should happen without any attention from your side. However, if the group replacement job for data migration failed, you can run the job again from the OpenText Content Management Administration page.

### To re-run the job for group replacement migration:

- In the OpenText Content Management Administration, click **Core System – Database Configuration > Maintain Current Database > Test or Repair Known Database Issues > Repair Business Workspace Group Replacement Data**.

## 7.12 Considering virus-scanning

As an administrator you must ensure that Content Server deployments and related server systems are scanned for viruses on a regular basis. You should also make every effort to ensure that desktops, workstations, and even portable systems like notebooks have real-time virus protection, and that virus definitions are regularly updated. This could easily be the first line of defense to counter virus threats in your corporate or organizational environments. Administrators should consult their antivirus software vendor's website for up-to-date information, critical updates, and patches to ensure their corporate or personal virus scanners have the latest fixes to deal with any reported issues. Antivirus applications can have negative effects on application deployments if not configured correctly.

- An antivirus application must be able to read files from the file system. Sometimes, the process of reading the file will “lock” it and prevent other applications from reading from or writing to the file.

Therefore configure your antivirus software to exclude the *<Content\_Server\_home>* folder and subfolders and the folders that contain the Content Server search index files.

- When an antivirus application has detected what it believes to be an infected file, the antivirus application might “quarantine”, which means move and restrict access, the file or delete the file entirely. However, antivirus applications sometimes identify non-malicious files as a virus. As a result, these files can be inadvertently deleted or quarantined. When this happens, important files can be made inaccessible, which can prevent services from running correctly or from running at all.

Administrators should be aware that Content Server can be deployed in a variety of configurations. It can be deployed across multiple servers and use a number of operating systems. Administrators can enhance the default services with add-ons and customizations. OpenText Customer Support can assist customers to determine the appropriate antivirus application configuration for their deployment. OpenText recommends that administrators test changes to configuration of antivirus applications prior to deploying them in production.

OpenText partners have also created modules that can integrate directly with Content Server and an organization’s existing antivirus solutions to block malware and viruses from being uploaded to Content Server. To inquire about these solutions, contact your Customer Support channel.

For more information, see the “Best Practices: Content Server Application Security Hardening Guide” in OpenText My Support (<https://knowledge.opentext.com/knowledge/lisapi.dll/Overview/65175979>).

## Chapter 8

# **Performing system administration tasks in the Archive Center**

## **8.1 Customizing processing of OpenText Content Management Records**

After installation you must change the variable Allow how to process the XECM records (RECSVC\_XECMREC) to value XECMRECDENY ("XECMRECDENY").



## Chapter 9

# Reporting incidents to SAP Solution Manager

You can allow users to report incidents directly from Smart View to your local SAP Solution Manager. For more information about SAP Solution Manager, see [https://help.sap.com/viewer/p/SAP\\_Solution\\_Manager](https://help.sap.com/viewer/p/SAP_Solution_Manager).

#### To enable SAP incident reporting:

1. On the OpenText Content Management Administration page, click **Integration to SAP Solutions > Configure SAP Support Integration**.
2. Click **Enable** and provide the connection parameters to the server, which hosts the SAP Solution Manager: **Server**, **Port Number** and **Protocol**. Make sure, that you have no spaces at the end of the server name or the port number. The URL to the SAP support portal is <https://support.sap.com/en/index.html>.
3. Click **Save Changes**.

#### To report an incident as a user:

1. In Smart View, click the **Profile Menu**.
2. Click **Report incident to SAP**.
3. Fill in the required information in the incident report and save your data.



## Chapter 10

# Performing general post-installation tasks in SAP

Before using the OpenText Documentum CM functions, you must perform a series of post-installation and customizing tasks in SAP. For more information, see “[Performing post-installation tasks](#)” on page 49.

For information about the scenario-specific post-installation tasks, see *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.



**Note:** The OpenText Content Management configuration entries are only available in English. Using other languages result in technical identifiers to be shown instead of texts.

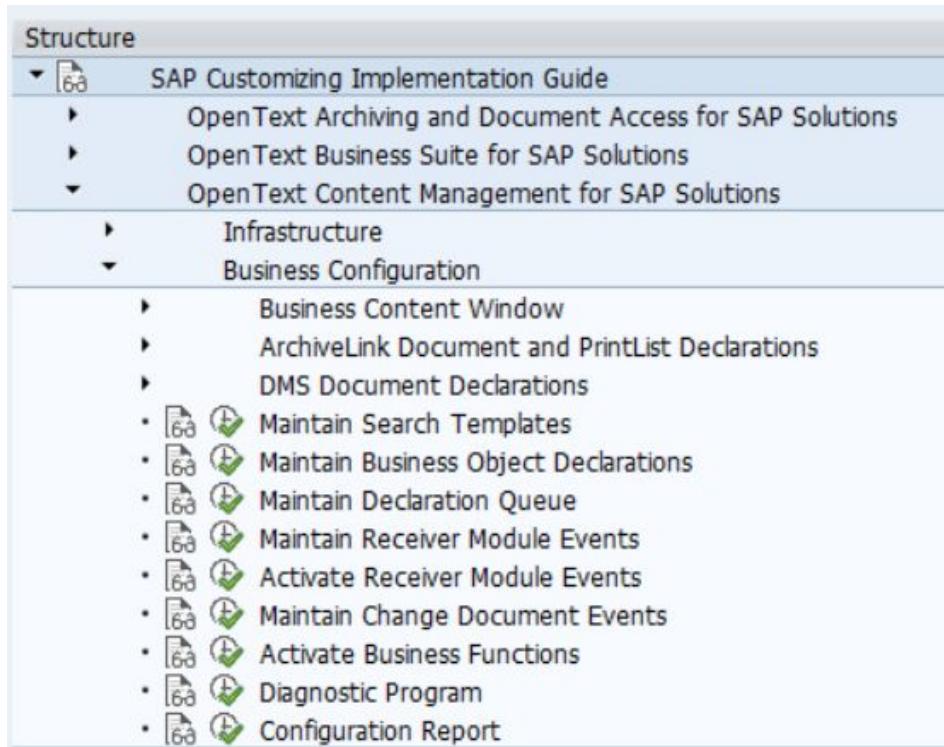
## 10.1 Performing general post-installation tasks in SAP

### 10.1.1 Using the IMG function

OpenText Content Management for SAP Solutions provides a central customizing menu in SAP in the **OpenText Content Management for SAP Solutions** structure of SAP’s Customizing Implementation Guide (IMG) function.

#### To call the IMG:

1. Start the SPRO transaction.
2. Click **SAP Reference IMG**.
3. Navigate to the **OpenText Content Management for SAP Solutions** structure and open it.



4. Select the required activity, and then click Execute.

If an SAP system displays a different IMG structure rather than standard reference IMG, the OpenText Content Management for SAP Solutions customizing is not visible. You have the following options to access the OpenText Content Management for SAP Solutions customizing structure:

- Use transaction SIMGH, save the OpenText Content Management for SAP Solutions IMG structure as a favorite and call it from there.
- Add the OpenText Content Management for SAP Solutions customizing to the existing customizing structure of transaction SPRO.

**To use transaction SIMGH to access OpenText Content Management for SAP Solutions customizing:**

1. Start the SIMGH transaction.
2. In the **IMG structure** field, open the search help and search for the search term **OpenText\***. With this search term, you also find IMG structures for other OpenText products.
3. Double-click on entry.
4. Click **Add to Favorites**.

5. In the **Favorites** list, select one entry, and then click  to access the IMG structure.

**To add the IMG structure to SPRO transaction:**

1. Create an enhancement ID:
  - a. Start the **S\_IMG\_EXTENSION** transaction.
  - b. Open the search help of field **Enhancement ID**.
  - c. Click  **Create Enhancement ID (F5)**.
  - d. Enter an **Enhancement ID**, for example **Z\_OTX\_EXTECM**, and an explanatory text, for example **OpenText Content Management**.
  - e. Click  **Save**.
  - f. Click  **Continue**.
  - g. Double-click the newly created enhancement ID in the **Enhancement ID: Original** list to select it for the **Enhancement ID** field.
2. Enhance the SAP IMG structure for OpenText Content Management for SAP Solutions:
  - a. In the **IMG structure** field, select the IMG structure that is currently displayed in the **SPRO** transaction and which you want to enhance.  
For example, in SAP Extended Warehouse Management, select the IMG structure **SAP - Implementation Guide**.
  - b. Click **Favorite** to add the IMG structure to your favorites.
  - c. Select the IMG structure in the **Favorites** list by double clicking.
  - d. If not already done, in field **Enhancement ID**, select the enhancement ID created in **step 1**.
  - e. Click **Enhance Structure**.
  - f. Select the root node of the IMG structure.
  - g. From the menu, select **Edit > Nodes > Insert IMG Structure > As Subnode**.
  - h. Enter the node name for the customizing, for example **OpenText Documentum CM for SAP Solutions**.
  - i. Click  **Find structure** to search for the OpenText Content Management for SAP Solutions customizing IMG structure. Search for **OpenText Content Management for SAP Solutions**.
  - j. Click  **Copy**.
  - k. Click  **Save**.
3. Enhance the SAP IMG structure for Archiving and Document Access:  
Repeat the steps described in **step 2** for the OpenText Archiving and Document Access customizing with the corresponding data:

- Name of the node: **OpenText Archiving and Document Access for SAP Solutions**
- Name of the IMG structure: **OpenText Archiving and Document Access for SAP Solutions**

### 10.1.2 Assigning SAP roles

To use the OpenText Content Management for SAP Solutions functions in SAP, you must assign specific SAP roles in transaction SU01. The following roles are required:



#### Notes

- If you do not want to use these roles, you must assign the respective authorization objects to your own roles. You can also perform transaction assignments in the SU24 transaction and use them later in the profile generation tool PFCG.
- If you want to use field values other than those recommended here, field help provides additional information.

---

#### /OTX/RM\_USER

Role for OpenText Content Management for SAP Solutions application users. This role allows an SAP user to declare ArchiveLink documents as records, search Content Server, display a business workspace in the Business Content window, and show record details.

This role contains the following authorizations objects:

Authorization object	Description
/OTX/RM	Records management authorizations in GOS Set field /OTX/RMACT to value 00 or * for granting access to functionality related to Records Management.
J_6NRL_DOL	Business attachments authorizations Set field /OTX/RMDAC to value 00 for granting access to business-attachments-related functionality.
J_6NRL_WSC	Business workspace authorizations Set field /OTX/RMWAC to value 00 for granting access to business-workspace-related functionality.
J_6NRL_LFS	Access to local folders Set field /OTX/RMLAC to value 00 for granting access to local files.

Authorization object	Description
S_GUI	Access to Drag & Drop functionality in Business Content window. Set field ACTVT to value 60 for granting access to drag and drop.

**/OTX/RM\_ADMIN**

Role for SAP administrator; this role allows for the post-installation and customizing steps as well as administrative tasks like monitoring or running batch jobs.

This role contains the following authorizations objects:

Authorization object	Description
/OTX/RM	Records management authorizations in GOS
J_6NRL_DOL	Business attachments authorizations
J_6NRL_WSC	Business workspace authorizations

**/OTX/RM\_ADMIN\_S4**

Role for SAP administrator. This role provides additional authorizations or menu items on S/4HANA systems. For example, it allows access to transaction / OTX/RM\_SBO\_CONVERT.

**/OTX/RM\_CS\_SAP\_USER**

Role for the SAP system connection between Content Server and the SAP system. This role is needed for the SAP user which is configured in Content Server for the connection to SAP. For more information, see *OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)*.

**/OTX/RM\_CS\_SAP\_USER\_S4**

Role for the SAP system connection between Content Server and the SAP system. This role is needed in S/4HANA systems to provide additional access to the OData service /OTX/RM\_SBO\_ODATA\_SRV. This role is needed for the SAP user which is configured in Content Server for the connection to SAP. For more information, see *OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)*.

**/OTX/RM\_IMPERSONATED\_USER\_ROLE**

Role for the SAP user which is used in the RFC destination. For more information, see *OpenText Content Management for SAP Solutions - User Management and Access Control Scenarios (ERLK-CUM)*.

### 10.1.3 Adjusting authorization default values

OpenText provides standard authorization assignments for OpenText Documentum CM transactions as part of the installation packages. You can set default values for the assignment of an authorization to a transaction, which means a simplification compared to using the SU24 transaction.

The installation packages provide only the standard entries for SAP assignments, which means those visible in the SU22 transaction. Copy the standard OpenText Content Management assignments into the “customer” tables (SU24) through the standard SAP download/upload programs RSU22DOWN and RSU22UPLD in the following way.

**To copy standard OpenText Content Management assignments into customer tables:**

1. Import the OpenText Documentum CM installation and support packages.
2. Download the authorization-to-transaction-assignment data into a file:
  - a. Use the SE38 transaction to run the RSU22DOWN program, which downloads the transaction assignments.
  - b. Select the **SAP Data** options and select **Display All**.
  - c. Click  **Execute**.
  - d. Enter a name for the data file.
3. Repeat this for the following transactions:
  - /OTX/RMMIG
  - /OTX/RMMIGPRINTL
  - /OTX/RMMON
  - /OTX/RMPEQ
  - /OTX/RMPEQPRINTL
  - /OTX/RM\_DIAGNOSTIC
  - /OTX/RM\_DIAG\_INFRA
  - /OTX/RM\_CFGREP
  - /OTX/RM\_WSC\_PEQ
  - /OTX/RM\_WSC\_Q
  - /OTX/RM\_WSC\_Q\_NR
  - /OTX/SEA\_UI
  - /OTX/RM\_SBO\_CONVERT

If OpenText Content Management S/4HANA component OTCMS4A is installed, repeat this for the following transactions too:

- /OTX/RMERP\_DMS\_PEQ
  - /OTX/RMERP\_DMS\_MIG
4. Upload the files with the transaction assignments:
    - a. Use the SE38 transaction to run the RSU22UPLD program, which upload the transaction assignments to your customer's table.
    - b. Enter the same list of transactions, for which you downloaded the data files.
    - c. Select the following options. Clear all other.
      - SAP Data
      - Copy SAP Data to Customer Table
  5. After you have successfully completed the upload steps for all transaction, you can adjust the transaction assignments in the SU24 transaction.
  6. Use the transaction assignments in the profile generation tool PFCG.



**Note:** For authorization checks that will be added or changed in future support packages, OpenText will deliver a list of transactions whose assignments can be copied into the "customer" list of the SU24 transaction. However, you must verify existing transaction assignments in the SU25 transaction using step **Postprocess the Settings > 2B Compare Affected Transactions**.

## 10.2 Performing post-installation tasks

### 10.2.1 Verifying that SNI is enabled

For the cloud connection to work successfully, SNI must be enabled. Run transaction `rz11` and verify that either `icm/HTTPS/client_sni_enabled` or, on older kernel versions, `ssl/client_sni_enabled` is available and enabled. If neither parameter is present, your kernel release is too low, and you must update your SAP system. For more details on SNI, see SAP Note 2124480.

## 10.2.2 Exporting the SAP PSE certificate for the SAP authentication handler

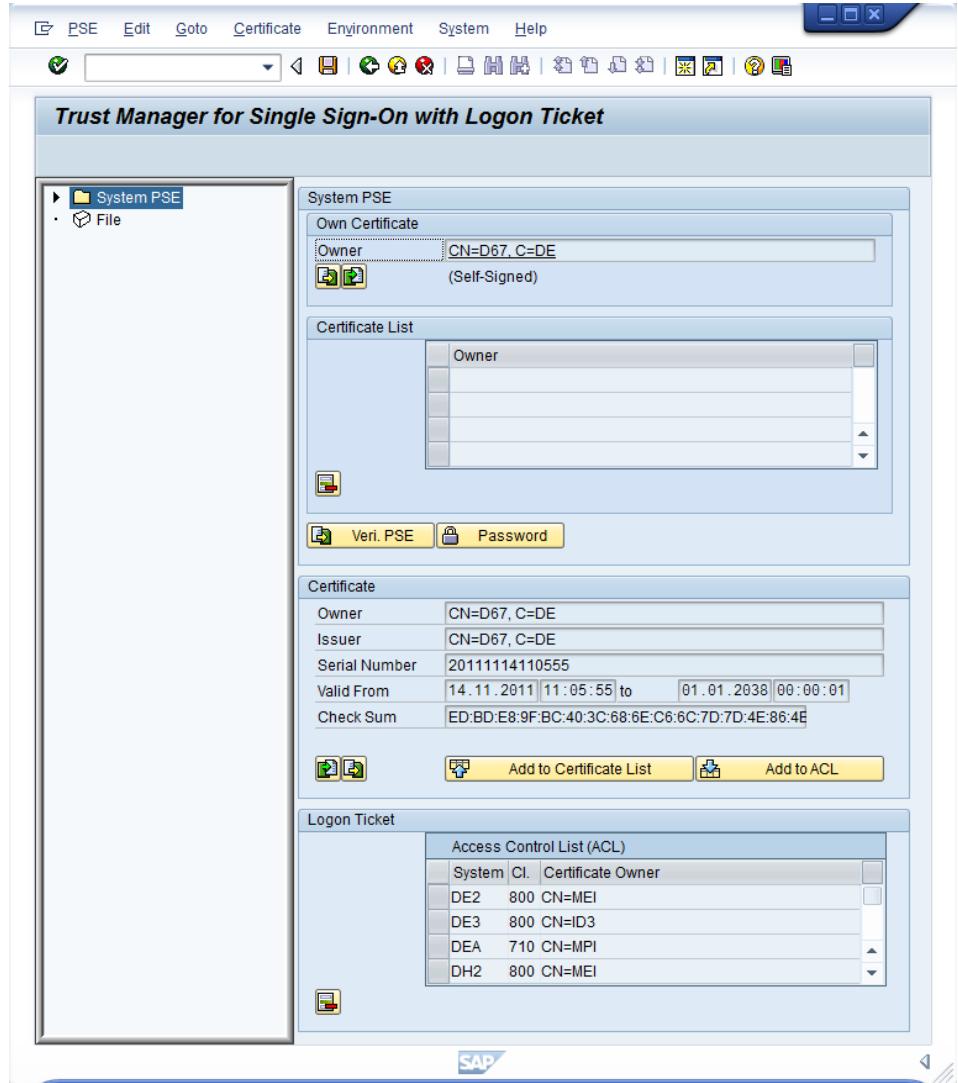
You need the SAP PSE certificate to create the SAP authentication handler in OpenText Directory Services. The SAP authentication handler validates SAP tickets sent from the SAP system against the exported certificate. You export the certificate in a PSE file from SAP using the **Export System PSE Certificate to File System** activity in the SAP IMG.



**Note:** If your system uses a different PSE file for SAP Logon Ticket signing (for example, if you have implemented SAP Note 2420548), then you need to export that file without the system PSE. The procedure is similar as described for the system PSE.

### To export the SAP PSE certificate:

1. In the IMG, navigate to the **Export System PSE Certificate to File System** activity, and then click Execute.



2. Open the **System PSE** section, and then check whether there is a certificate in this folder.  
If this is not the case, create a new one. For more information, see SAP Help Portal ([http://help.sap.com/saphelp\\_nw70/helpdata/de/0e/fb993af7700577e10000000a11402f/frameset.htm](http://help.sap.com/saphelp_nw70/helpdata/de/0e/fb993af7700577e10000000a11402f/frameset.htm)).
3. Make sure the certificate's CN value in the **Owner** field equals to the system ID; in this case, the value is **D67**.  
If this is not the case, delete the current one and create a new one.
4. Click **Veri. PSE**. If there are more certificates available, click **Yes** in the message window to add only your own certificate to the verification PSE.
5. Click **Yes**, and then copy the PSE file to an appropriate location on the Directory Services server.

## Creating an SAP authentication handler in Directory Services

The SAP authentication handler validates the user against the SAP PSE certificate and extracts user information from the SAP logon ticket. This is relevant for synchronized and non-synchronized partitions. You create the respective authentication handler using the Directory Services Administration web client.



**Note:** For a detailed description of authentication handlers, see Section 4.2 “Creating an authentication handler” in *OpenText Directory Services - Installation and Administration Guide (OTDS-IWC)*.

### To create an SAP authentication handler:

1. Start Directory Services Administration in a web browser. Open `<protocol>://<server>:<port>/otds-admin/`, and then sign in as `otadmin@otds.admin`.
2. On the Directory Services Administration menu, click **Authentication Handlers**.
3. Click **Add**.
4. In the **New Authentication Handler** assistant, define the following settings:
  - On the **General** page, set the **Authentication handler type** to **SAPSSOEXT Authentication Handler** and enter a name. Click **Next**.
  - On the **User Partition** page, set the scope to **Global** only if the user name exists only once across all partitions. If the user exists in more than one partition, specify the partition in the **User Partition** field. Click **Next**.
  - On the **Parameters** page, set the following parameters:
    - In the **SAP Certificate (PSE) 1** field, add the certificate you exported from SAP, and, optionally, provide a password. You can add additional certificates if necessary. The **Description** field is automatically filled with the path to the certificate; you can change the text.
    - Only if you want to map all SAP users to one user in Content Server according to the scenario described in Section 3.2.3.4 “Mapping all SAP users to one OTDS user in OTDS SAPSSOEXT authentication handler” in *OpenText Content Management for SAP Solutions - User Management and Access Control Scenarios (ERLK-CUM)*, in the **Map all SAP users to** field, enter the name of the OTDS user name to which all authenticated SAP users will be mapped once their logon ticket is verified. Use the same format that you define in the **Authentication principal attribute** field.
  - On the **Configuration** page, set the following parameters:
    - Select **Enable authentication handler**.
    - Set **Priority** to 1. This setting defines that this authentication handler is used first before the other authentication handlers.
    - From the list box, select an attribute that will uniquely find a given user in Directory Services. Enter the attribute that complies to the SAP user ID

which is sent with the SAP logon ticket, for example `oExternalID` or `oExtraAttr1`. Typically, this is `oExternalID1`.

Click **Add** to add the attribute to the **Authentication principal attribute** list.

5. Click **Save**.

### 10.2.3 Activating the SSO HTTP service

You must activate the HTTP service to use the Single sign-on (SSO) service.



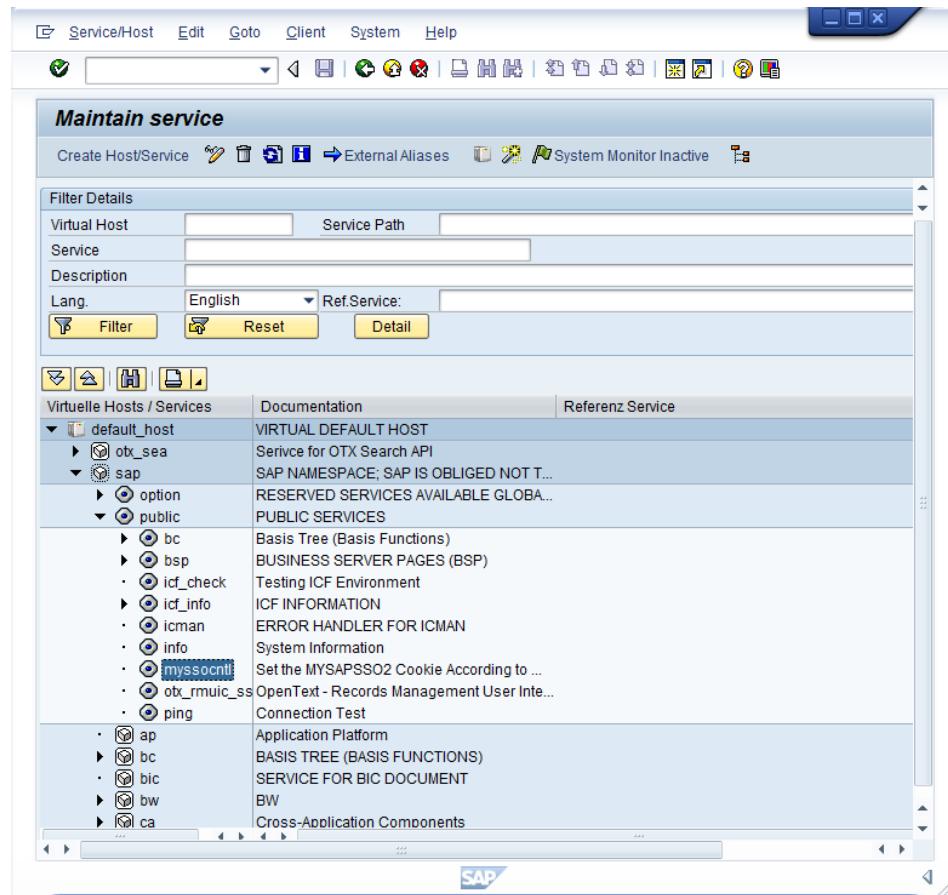
**Note:** Make sure that the SSO profile parameters of your SAP system are set to the following values:

- `login/create_sso2_ticket = 2` for the display of Content Server HTML dialogs in SAP GUI
- `login/create_sso2_ticket = 3` to increase the security for the Web Service communication between SAP and Content Server to the highest level. This needs special settings in configuration. For more information, see “[Using the assertion-based authentication mechanism](#)” on page 58.

For a temporary setting, start the RZ11 transaction, enter the parameter name, and then click **Display**. For a permanent setting, use the RZ10 transaction, and restart the system after setting the parameter.

#### To activate the HTTP service:

1. In IMG, navigate to the **OpenText Content Management for SAP Solutions > Infrastructure > Activate HTTP Service** activity, and then click **Execute**.
2. In the **Hierarchy Type** field, select **SERVICE**, and then click **Execute**.
3. In the **Maintain service** dialog, open the following node **default\_host > sap > public**.



- From the context menu of the **myssoctl** item, select **Activate Service**.

#### To activate the redirect service:



**Note:** The redirect service `xecm_redirect`, delivered by OpenText, has to be activated for services that use value 2 and 3 for the `login/create_sso2_ticket` system parameter.

- Enter the SICF transaction.
- In the **Define Services** window in the **Filter for Calling ICF Hierarchy** section, select the **Hierarchy Type SERVICES** and click **Execute**.
- In the **Virtual Host / Services**, open the `default_host` list.
- Open the new node `otexrl` with the `xecm_redirect` redirect service.
- Right-click on `otexrl` and in the menu select **Activate Service**.
- In the **Activation of ICF Services**, click **Yes**.

## 10.2.4 Configuring the Service Provider Interface service

For communication from Content Server to the SAP system a web service is used. You configure the web service on SAP side. Content Server uses this web service to connect to the SAP system.

 **Note:** This activity is required to connect the SAP system as business application in Content Server. For more information, see *OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)*.

1. In the IMG, navigate to the **OpenText Content Management for SAP Solutions > Infrastructure** structure and open it.
  2. For the **Configure SPI Service** activity, click  **Execute**.  
The SOA Manager opens in a web browser.
-  **Note:** In the SOA Manager, the option names differ from release to release. The following steps cover some of the possible option names. For detailed information, see the SAP documentation.
3. Click the **Business Administration**, **Business Administrator** or **Service Administration** tab.
  4. Click the **Web Service Administration** or **Single Service Configuration** link to manage the web service.
  5. Search for the `/OTX/ECMLINKSERVICE` web service to display details.
  6. Select the web service and click **Apply Selection**.
  7. Click the **Configurations** tab.
  8. To create a service and an end point, click **Create Service**.
  9. Enter the following:
    - **New Service Name or Web Service Name:** Enter a name of your web service, for example `ECMLinkSPIService`.
    - **Description:** Enter a description for your web service.
    - **New Binding Name:** Enter a binding of your web service, for example `BasicAuthBinding`.

 **Note:** The information you enter here will be part of the address used to access the SAP system from Content Server:

```
https://<common url:port>/sap/bc/srt/xip/otx/ecmlinkservice/<Client>/<WebServiceName>/<BindingName>
```

**Example:**

```
https://mucr3d6v.example.com:44300/sap/bc/srt/xip/otx/ecmlinkservice/800/ecmlinkspiservice/basicauthbinding
```

10. Click **Apply Settings** to save.
11. To configure your web service and binding, select your web service and end point in the table, and then click **Edit**.
12. Define the security and authentication settings. The following authentication scenario is supported:
  - HTTPS and HTTP basic authentication with user and password

On the **Provider security** tab, enter the following:

  - **Transport Guarantee Type:** Select **HTTPS**.

 **Note:** For HTTPS, the SSL certificate must be imported to the keystore. For more information, see *OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)*.

  - **Transport Protocol or Communication Security:** Select **HTTP Using Secure SSL Connection**.
  - **HTTP Authentication or Transport Channel Authentication:** Select **User ID/Password**.
13. Click **Save**.
14. Go back to SAP GUI and start the SICF transaction.
15. In the **Maintain Service** dialog open the `sap/bc/srt/xip/otx/ecmlinkservice/<Client>/<WebServiceName>`, for example `sap/bc/srt/xip/otx/ecmlinkservice/800/ecmlinkspiservice` node and check if the `<BindingName>` (for example `basicauthbinding`) service is activated. If not, activate it.

### 10.2.5 Creating logical destinations

The SAP system uses the Internet Communication Framework (ICF) to connect through REST calls to OTDS and the Content Server.

For this, you define a logical destinations for each of the following systems:

- OpenText Directory Services (OTDS)
- Content Server

You will need these logical destinations when you set up the connection to the OpenText Content Management system. For more information, see “[Maintaining OpenText Content Management connections](#)” on page 58.

#### To create logical destinations:

1. Run transaction `SM59` to open the **Configuration of RFC Connections** screen.
2. Create a new connection of type with the following parameters:
  - **RFC destination:** Enter a name for the connection.

- **Connection Type:** Select G HTTP Connection to External Server.
- **Technical Settings tab**
  - **Target Host:** Enter the fully qualified hostname of the server.
  - **Service No.:** Enter the port of the server. If you want to use SSL (HTTPS), you also must activate SSL usage on the **Logon & Security tab**.
  - **Path Prefix:** Leave empty.
  - **HTTP Proxy Options:** You can define proxy settings specific to this logical destination or a global configuration for all logical destinations. The proxy settings are only active for direct connections from the SAP server to external server. They are not relevant to frontend UI or Web UI connections.
- **Logon & Security tab:**
  - **Logon procedure:** Select **No Logon**.
  - **Send Assertion Ticket:** Select the option if it is a checkbox under the area **Logon Procedure**. The option must be set at least for the OTDS destination in order to allow single sign-on (SSO).
    -  **Note:** In newer SAP releases you have 3 options under the **Logon with Ticket** area. The right option depends on the single sign-on (SSO) settings, see "[Activating the SSO HTTP service](#)" on page 53. If login/accept\_sso2\_ticket value 2 is used, select the **Send ticket without reference to target system** option. If login/accept\_sso2\_ticket value 3 is used, select the **Send assertion ticket for dedicated target system** option. Then you must provide the system ID and client, see "[Using the assertion-based authentication mechanism](#)" on page 58.
- **SSL:** Select **Active**. If you connect through HTTPS, use the correct port in the **Property Service No.** field on the **Technical Settings tab**.
- **SSL Client Certificate:** Select ANONYM if SSL is active.
- **Authorization for Destination:** Leave empty.
- **User/Password Status:** Leave empty.
- **Special Options tab:**
  - **Timeout:** Select **ICM Default Timeout**.
  - **HTTP Setting Version:** Select HTTP 1.1. If you experienced unexpected issues, you may switch back to 1.0.
  - **Compression:** Select **Inactive**.
    -  **Note:** Compression of request bodies is not supported by Content Server. Leave compression status **Inactive**.
  - **Compressed Response:** Select **Yes**.

- **HTTP Cookies:** Select No.

#### 10.2.5.1 Using the assertion-based authentication mechanism

If the profile parameter `login/create_sso2_ticket` is set to 3, you must set up a target SAP system for the communication with OTDS. For this purpose, OTDS is configured as a virtual SAP system with the `SID = OTX` and the `client id = 001`. If additional assertions are enabled, you must also configure them.



**Note:** To use the assertion-based authentication, OpenText Content Management for SAP Solutions must use RFC destinations managed by `SM59` transaction. In these RFC destinations you can maintain the assertion ticket parameters.

For implementing the assertion-based authentication mechanism you must modify the configuration as follows:

##### To configure additional security settings for RFC destinations

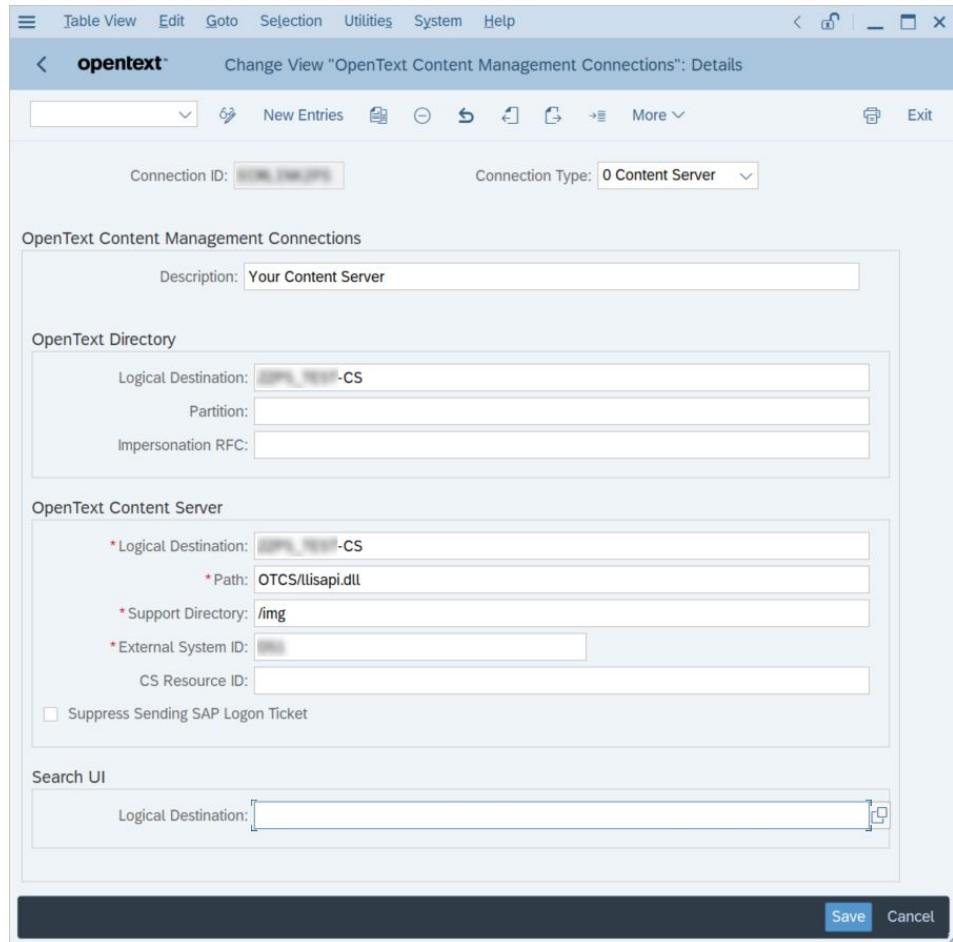
1. Enter the `SM59` transaction.
2. In the **RFC Connections** list, open the **HTTP Connections to External Server** section and find the destination configuration which is referred to in the OpenText Content Management communication configuration.
3. In the **Logon & Security** tab in section **Logon with Ticket**, select **Send Assertion Ticket for Dedicated Target System**.
4. In the **System ID** field enter `OTX`, and in the **Client** field enter `001`.

#### 10.2.6 Maintaining OpenText Content Management connections

All parameters for a connection to OpenText servers are collected with an connection ID. For an installation, you have to create a new connection ID.

##### To maintain connection settings in:

1. Navigate to the **Infrastructure > Maintain OpenText Content Management Connections** activity, and then click **Execute**.
2. Click **New Entries**.



3. Enter the following parameters:

#### Connection ID

Enter a connection ID.

#### OpenText Content Management Connections

- Description:** Enter a description for the connection.

#### OpenText Directory

- Logical Destination:** Enter the logical destination as defined for it.
- Partition:** Enter the OTDS partition that is used to authenticate SAP users in Content Server, only if you are using policies and only if you have consolidated those users in OTDS in the format user@partition. Do not enter @ together with the partition, only the partition name. Leave the field empty if you do not use partitions at all.

**Example:** Users in your system are created using the following scheme `USER@PARTITION`, for example `nick@SAP_USER`. In this case, here, you enter `SAP_USER`.

- **Impersonation RFC:** If you are using impersonation, enter the RFC destination used for impersonation. In addition, you must implement and activate the `/OTX/RM_IMPERSONATE` BAdI and perform additional configuration tasks. You also must provide the **CS Resource ID**.

RFC Impersonation uses a web service for SSO: If you want to restrict this web service to redirect to a certain Content Server, you can maintain a whitelist.

For more information about implementation, see Enterprise Application Integration and SAP Solutions SDK (<https://developer.opentext.com/ce/products/content-management/documentation/application-integration-sdk>).

For more information about the impersonation scenario and relevant configuration, see Section 5.7.1 “Enabling user-specific impersonation (SAP BAdI)” in *OpenText Content Management for SAP Solutions - User Management and Access Control Scenarios (ERLK-CUM)*.

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#### OpenText Content Server

- **Logical Destination:** Enter the logical destination as defined for it. .
- **Path:** `cs/cs`
- **Support Directory** defines the directory on Content Server where the files for the Content Server widgets are stored, for cloud installations the directory is `cssupport`. For more information, see Section 10 “Using the Content Server Integration Widget” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.
- **External System ID:** Enter the SAP System ID.
- **CS Resource ID:** Content Server Resource ID as defined for Directory Services. This option is necessary if you want to use impersonation with web-based SSO. To retrieve the ID, open Administration Client. Go to **Directory Services > Resources > <Content Server entry> > Edit** and copy the **Resource identifier**, for example, `d7c6b26b-af12-4d87-87cd-050de0768f4a`.

RFC Impersonation uses a web service for SSO: if you want to restrict this web service to redirect to a certain Content Server, you can maintain a whitelist.

---

#### Suppress Sending SAP Logon Ticket

Select this option if you do not want to send the SAP Logon Ticket.

---

#### Search UI

Enter the logical destination, you created for it.

- 
4. Click  **Save**.

### 10.2.6.1 Troubleshooting connections

#### You are on an SAP Business Suite 7 server or older SAP S/4HANA server

You can only install OTEXRL 2440\_700. Follow the Installation Guide of version 25.3 (<https://webapp.opentext.com/piroot/erlk/v250300/erlk-igd/en/html/copyrght.htm>) or earlier. To check which versions of Content Server are supported against version 24.4 of the Add-Ons, also see Installation guide 25.3 (<https://webapp.opentext.com/piroot/erlk/v250300/erlk-igd/en/html/upgr-supported-states.htm>) and release notes.

#### You have ABAP Add-On OTCMFND installed and the Does the Content Server REST API support all required methods? test has failed in diagnostic program

The test may fail due to the following reasons:

##### Content Server connection does not work

Do the following:

1. First, fix the connection.
2. Run transaction SE16 and enter the table name = /OTX/RM\_FTRCHECK.  
Select  
LES\_ID = <value of your connection>and  
FEATURE = XECM\_REST\_FOR\_WS.
3. Delete the selected entry. Alternatively, you can wait one day for the cached data to be automatically reset.  
Then run the diagnostic program again.

##### Your Content Server does not support all features

This can be only if you upgraded on SAP side but not on Content Server. You must maintain logical ports.

Do the following:

1. Follow the Installation guide 24.4 (<https://webapp.opentext.com/piroot/erlk/v240400/erlk-igd/en/html/copyrght.htm>) to create logical ports. You should be able to use the transaction SOAMANAGER to start this on an S/4HANA server.
2. In the details screen of **Maintaining OpenText Content Management connections**, enter the OK code & show\_legacy\_on. Then Logical Ports for Web Services are visible. Enter the logical ports for OpenText Content Management, OT Directory and CS Member.



#### Caution

Do not use this action to maintain any other deprecated fields.

3. Save your changes.
4. If you maintain the connection later again, the logical ports maintained are visible without a special OK code.

---

#### You upgraded from an older version of ABAP Add-On OTEXRL to ABAP Add-On OTCMFND

Any existing connection settings you have taken over continues to display the section of Logical Ports for Web Services. The usage is deprecated.

Migrate to use REST based methods. Do the following:

1. Do not use the native Dynpro integration of business workspaces in SAP GUI anymore. Instead, use the integration widgets of Content Server Smart View.
2. Replace custom implementations based on deprecated API's with implementations based on supported API's. See Enterprise Application Integration and SAP Solutions SDK (<https://developer.opentext.com/ce/products/content-management/documentation/application-integration-sdk>) guide.
3. Make sure that your Content Server supports all REST based calls. See *OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)*.
4. Remove entries from section **Logical Ports for Web Services** in your OpenText Content Management connections.

---

### 10.2.7 Importing the Content Server SSL certificate

If you get an error about untrusted root in connection tests in the OpenText Cloud environment, you must import the Content Server SSL certificate into the SAP system.



**Note:** For the general setup of SSL in your SAP system, follow the procedure outlined in [http://help.sap.com/saphelp\\_nw70ehp2/helpdata/en/49/23501ebf5a1902e10000000a42189c/frameset.htm](http://help.sap.com/saphelp_nw70ehp2/helpdata/en/49/23501ebf5a1902e10000000a42189c/frameset.htm).

#### Prerequisites

- You have configured the web servers for HTTPS.

#### To export certificate from Content Server:

1. Call an URL from the environment in a browser. For example, <https://otacc.example.com/archive>.
2. Click the lock symbol to access the certificate. In MS Edge, you must click **Connection is secure** and then click the certificate symbol in the top right corner.

3. In the certificate dialog, click the **Certification Path** tab and then click the top most certificate. Click the **View Certificate** button.
4. Switch to the **Details** tab of the certificate and click the **Copy to File...** button. Follow the assistant to save the certificate.

**To import the certificate:**

1. In the SAP system, start the **STRUST** transaction.
2. Open the **SSL client SSL Client (Anonymous)** node.
3. On the **Certificate** menu, click **Import**.
4. Enter the file path, and then select **Base64**.
5. Click the **Add to Certificate List** button and save your settings.
6. Repeat the steps for the **SSL client SSL Client (Standard)** node.



## Chapter 11

# Mapping SAP roles to OTDS groups or Content Server groups

In Content Server, permissions define who can access a business workspace. Typically, this is handled with groups to which the users are assigned. Content Server users and groups are managed in Directory Services (OTDS).

You can fill OTDS groups with users from the SAP system depending on their role assignment. The OTDS users and groups are synchronized to the Content Server groups.

For the mapping, you create the OTDS groups in a separate non-synchronized partition. You configure the Content Server resource in OTDS, define the partition and a mapping in the SAP system, run it and configure events. Permissions for groups in Content Server must be defined separately by the Content Server administrators. For information about all relevant settings, see *OpenText Content Management for SAP Solutions - User Management and Access Control Scenarios (ERLK-CUM)*.



**Note:** For earlier versions, a Solution Accelerator was available for the mapping of SAP roles to Directory Services groups. If you have been using this Solution Accelerator, you can either stay with your former implementation or switch to the new implementation. If you want to switch to the new implementation, copy the mapping from the Solution Accelerator table to the product table.

## 11.1 Defining the user partition for group mapping

**OTDS groups** All users that you want to add to an OTDS group must be in one single partition. When adding a user to an OTDS group, the defined partition is appended to the SAP user name. This requires that there is a one-to-one relationship of users in SAP with users in OTDS.

For more information about setting up user mapping, see *OpenText Content Management for SAP Solutions - User Management and Access Control Scenarios (ERLK-CUM)*.



**Note:** The OTDS group can be in a different partition which must be non-synchronized.

**Content Server groups** For Content Server groups, the partition is only appended if OTExternalID2, OTExternalID3, or OTExternalID4 is defined as \_NAME\_ attribute. In this case, define the partition.

**To define the partition:**

1. In the IMG, navigate to the **OpenText Content Management for SAP Solutions > Infrastructure > Maintain OpenText Content Management for SAP Solutions Connections** activity, and then click  Execute.
2. Select the connection in the list, and then click **Change**.
3. In the **OpenText Directory** section, in the **Partition** field, enter information according to your scenario:
  - When synchronizing SAP roles to OTDS groups, enter the partition name.
  - When synchronizing SAP roles to Content Server groups or business policies, do the following:
    - With a non-synchronized partition, enter the partition name in the partition field.
    - With a synchronized partition, fill the partition field as follows:

<b>_NAME_ Resource Mapping</b>	<b>Partition_field_</b>
oTExternalID1	Leave empty
oTExternalID2	Domain name
oTExternalID3	Partition name
oTExternalID4	NetBIOS domain name



**Tip:** To find the OTDS attribute value for the **\_NAME\_** resource attribute, go to **Directory Services Integration Administration > Configure Directory Services > Resources > Properties (for Content Server) > User Attributes Mappings**.

## Chapter 12

# Verifying and analyzing the installation

## 12.1 Analyzing the SAP system

### 12.1.1 Understanding the SAP Diagnostic Program

You can use the Diagnostic Program to analyze your installation.

**!** **Important**

You can run the infrastructure diagnostic program after specifying at least the OpenText Content Management connection in the Infrastructure section of the IMG.

The diagnostic program is aimed at two different target groups:

- The *Infrastructure part* is for technical consultants who set up the connection between the SAP system and the OpenText servers. The report contains the following types of information: the connection to Content Server, Web service communication such as the OTDS service, REST services, or HTML controls.
- The *OpenText Content Management* contains the infrastructure information in addition to information about the customizing, like business object declarations, document declarations, or item types.

This information only displays if you start the activity from **OpenText Content Management for SAP Solutions > Business Configuration > Diagnostic Program**.

A green light icon indicates that everything is in order. For checks with a red light icon, a recommendation is displayed. For more information about each check, see “[Understanding the details of the Diagnostic Program](#)” on page 68.

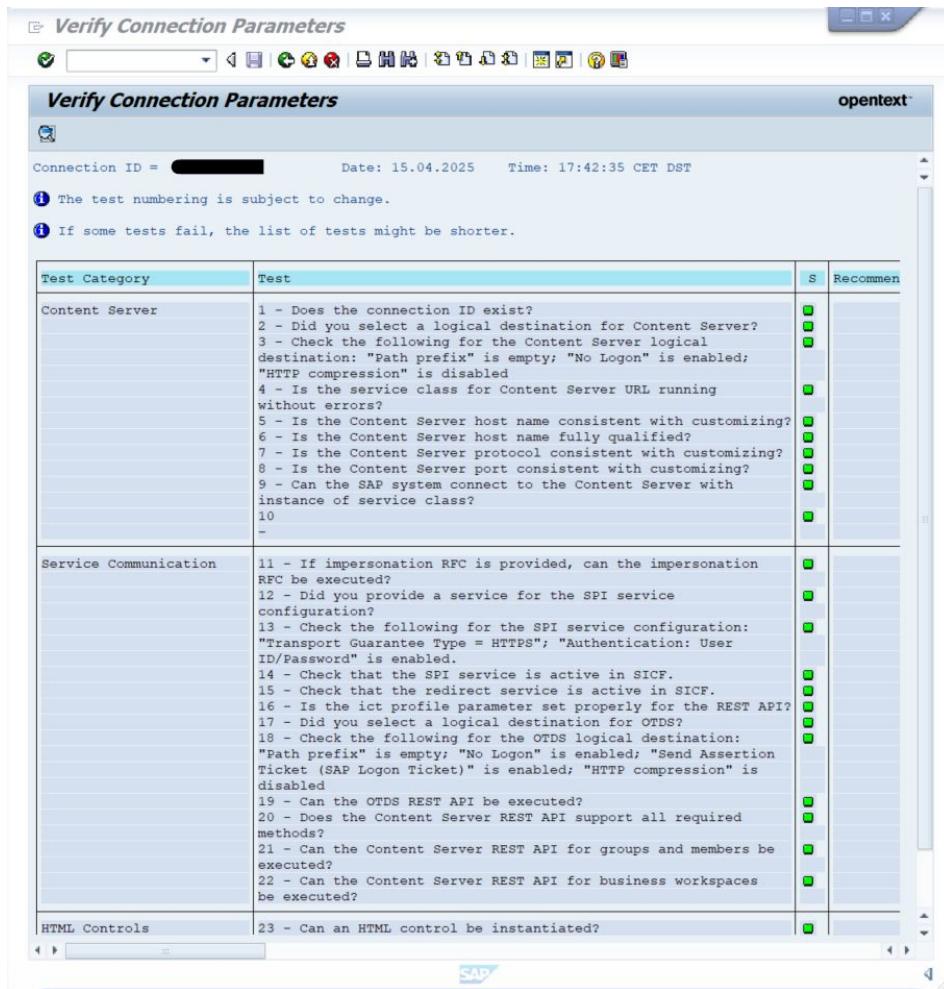


**Note:** You can also run the Diagnostic Program as a background job.

#### To run the Diagnostic Program manually:

1. If you are only interested in infrastructure information, in the IMG, navigate to the **OpenText Content Management for SAP Solutions > Infrastructure > Diagnostic Program**, and then click **Execute**.  
If you are also interested in the OpenText Content Management specific information, in the IMG, navigate to the **OpenText Content Management for SAP Solutions > Business Configuration > Diagnostic Program** activity.
2. If there is only one OpenText Content Management connection configured, the diagnosis is started immediately. If there are more connections configured, perform the following steps, enter the connection ID.

3. Click  Execute.



## 12.1.2 Understanding the details of the Diagnostic Program

This section lists the various tests of the Diagnostic Program and refers to sections in this guide which contain helpful information.

Test	IMG Activity	More Information
<b>Content Server</b>		
Does the connection ID exist?	<b>Infrastructure &gt; Maintain OpenText Content Management connections;</b> double-click one entry	<i>OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)</i>

Test	IMG Activity	More Information
Did you select a logical destination for Content Server?	<b>Infrastructure &gt; Create HTTP Connections</b> or SM59 transaction	<i>OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)</i>
Check the following for the Content Server logical destination: <b>Path prefix</b> is empty; <b>No Logon</b> is enabled; <b>HTTP compression</b> is disabled		
Is the service class for Content Server URL running without errors?		
Is the Content Server host name consistent with customizing?		
Is the Content Server host name fully qualified?		
<b>Service communication</b>		
Did you provide a logical port?	<p>Starting with version 25.4, the configuration of logical ports is no longer required for the following SOAP based web services:</p> <ul style="list-style-type: none"> <li>• Content Server Member Service</li> <li>• OpenText Content Management Service</li> <li>• OTDS</li> </ul> <p>On existing systems where Add-ons are upgraded, ensure that any custom code is updated to use only the integration widget in SAP GUI. After making these adjustments, remove the logical ports in:</p> <b>Infrastructure &gt; Maintain OpenText Content Management Connections.</b>	<p>See Installation guide 25.3 or earlier. (<a href="https://webapp.opentext.com/piroot/erlk/v250300/erlk-igd/en/html/copyright.htm">https://webapp.opentext.com/piroot/erlk/v250300/erlk-igd/en/html/copyright.htm</a>)</p>
If impersonation RFC is provided, can the impersonation RFC be executed?		<i>OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)</i>

Test	IMG Activity	More Information
Did you provide a service for the SPI service configuration?	<b>Infrastructure &gt; Configure SPI Service</b> or SOAMANAGER transaction	"Configuring the Service Provider Interface service" on page 55
Check the following for the SPI service configuration: "Transport Guarantee Type = HTTPS"; "Authentication: User ID/Password" is enabled.	<b>Infrastructure &gt; Configure SPI Service</b> or SOAMANAGER transaction	"Configuring the Service Provider Interface service" on page 55
Check that the SPI service is active in SICF.	<b>Infrastructure &gt; Activate HTTP Service</b> or SICF transaction	<i>OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)</i>
Check that the redirect service is active in SICF.	<b>Infrastructure &gt; Activate HTTP Service</b> or SICF transaction	<i>OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)</i>
Is the ict profile parameter set properly for the REST API?	The following profile parameter must be set: <code>ict/disable_cookie_urlencoding = 1</code>	<i>OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)</i>
Did you select a logical destination for OTDS?	<b>Infrastructure &gt; Create HTTP Connections</b> or SM59 transaction	<i>OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)</i>
Check the following for the OTDS logical destination: <b>Path prefix</b> is empty; <b>No Logon</b> is enabled; <b>Send Assertion Ticket</b> (SAP Logon Ticket) is enabled; <b>HTTP compression</b> is disabled	<b>Infrastructure &gt; Create HTTP Connections</b> or SM59 transaction	<i>OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)</i>
Can the OTDS REST API be executed?		Check the OTDS REST API configuration.
Does the Content Server REST API support all required methods?		
Can the Content Server REST API be executed?		Check the Content Server REST API configuration.
Can the Content Server REST API for groups and members be executed?	This is expected to work with Content Server versions supported with this version of ABAP Add-On package OTCMFND.	Check the Content Server REST API configuration.

Test	IMG Activity	More Information
Can the Content Server REST API for business workspaces be executed?	Only tested if the Does the Content Server REST API support all required methods? test is successful.	
<b>HTML Controls</b>		
Can an HTML control be instantiated?		
Can an HTML control be initialized?		
Can the HTML control enable SSO?		
>>> Double-click here to test an HTML control. <<<	Tests the above items and opens a window with Content Server categories. It also gives solutions for possible problems.	
Are the SAP SSO profile parameters set properly?	The following parameters must be set: login/accept_sso2_ticket = 1 and login/create_sso2_ticket = 2	<i>OpenText Content Management for SAP Solutions - Installation and Upgrade Guide (ERLK-IGD)</i>

### 12.1.3 Understanding the Configuration Report

You can use the SAP Configuration Report to summarize your OpenText Documentum CM configuration. The report displays system and configuration parameters coming from customizing transactions and tables. You can use this information for reference and for debugging. You can export the list to a file.

#### To run the SAP Configuration Report:

1. In the IMG, navigate to the **OpenText Content Management > Configuration Report** activity, and then click **Execute** .
- The report opens. You can use standard SAP functions to view details, browse the report, or filter separate lists in the report.
2. To save the report to a local file in, for example in HTML format or as a spreadsheet, click  **Local file ...**, and select the format that you want.



---

**Part 3**  
**Extended ECM plugin**

The OpenText Extended ECM plugin (`D2-xECM-Plugin-Install.jar`) is available for installation with Documentum for use in the Smart View client. Once it is installed, the following items are added to Documentum Client Configuration:

- An **Extended ECM > Options** menu, where workspace mapping can be configured.
- A **Create Business Workspace** menu item in **Menu Smart View > Actions Toolbar > + Menu**. This item is a placeholder, and during runtime will be replaced with whatever is configured in **Extended ECM Options**. Normally, this menu item does not need to be manipulated by the administrator.

For more information, see Section 2.2 “Upgrade on Documentum CM Server” in *OpenText Documentum Content Management - Client Installation Guide (EDCCL-IGD)*.

## Chapter 13

# Connecting Documentum with Content Server

### To connect a Documentum Content Server:

1. On the global menu, click **Enterprise > Enterprise Application Integration**, and then click **Connections to Business Applications (External Systems)**.
2. Open an existing connection or create a new one.
3. On the **Documentum** tab, enter the following parameters:
  - **Smart View Public URL:** URL to the Smart View client.  
If you are using Chrome with SameSite attribute, see *OpenText Documentum Content Management for SAP Solutions - Configuration Guide (EESPDC-CGD)*.
  - **Smart View Server URL:** Server or Cluster URL (cloud deployment) to the Smart View client.  
In the absence of **Smart View Server URL**, **Smart View Public URL** is used.
  - **Repository:** Name of the repository in Documentum.
  - **Application:** Optional application name in Documentum.
  - **Network Location:** Optional network location in Documentum.
  - **Resource Identifier:** Identifier from OpenText Directory Services. For more information, see *OpenText Directory Services - Installation and Administration Guide (OTDS-IWC)*.
  - To test the connection to Smart View client and OpenText Documentum CM repository, click **Test**.  
After a successful test, the following message is displayed next to **Test** button: **The Connection test was successful.**
4. **Optional** To add or remove a row representing a repository, click + or -. If the OpenText Documentum CM implementation has been configured with multiple repositories, you can configure them here.



**Note:** You cannot remove repositories with the value **Yes** in the **In Use** column. The value of the **In Use** column is **Yes** if the repository meets any one of following conditions:

- A business workspace in OpenText Content Management is mapped to the repository.
- A repository rule is configured for the repository on the **Business object type** page.
- The OpenText Documentum CM Folder Structure import is mapped to the repository on the **Business object type** page.

5. Optional To configure one or more additional Smart View clients, click **Add**, and then enter all parameters as described in [Step 3](#).

 **Notes**

- The Smart View clients you are adding should be connected to the same OTDS as the other Smart View clients.
- To delete a Smart View client, click **Delete**.

6. Click **Save Changes** to save your settings.

---

**Part 4**

**Uninstalling OpenText Content  
Management**

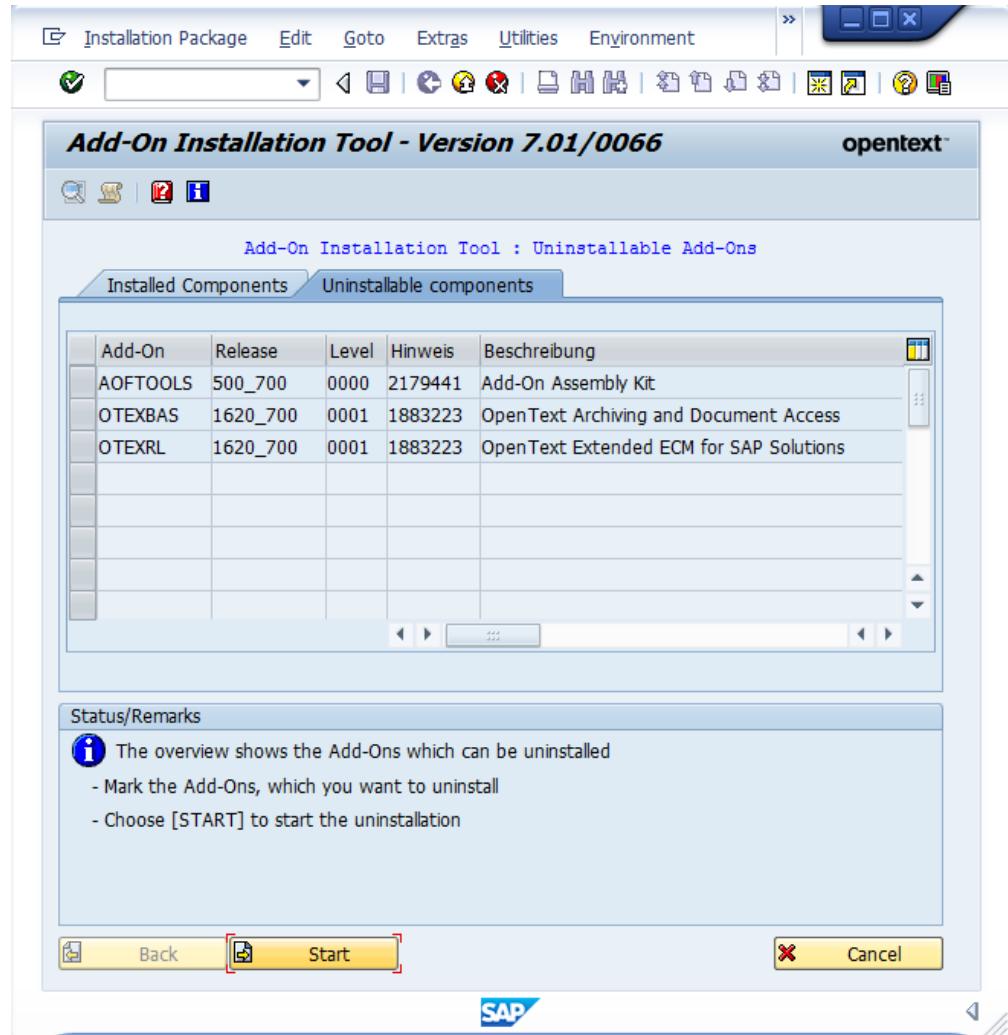
This part explains how to uninstall OpenText Content Management and undo related customizing.

# Chapter 14

## General process

You remove OpenText Content Management for SAP Solutions with the same tool that you use to install, the SAP Add-On Installation Tool (SAINT).

SAINT shows a new tab for uninstallable components. Before the actual removal, you must perform mandatory steps. This varies according to your system. There may also be optional steps, which you can perform to completely clean your system from OpenText Content Management remnants.



## 14.1 Prerequisites for removal

- The SAP system meets the minimum technical requirements for Add-On removal. For more information, see “Add-On Uninstallation” in the documentation of SAP Add-on Assembly Kit 5.0 or later ([https://help.sap.com/viewer/p/SAP\\_ADD-ON\\_ASSEMBLY\\_KIT](https://help.sap.com/viewer/p/SAP_ADD-ON_ASSEMBLY_KIT)).
- Update SAINT/SPAM to at least version 0066
- Solutions Accelerators must be uninstalled first. Ask OpenText for assistance.
- Components that are built on other components must be uninstalled before the other.

For example, first remove OpenText Content Management for SAP S/4HANA Applications (OTCMS4A), then OpenText Content Management for SAP Foundation (OTCMFND).

- There may be manual steps necessary before you can actually remove. For more information, see the following chapter.

## Chapter 15

# Performing manual steps before removal

Before uninstalling a component, you must perform manual steps to undo customizing or remove custom code.

You need not undo customizing in the OpenText Content Management for SAP Solutions component itself, for example, deleting business object types. These will be deleted with the component's removal.

Customizing for OpenText Content Management for SAP Solutions done in the SAP system outside the component itself must be undone manually, for example, service entries in table SGOSATTR related to OpenText Content Management for SAP Solutions only.

For more information about how to uninstall packages like OTEXBAS or OTEXBASF, see Section 11 "Uninstalling OpenText Archiving and Document Access for SAP Solutions" in *OpenText Archiving and Document Access for SAP Solutions - Installation and Upgrade Guide (ER-IGD)*.

## 15.1 OpenText Content Management component OTCMFND

### 15.1.1 Performing mandatory manual steps before uninstalling OTCMFND from the S/4HANA system

! **Important**

Import SAP Note 0001476315 *Error in activation protocol for switch framework*. If the described error already exists, apply the note manually.

You must apply this note BEFORE you start uninstalling OTCMFND.

Perform the following steps before you uninstall. Otherwise, the uninstallation will not run or the SAP system will have issues after you have removed the component.

---

#### Remove OpenText Content Management Solutions Accelerators

If you have Solutions Accelerators installed, you must remove them first. Check OpenText My Support if uninstallation transports are available or contact OpenText Support.

---

#### Remove all OpenText Content Management Roles and Authorizations from users

Run transaction PFCG to do the following:

- Remove the following roles from all users: /OTX/RM\_USER, /OTX/RM\_ADMIN, /OTX/RM\_ADMIN\_S4, /OTX/RM\_CS\_SAP\_USER, /OTX/RM\_CS\_SAP\_USER\_S4, and /OTX/RM\_IMPERSONATED\_USER\_ROLE.

- Remove the following authorization objects from custom created profiles: /OTX/RM, J\_6NRL\_DOL, J\_6NRL\_LFS, J\_6NRL\_SEA, J\_6NRL\_WSC.

For more information, see “[Assigning SAP roles](#)” on page 46, and [xref to non-existent element "localfoldersauth"].

---

### **Remove custom code depending on OpenText Content Management code**

Custom code includes the following:

- Property Providers derived from OpenText Content Management Property Provider classes. For more information, see section [Section 3.3 “Implementing a property provider in SAP” in OpenText Content Management for SAP Solutions - Customizing Guide \(ERLK-CGD\)](#).
- Generated Mass creation reports. For more information, see section [Section 27.2 “SAP: Creating or updating business workspaces using batch operations” in OpenText Content Management for SAP Solutions - Customizing Guide \(ERLK-CGD\)](#).
- Implementation of OpenText Content Management BAdI /OTX/RM\_SBO\_BADI\_CONVERSION in enhancement spot /OTX/RM\_SBO\_ES\_CONVERSION. For more information, see [Section 14.2 “Configuring BOR to SOT mapping” in OpenText Content Management for SAP Solutions - Customizing Guide \(ERLK-CGD\)](#).
- Implementations of any other OpenText Content Management BAdIs, for example the Business Content Window menu BAdI. For more information, see [Section 15.3.2 “Adding custom functionality to the Business Content window context menu” in OpenText Content Management for SAP Solutions - Customizing Guide \(ERLK-CGD\)](#).
- All other custom code using OpenText Content Management code.

---

### **Remove navigation customizing to OpenText Content Management**

Remove customization of OpenText Content Management as Navigation to External Document Management UI. For more information, see [Section 14.3 “Customizing navigation to OpenText Content Management from the Attachment Service UI” in OpenText Content Management for SAP Solutions - Customizing Guide \(ERLK-CGD\)](#).

---

### **Remove customizing of Generic Object Services (Table SGOSATTR)**

Start the SM30 transaction and enter SGOSATTR in the **Table/View** field. Click **Maintain**.

Remove all entries for the OpenText Content Management Business Content Window. Adapt the **Next service** field of the removed OpenText Content Management entry to point to the following entry if there are any. For more information, see [Section 15.1 “Customizing the Generic Object Services \(SAP GUI\)” in OpenText Content Management for SAP Solutions - Customizing Guide \(ERLK-CGD\)](#).

## Delete jobs for OpenText Content Management

- Business Workspace Mass creation jobs. For more information, see Section 27.2 “SAP: Creating or updating business workspaces using batch operations” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.
- Document Declaration creation jobs. For more information, see Section 27.4 “SAP: Declaring ArchiveLink documents using batch operations” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.
- Remove Deleted Records job. For more information, see Section 27.8 “SAP: Scheduling jobs for removing deleted records” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.
- Delete the asynchronous queue job. For more information, see Section 3.21.2 “Setting queue properties” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.
- Any other job using OpenText Content Management Reports.

---

## Remove Logical Ports created for OpenText Content Management

Use transaction SOAMANAGER. For details, look at installation and upgrade guides of preceding versions (25.3 or earlier) for details.

---

## Remove the SPI service

For more information, see “[Configuring the Service Provider Interface service](#)” on page 55.

---

## Remove Event Type Linkages, which are using OpenText Content Management function modules

Use the SWETYPV transaction. For more information, see:

Section 5.2 “SAP: Linking events to receiver type function modules” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

Section 6.1.10 “Configuring automatic document declaration” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

Section 7.5 “Enabling automatic policy assignment for changed role assignments” in *OpenText Content Management for SAP Solutions - User Management and Access Control Scenarios (ERLK-CUM)*

---

## Change Document events for automatic policy assignment

For more information, see Section 5.4 “SAP: Maintaining change document events” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

## 15.1.2 Performing optional manual steps before uninstalling OTCMFND from S/4HANA System

The following steps are optional but recommended to achieve a clean SAP system. Uninstalling the component will work even if you do not perform these steps.

- Remove HTTP/RFC Connections created in the SM59 transaction for OpenText Content Management.
- Change Document Events set up for OpenText Content Management. For more information, see Section 5.4 “SAP: Maintaining change document events” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.



**Note:** Before you delete an event, make sure that it is not used for any other purpose than OpenText Content Management.

## 15.1.3 Performing mandatory manual steps before uninstalling OTCMFND OData Services from the Fiori backend and frontend systems

To clean up the Fiori backend and frontend systems, you reverse the customizing you did before:

- Clean-up roles on frontend and backend systems.
- Remove alias assignments, services and nodes of the OData services /OTX/RM\_WSC\_ODATA\_SRV and /OTX/RM\_CC\_BWS\_SRV on the frontend system.
- Optional: Delete the ICF nodes <default\_host>/sap/opu/odata/otx/rm\_wsc\_odata\_srv and <default\_host>/sap/opu/odata/otx/rm\_cc\_bws\_srv on the frontend system.
- If the backend on which you plan to do the uninstallation is the last backend providing data for /OTX/RM\_WSC\_ODATA\_SRV or /OTX/RM\_CC\_BWS\_SRV to your Fiori frontend system, then make sure to also remove all OpenText Content Management or OpenText Core Content applications on the frontend system. See next section about the Fiori Frontend System for details.

### To clean-up role assignments and delete roles:

1. Run the PFCG transaction.
2. Find all roles that you created for OpenText Content Management.
3. Remove the user assignments, and, optionally, delete the roles.

### Remove alias assignments, services and ICF nodes on the frontend system

1. On an active frontend system, do the following:
  - a. Run the /IWFND/MAINT\_SERVICE transaction.

- b. Find the /OTX/RM\_WSC\_ODATA\_SRV and /OTX/RM\_CC\_BWS\_SRV services:  
Namespace = /OTX/, External Service Name = RM\_WSC\_ODATA\_SRV and RM\_CC\_BWS\_SRV.
  - c. For each of the two services, check if the list of **system aliases** for that service contains an alias, which refers to the SAP server on which you are going to remove the component.
  - d. Delete the system alias from that list.
  - e. Optional: if there is no further alias assigned to service /OTX/RM\_WSC\_ODATA\_SRV or /OTX/RM\_CC\_BWS\_SRV, you can do the following:
    - i. Delete or deactivate its ICF node. There is a manage ICF Node menu for the service. Or you may search in transaction SICF for <default\_host>/sap/opu/odata/otx/rm\_wsc\_odata\_srv and <default\_host>/sap/opu/odata/otx/rm\_cc\_bws\_srv.
    - ii. Delete the services from the list.
  - f. Optional: if you do not have another need for the system aliases, you can remove them in transaction /UI2/GW\_SYS\_ALIAS.
2. If service /OTX/RM\_WSC\_ODATA\_SRV and /OTX/RM\_CC\_BWS\_SRV have no aliases assigned or have been deleted completely, make sure that there is no active Fiori app running on the frontend system, which uses the Fiori apps of OTCMFND.

#### 15.1.4 Performing mandatory manual steps before uninstalling OTCMFND from the Fiori frontend system

hierweiter To clean up the Fiori frontend system, you reverse the customizing you did before. For more information, see Section 18 “Integrating OpenText Content Management for SAP Solutions into SAP Fiori apps” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

You must perform the following tasks:

- Identify OpenText Content Management and Core Content for SAP related applications both cross-client and client-specific on the frontend system.
- Identify and reset key user adaptations.
- Remove related tiles and target mappings.
- Clean-up and remove related catalogs on the frontend.
- Clean-up roles on the frontend.

Remove alias assignments, services and nodes of the OData services /OTX/RM\_WSC\_ODATA\_SRV and /OTX/RM\_CC\_BWS\_SRV. For more information, see “[Remove alias assignments, services and ICF nodes on the frontend system](#)” on page 84.

##### To identify related applications:

1. Execute transaction /UI2/FLPCM\_CUST (FLP Content Manager: Client-Specific).

2. Browse to the **Tiles/Target Mappings** tab.
3. Filter **Application Ressource** column for patterns `otx.ecmlink.bus*otx.xecm.*customer.*`
4. Note down the Semantic Object, Action, and Application Ressource values for each entry.
  - a. The entries with `otx.ecmlink.bus*` pattern are direct calls of the OpenText Content Management Fiori app for business workspaces. Some of them may be used again in the URL values of embedded iframes with key user adaptation.
  - b. The entries with `otx.xecm.*` pattern are direct calls of the OpenText Core Content Fiori app for business workspaces. Some of them may be used again in the URL values of embedded iframes with key user adaptation.
  - c. The entries with `customer.*` pattern are either variants of apps extended with developer adaptation or extended with key user adaptation. In both cases you may need to browse for those apps in the Fiori Launchpad to identify if they are relevant. This means whether they integrated a Content Server business workspace or Core Content business workspace.

**To identify and reset related key user adaptations:**

1. In transaction SE38 run program `/UIF/GET_FILES_4_NS`.
2. In its selection screen set
  - **Name** = `*IFrame*`
  - Select only the **Customer layer** checkbox. Clear all other checkboxes.
3. Click **Execute** (F8).
4. All entries which are related to `...addIFrame` or `...updateIFrame` are listed in the CUSTOMER layer.
5. Inspect each entry by double-clicking.
6. A popup displays JSON data.

The value of key `projectID` is the application ID of the original app which is extended with an iFrame and an URL. The value of key `user` is the SAP logon ID of the key user who did the change.

7. Note down the different ID's and users.
8. Click **Back** (F3).
9. In the selection screen
  - a. clear **Name** field.
  - b. enter **Type** = `appdescr_variant`.
10. Click **Execute** (F8).
11. All entries that have a variant are listed in the CUSTOMER layer.

12. Inspect each entry by double-clicking.
  13. A popup displays JSON data. The value of key reference should match one of the projectID values you noted down in step 7. The value of key id is the ID of the app variant. This value starts with customer. It may also match with a value of Application Resource, which you found in step 3 of the **To identify related applications** procedure.
  14. Note down the different ID's of the variants and their original apps.
  15. Exit the transaction.
  16. Run transaction /UI2/FLPCM\_CUST (FLP Content Manager: Client-Specific).
  17. Browse to the **Browse** tab > **Tiles/Target Mappings**.
  18. Filter column **Application Ressource** for the value of the projectID you found in step 6 and 7.
  19. Note down the Semantic Object, Action, and Application Resource values. You can also note down the SAP Fiori ID if this makes it easier for you to identify the app.
  20. Start the Fiori Launchpad and browse to the tiles/target mappings you have identified. If needed, check the SAP Help Intent-Based Navigation.
  21. On each app check whether there is an embedded iframe that shows a Content Server business workspace or Core Content business workspace. Then remove/reset these integrations done by key user adaptation. See also SAP Help Adapting SAP Fiori UIs at Runtime - Key User Adaptation ([https://help.sap.com/docs/ABAP\\_PLATFORM\\_NEW/a7b390faab1140c087b8926571e942b7/5c424437bf794f809087fdce391149f2.html?q=key%20user%20adpatation&locale=en-US](https://help.sap.com/docs/ABAP_PLATFORM_NEW/a7b390faab1140c087b8926571e942b7/5c424437bf794f809087fdce391149f2.html?q=key%20user%20adpatation&locale=en-US)).
- Alternatively, you can also check for the key users you have identified in step 6 what must be removed or reset.
22. If you created variants for the key user adaptations, you should have identified them in steps 9 to 14. For more information about how to delete app variants from a productive system, see SAP help App Variants: All You Need to Know ([https://help.sap.com/docs/SAP\\_S4HANA\\_CLOUD/4fc8d03390c342da8a60f8ee387bca1a/af47058ad66144579db6a990f3b7b919.html?locale=en-US](https://help.sap.com/docs/SAP_S4HANA_CLOUD/4fc8d03390c342da8a60f8ee387bca1a/af47058ad66144579db6a990f3b7b919.html?locale=en-US)).



**Note:** The SAP Help Adapting SAP Fiori UIs at Runtime - Key User Adaptation ([https://help.sap.com/docs/ABAP\\_PLATFORM\\_NEW/a7b390faab1140c087b8926571e942b7/5c424437bf794f809087fdce391149f2.html](https://help.sap.com/docs/ABAP_PLATFORM_NEW/a7b390faab1140c087b8926571e942b7/5c424437bf794f809087fdce391149f2.html))

describes some details. SAP allows to release changes of Key User Adaptations in two ways:

- Publishing UI Changes.
- Publishing App variants – this is more visible if used in transaction /UI2/ FLPCM\_CUST.

**To remove related tiles and target mappings:**

See also SAP help Adding and Removing Catalog Content ([https://help.sap.com/docs/ABAP\\_PLATFORM\\_NEW/a7b390faab1140c087b8926571e942b7/0162219662504a6798dd0fb4fcda44d.html?locale=en-US](https://help.sap.com/docs/ABAP_PLATFORM_NEW/a7b390faab1140c087b8926571e942b7/0162219662504a6798dd0fb4fcda44d.html?locale=en-US)).

1. Run transaction /UI2/FLPCM\_CUST (FLP Content Manager: Client-Specific).
2. Go to tab **Tiles/Target Mappings**.
3. Select a tile/target mapping entry you have identified to be removed in the previous sections.
4. Note down the catalog IDs for later maintenance.
5. Select each catalog and click **Remove**. This removes the entry from each catalog.
6. Repeat steps 3 to 6 for each entry you want to remove.
7. Execute transaction /UI2/FLPCM\_CONF (FLP Content Manager: Client-Specific).
8. Repeat steps 2 to 7 for the tiles and target mappings that were defined cross-client.

**To clean-up and remove related catalogs:**

See also SAP Help Deleting Catalogs ([https://help.sap.com/docs/ABAP\\_PLATFORM\\_NEW/a7b390faab1140c087b8926571e942b7/4ff8e0840fa1427aae5800e308f74e39.html?locale=en-US](https://help.sap.com/docs/ABAP_PLATFORM_NEW/a7b390faab1140c087b8926571e942b7/4ff8e0840fa1427aae5800e308f74e39.html?locale=en-US)).

1. Execute transaction /UI2/FLPCM\_CUST (FLP Content Manager: Client-Specific).
2. Go to the **Catalogs** tab.
3. Select a catalog entry you noted down as described in the **To remove related apps** procedure.
4. Check the content of the catalog. If it is empty, you may decide to delete the catalog.
5. Click **Show Usage in Roles**.
6. Do the following for each role from which you want to remove the catalog:
  - a. Note down the role for later use.
  - b. Select the role in the list.
  - c. Click **Remove Role**. This removes the assignment of the catalog from the role.
7. Click **Delete** to delete the catalog completely.
8. Click **Show Catalog Content**.
9. Repeat steps 3 to 8 to remove catalogs you do not need anymore.
10. Execute transaction /UI2/FLPCM\_CONF (FLP Content Manager: Client-Specific).
11. Repeat steps 2 – 4 and 7 for the catalogs that were defined cross-client.

**To clean-up role assignments and delete roles:**

1. Run the PFBC transaction.
2. Find all roles that you noted down as described in the **To cleanup and remove related catalogs** procedure.
3. Check the content of each role.
4. If you do not require the roles anymore, remove the user assignments and, optionally, delete the roles.

## 15.2 OpenText Content Management component OTCMS4A

### 15.2.1 Performing mandatory manual steps before uninstalling OTCMS4A

The following steps need to be performed before uninstalling OpenText Content Management for SAP Solutions for S/4HANA Applications (component OTCMS4A).

You must perform these mandatory steps before uninstalling the OTCMS4A component. Otherwise, the uninstalling process will not run or the SAP system will have issues after you removed the component.

#### Delete jobs for OpenText Content Management OTCMS4A

- DMS Document Declaration creation job. For more information, see Section 27.5 “SAP: Declaring SAP DMS documents using batch operations” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.
- Any other job using OpenText Content Management reports.

#### Remove Event Type Linkages using OpenText Content Management OTCMS4A function modules

Run the SWETYPV transaction. For more information, see Section 6.2.2.6 “SAP: Linking events to a receiver function module” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

#### Remove OpenText Content Management OTCMS4A Roles

Run the PFBC transaction to remove the /OTX/RMERP\_DMS\_TECH\_USER\_ROLE from all users. For more information, see Section 6.2.3.2 “SAP: Creating a technical user and a technical user role” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

#### Remove custom code depending on OpenText Content Management code

Custom code includes the following:

- Property Providers derived from the DMS Workspace Property Provider class / OTX/RMERRP\_CL\_WSPP\_DMS\_DOC. For more information, see Section 6.2.2.1 “SAP: Creating business object declarations” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.
- All other custom code using OpenText Content Management code.

## 15.2.2 Performing optional manual steps before uninstalling OTCMS4A

The following steps are optional but recommended to achieve a clean SAP system. Uninstalling the component will work even if you do not perform these steps.

- Remove SAP role Z\_DMS\_RM\_IMPERSONATION from users and delete role.
- Delete RFC destination OTX\_DMS\_RM\_TECH\_USER.
- Delete technical user DMS\_RM\_TECH.

For more information, see Section 6.2.3 “Creating a technical user” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

## 15.2.3 Performing mandatory manual steps before uninstalling OTCMS4A related to CRM Components

These steps must be performed before uninstalling OpenText Content Management for S/4HANA Applications (component OTCMS4A).

! **Important**

You must perform the mandatory steps before uninstalling the OTCMS4A component, otherwise the CRM Web UI will not work correctly anymore.

### Deleting the integration into CRM Web Client UI

You must remove all enhancements that you implemented for CRM objects for the integration into CRM Web Client UI.

The following uses the CRM object Business Partner BP\_HEAD to explain how you remove enhancements.

! **Important**

You must repeat this procedure for all other enhancements that you created. For more information, see Section 19.1 “Customizing the integration into SAP CRM Web Client UI or S/4CRM” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

#### To remove the integration into CRM Web Client UI:

1. Run the BSP\_WD\_CMPWB transaction and then open the BP\_HEAD component with the enhancement set.

2. Delete the component controller enhancement:
  - a. In the **Component Structure Browser**, right-click **Component > Component Controller** and select **Delete Enhancement**.
  - b. In the following pop-up window, select all rows and delete them, for example **Custom Controller**, **Controller Implementation**, and **Context**.



3. Remove Workspace and Business Reference Assignment Blocks from the **View Set Configuration**.
  - a. In the **Runtime Repository Editor**, click, for example, **View Sets > ViewSet BP\_HEAD**.
  - b. Open the **Configuration** tab and then double-click the **Edit** icon.
  - c. Move the following OpenText Content Management Assignment Blocks to the left list of **Available Assignment Blocks**:
    - /OTX/RMCRM\_GS\_ECMLK/WrkSpceWindow
    - /OTX/RMCRM\_GS\_ECMLK/BusRefWindow



4. Delete the component enhancement: Click **Delete Component Enhancement** and confirm that you want to delete the runtime repository and the BSP application.



### **Deleting the integration into SAP CRM Interaction Center Web Client UI**

You must remove all enhancements that you implemented for CRM objects for the integration into CRM Web Interaction Center Client UI.

The following uses the CRM component IUICOVW to explain how you remove enhancements.

**!** **Important**

You must repeat this procedure for all other enhancements that you created. For more information, see Section 19.2 “Customizing the integration into SAP CRM Interaction Center Web Client UI” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

**To remove the integration into SAP CRM Interaction Center:**

1. Run the `BSP_WD_CMPWB` transaction and then open the `IUICOVW` component with the enhancement set.
2. Delete the component controller enhancement:
  - a. In the **Component Structure Browser**, right-click **Component > Component Controller**, and then select **Delete Enhancement**.
  - b. In the following pop-up window, select all rows and delete them, for example **Custom Controller**, **Controller Implementation**, and **Context**.
3. Delete the view controller enhancement:
  - a. In the **Component Structure Browser**, right-click **View > IUICOV/AccOvwNac**, and then select **Delete Enhancement**.



- b. In the following pop-up window, select all rows and delete them, for example **Controller**, **View**, **View Controller Implementation**, and **Context**.

4. Delete the component enhancement: Click **Delete Component Enhancement** and then confirm that you want to delete the runtime repository and the BSP application.

**Deleting the integration into SAP CRM Web Client email screen**

You must remove all enhancements that you implemented for the integration into CRM Web Client email screen.

**To delete the integration into SAP CRM Web Client email screen:**

1. Run the `BSP_WD_CMPWB` transaction and open the `BT126H_MAIL` component with the enhancement set.
2. Delete the view controller enhancement:
  - a. In the **Component Structure Browser**, right-click **View > IBT126H\_MAIL/send\_screen**, and then select **Delete Enhancement**.
  - b. In the following pop-up window, select all rows and delete them, for example **Controller**, **View**, **View Controller Implementation**, and **Context**.
3. Delete the component enhancement: Click **Delete Component Enhancement** and then confirm that you want to delete the runtime repository and the BSP application.

## **Deleting the integration into SAP CRM Interaction Center email screen**

You must remove all enhancements that you implemented for the integration into CRM Interaction Center email screen.

### **To delete the integration into SAP CRM Web Client email screen:**

1. Run the `BSP_WD_CMPWB` transaction and open the `CRMcmp_CSS_EML` component with the enhancement set.
2. Delete the view controller enhancement:
  - a. In the **Component Structure Browser**, right-click `View > CRMcmp_CSS_EML/MailAttachments`, and then select **Delete Enhancement**.
  - b. In the following pop-up window, select all rows and delete them, for example, **Controller**, **View**, **View Controller Implementation**, and **Context**.
3. Delete the component enhancement: click **Delete Component Enhancement** and then confirm that you want to delete the runtime repository and the BSP application.

## **15.3 OpenText Content Management component OTCMBSC**

### **15.3.1 Performing mandatory manual steps before uninstalling OTCMBSC**

The following steps need to be performed before uninstalling OpenText Content Management Business Scenarios (component).

You must perform these mandatory steps before uninstalling the OTCMBSC component. Otherwise uninstalling process will not run or the SAP system will have issues after you removed the component.

#### **Remove event type linkages using OpenText Content Management Business Scenarios function modules**

Run the `SWETYPV` transaction. For more information, see:

- Section 6.2.2.6 “SAP: Linking events to a receiver function module” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.
- Section 5.4 “SAP: Maintaining change document events” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.
- Section 6.1.10 “Configuring automatic document declaration” in *OpenText Content Management for SAP Solutions - Customizing Guide (ERLK-CGD)*.

- Section 7.5 “Enabling automatic policy assignment for changed role assignments” in *OpenText Content Management for SAP Solutions - User Management and Access Control Scenarios (ERLK-CUM)*

### **Remove custom code depending on Business Scenario code**

Custom code includes the following:

- Property providers derived from the property provider classes.
- All other custom code using artifacts of development class /OTX/RLSA and its subordinates.

## Chapter 16

# Removing with the SAINT transaction

You use the SAINT transaction for the removal. You can first use it in test mode to simulate an uninstallation process before you actually run it.

#### To use SAINT in test mode:

1. From the menu, select **Extras > Settings**.
2. On the **Import Queue** tab, select the **Test** option.
3. Click **Confirm**.
4. Perform the uninstallation. If it reports errors, you can view error logs, continue or roll back.
5. Clear the **Test** option if the test mode did not report errors.

#### To remove a component with SAINT:

1. In the SAINT transaction, open the **Uninstallable components** tab.
2. Select what you want to remove.
3. Click **Start**.

