

BlackBerry Sales Client for SAP CRM

Version: 1.0

Installation Guide

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Overview

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The BlackBerry® Sales Client for SAP® CRM is part of a client/server solution that integrates with the messages application, contacts application, and phone application on the BlackBerry device. It is supported in organizations that use SAP® and the BlackBerry® Enterprise Server.

For organizations already using SAP® Customer Relationship Management, the BlackBerry Sales Client for SAP CRM enhances sales force productivity by making important CRM information available on BlackBerry devices, wireless updates of information and up-to-date and accurate information from the field helps to increase responsiveness and improves the quality of business decisions. Mobile sales people can access CRM information when they are outside a wireless coverage area. Unlike the alternative wireless CRM solutions, the BlackBerry Sales Client for SAP CRM can provide a seamless experience to BlackBerry device users. The BlackBerry Sales Client for SAP CRM integrates with BlackBerry Device Software applications, uses BlackBerry push technology, and administrators can make the application available and manage the application without using third-party middleware. The BlackBerry Sales Client for SAP CRM uses the same level of security as other BlackBerry Device Software applications. The data that is sent between the BlackBerry Enterprise Server and the BlackBerry devices is encrypted with Triple DES or AES encryption.

System requirements: BlackBerry Sales Client for SAP CRM 2

Requirements	Description
SAP® environment	<ul style="list-style-type: none"> • SAP® Customer Relationship Management version 2007 SP04 or later, or SAP Customer Relationship Management version 7.0 SP03 or later • SAP NetWeaver® Mobile version 7.1 SP06 or later • Mobile Gateway™ version 1.0 SP01
BlackBerry® Enterprise Server environment	<ul style="list-style-type: none"> • BlackBerry Enterprise Server version 4.1 SP6 for Microsoft® Exchange or BlackBerry Enterprise Server version 4.1 SP6 for IBM® Lotus® Domino® • BlackBerry MDS Integration Service and BlackBerry MDS Connection Service
BlackBerry device	<ul style="list-style-type: none"> • BlackBerry® Bold™ 9000 with BlackBerry® Device Software version 4.6.0 • BlackBerry® Curve™ 8900 with BlackBerry Device Software version 4.6.1

Compatibility Information

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You cannot use the BlackBerry® Sales Client for SAP® CRM on a BlackBerry device that has any of the following applications installed:

- BlackBerry® Client for IBM® Lotus® Connections
- BlackBerry® MDS Runtime

You will be unable to install the BlackBerry® Runtime for SAP®, required by the BlackBerry Sales Client for SAP CRM, if the runtime module for the BlackBerry Client for IBM Lotus Connections or the BlackBerry MDS Runtime is installed on the BlackBerry device.

Preinstallation tasks

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Install the BlackBerry MDS Integration Service hotfix on the BlackBerry Enterprise Server

If the BlackBerry® MDS Integration Service is installed on the same computer as the BlackBerry® Enterprise Server, the default install folder for the BlackBerry MDS Integration Service is C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDSS. If the BlackBerry MDS Integration Service is installed on a different computer, the default install folder is C:\Program Files\Research In Motion\MDSIS.

1. In the Windows® Services, stop the BlackBerry MDS Integration Service.
2. In the **lib** subfolder of the BlackBerry MDS Integration Service install folder, rename the **mdss.jar** file to **mdss.jar.old**.
3. In the **lib** subfolder of the BlackBerry MDS Integration Service install folder, paste the hotfix file **mdss.jar**.

After you finish: You must configure the BlackBerry MDS Integration Service and the BlackBerry® MDS Connection Service properties.

Configure the BlackBerry MDS Integration Service and the BlackBerry MDS Connection Service properties

If the BlackBerry MDS Integration Service is located on the same computer as the BlackBerry Enterprise Server, the default install folder for the BlackBerry MDS Integration Service is C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDSS. If the BlackBerry MDS Integration Service is installed on a different computer, the default install folder is C:\Program Files\Research In Motion\MDSIS.

Before you begin: You must install the BlackBerry® MDS Integration Service hotfix on the BlackBerry® Enterprise Server.

1. In the **config** subfolder of your BlackBerry MDS Integration Service install folder, edit the **app.properties** file.
 - a. In the **WSE Connector** section, configure the maximum number of notifications per event source host, per subscription, per specified time period parameter. The suggested value is **8000**.
- b. In the **WSE Connector** section, configure the parameter for the number of notifications per subscription daily limit. For each subscription, count one pushed message per account, per lead, and per opportunity (CRM objects) and additional notifications on data update and new CRM object pushes.

```
net.rim.wica.ag.services.connector.wse.WseConnector.max_notifs=8000
```

```
net.rim.wica.ag.services.connector.wse.WseConnector.notif_daily_limit=<number of notifications per subscription daily limit>
```

For a CRM environment with 750 accounts, 1600 contacts, and 50 leads, the value is 2400 pushed messages for each device. The parameter is a multiple of ten of the value:

```
net.rim.wica.ag.services.connector.wse.WseConnector.notif_daily_limit=24000.
```

- c. In the **TransportConfiguration** section, configure the timeout settings. The suggested value is **60000**, for the `httpconnector` and `server` connection and IO timeout parameters.

```
net.rim.wica.ag.base.transport.TransportConfiguration.httpconnector.connectionTimeout=60000
```

```
net.rim.wica.ag.base.transport.TransportConfiguration.httpconnector.ioTimeout=60000
```

```
net.rim.wica.ag.base.transport.TransportConfiguration.server.connectionTimeout=60000
```

```
net.rim.wica.ag.base.transport.TransportConfiguration.server.ioTimeout=60000
```

2. In the Windows® Services, start the BlackBerry MDS Integration Service.
3. Install the BlackBerry MDS Integration Service self-signed certificate so that the BlackBerry MDS Integration Service can communicate with the BlackBerry Manager. In the BlackBerry Manager perform the following actions:
 - a. In the left pane, click a BlackBerry MDS Integration Service (URL).
 - b. In the certificate installation dialog box, click **View Certificate**.
 - c. Review the certificate information.
 - d. Click **Install Certificate**.
 - e. Complete the instructions on the screen. Accept the default settings.
 - f. When prompted, click **Cancel**.

For more information about authenticating the BlackBerry MDS Integration Service to the BlackBerry Manager and web services, see the *BlackBerry Enterprise Server Administration Guide*.

4. Allow the installation of unsigned applications on the BlackBerry device. In the BlackBerry® Manager perform the following actions:
 - a. In the left pane, click a BlackBerry MDS Integration Service (URL).
 - b. On the **MDS Integration Services** tab, click **Edit Properties**.
 - c. In the left pane, click **General**.
 - d. Double-click **Allow Unsigned Applications**.
 - e. In the drop-down list, click **True**.
 - f. Click **OK**.
5. Increase the limit of the number of messages an application can send. In the BlackBerry Manager perform the following actions:
 - a. In the left pane, click a BlackBerry MDS Integration Service (URL).

- b. On the **MDS Integration Services** tab, click **Edit Properties**.
 - c. In the left pane, click **Device Policies**.
 - d. Double-click **BlackBerry MDS Integration Service Device Policy Definition**.
 - e. Double-click **Default Policy**.
 - f. In the left pane, click **Device Policy**.
 - g. Click **Queue Limit for Outbound Application Messages**.
 - h. Type **50**.
 - i. Click **OK**.
 - j. Complete the instructions on the screen until you return to the BlackBerry Manager.
6. Increase the maximum amount of data that can be sent to the BlackBerry device for each BlackBerry® MDS Connection Service connection. In the BlackBerry Manager perform the following actions:
 - a. In the left pane, click a BlackBerry MDS Connection Service.
 - b. On the **Connection Service** tab, click **Edit Properties**.
 - c. In the left pane, click **General**.
 - d. Double-click **Maximum KB/Connection**.
 - e. Type **512**.
 - f. Click **OK**.
 - g. Repeat steps a to f for all the instances of the BlackBerry MDS Connection Service.
 7. In your database management system, perform the following actions:
 - a. Open the MDS database. The default name of the database is mdss.
 - b. In the dbo.MDS table, for every row in the MDS_ID column with a value that is not NULL, specify the corresponding value in the MAX_LENGTH column as **524288**.
 8. In the Windows Services, restart the BlackBerry MDS Integration Service, to implement the changes.

Upload the BlackBerry Runtime for SAP files to the BlackBerry Enterprise Server

Before you begin: You must install the latest BlackBerry® Device Software on the BlackBerry® Enterprise Server. For more information about an alternative to installing the BlackBerry Device Software, visit <http://www.blackberry.com/support> to read article KB13589 .

1. In C:\Program Files\Common Files, configure **Research In Motion** as a shared folder.
2. If you do not already have a shared folder, create a subfolder in **Research In Motion** called **Shared**.
3. In the **Shared** subfolder, create a subfolder called **Applications**.

4. In the **Applications** subfolder, create a subfolder called **BlackBerry Runtime for SAP**.
5. Extract the **BlackBerryRuntimeforSAP.zip** file into the **BlackBerry Runtime for SAP** folder.
6. At the command prompt, type **cd C:\Program Files\Common Files\Research In Motion\AppLoader**.
7. Type **loader.exe /index**.
The **PkgDBCACHE.xml** and **specification.pkg** files are created in the **Applications** folder.

Configure the BlackBerry Enterprise Server to send the BlackBerry Runtime for SAP to BlackBerry devices over the wireless network

1. In the BlackBerry® Manager, in the left pane, click **BlackBerry Domain**.
2. In the right pane, on the **Software Configurations** tab, click **Add New Configuration**.
3. In the **Configuration Name** field, type a name, such as **BlackBerry SAP_CRM**.
4. In the **Configuration Description** field, type a description, such as **Runtime module**.
5. In the **Device Software Location** field, click **Change**, to specify the location of the BlackBerry® Runtime for SAP® files that was extracted earlier.
6. In the Device Software Share Location dialog box, type the path to the shared folder named **Research In Motion**. Use the UNC format.

```
\\<host name or IP address>\Research In Motion
```

7. Click **OK**.
8. In the **Application Name** list, expand **Application Software**.
9. Select the **BlackBerry runtime for SAP** check box.
10. In the **Delivery** list, click **Wireless**.
11. Select the **BlackBerry SAP Runtime Default Launcher** check box.
12. In the **Delivery** list, click **Wireless**.
13. Click **OK**.

Install the BlackBerry MDS Publishing Tool on a computer

Before you begin:

- Verify that the computer on which you want to install the BlackBerry MDS Publishing Tool has HTTP access to the BlackBerry® Enterprise Server.
- Verify that Microsoft .NET Framework 2.0 is installed on the computer on which you want to install the BlackBerry MDS Publishing Tool.

- Verify that the computer on which you want to install the BlackBerry MDS Publishing tool does not have an earlier version of the BlackBerry MDS Publishing Tool installed. The setup application does not automatically update an earlier version. You must delete or rename the program folder for the earlier version of the BlackBerry MDS Publishing Tool before you install a new version.
1. Double-click **publisher.exe**.
 2. Complete the instructions on the screen.

Installing the BlackBerry CRM sales module and the BlackBerry Runtime for SAP

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Publish the BlackBerry CRM sales module to the BlackBerry MDS Integration Service

1. On the computer where you installed the BlackBerry® MDS Publishing Tool, click **Start > Programs > Research In Motion > WinPublisher.exe** to open the BlackBerry® MDS Runtime Application Publishing Utility.
2. Click **Next**.
3. Click **Browse**.
4. Navigate to the **BlackBerrySalesClient.zip** file.
5. Click **Open**.
6. Click **Next**.
7. Under **Registry Information** and **Repository Information**, perform the following actions:
 - a. In the URL fields, change the host name and the port number portions of the URLs to correspond to your BlackBerry® Enterprise Server environment.

For example, if you have the default setup with the BlackBerry® MDS Integration Service located on the same computer as the BlackBerry Enterprise Server, the host name is the host name of the BlackBerry Enterprise Server and the port number is 7080. The port number portions of the URLs changes to 7080.

```
http://<BES host name>:7080/mds-discovery/services/DiscoveryPublish  
http://<BES host name>:7080/webdav/
```
 - b. In the **User Name** and **Password** fields, type the MDS registry and MDS repository user names and passwords.
 - c. Click **Next**.
8. Change only the host name, port number, and client number portion in the **End Point URL** fields for each **PORTTYPE**, to provide the SAP NetWeaver® DOE host name, port number, and client number.

For example, the default value http://HOST_NAME:PORT_NUMBER/sap/bc/DOE_ESDMA_SOAP?sap-client=CLIENT_NUMBER should be changed to:

```
http://<DOE host name>:<port number>/sap/bc/DOE_ESDMA_SOAP?sap-client=<client number>
```

where *<DOE host name>*, *<port number>*, and *<client number>* correspond to your SAP NetWeaver DOE host name, port number, and client number respectively.
9. Leave the **User Name** and **Password** fields empty.
10. Click **Next**.
11. Complete the instructions on the screen.

Send the BlackBerry Runtime for SAP to the BlackBerry device

Note: It might take up to 4 hours for the BlackBerry® Enterprise Server to send the BlackBerry® Runtime for SAP® to a BlackBerry device.

1. In the BlackBerry Manager, in the left pane, click a BlackBerry Enterprise Server.
2. On the **Users** tab, click the user account for the device that you want to send the BlackBerry® Sales Client for SAP® CRM to.
3. In the lower pane, click **Device Management**.
4. Click **Assign Software Configuration**.
5. Click the software configuration that you created, named **BlackBerry SAP_CRM**.
6. Click **OK**.

Send the BlackBerry CRM sales module to the BlackBerry device

1. In the BlackBerry® Manager, in the **Servers** list, expand BlackBerry MDS Integration Service and click **Application Registry**.
2. In the list of applications, right-click on BlackBerry Sales Client for SAP CRM and click **Install on Device**.
3. Complete the instructions on the screen.

Glossary

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CRM

customer relationship management

MDS

Mobile Data System

UNC

Universal Naming Convention

Provide feedback

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To provide feedback on this deliverable, visit www.blackberry.com/docsfeedback.

Legal notice

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