



# **ComServer (Windows NT)**

## **Fax Gateway for SAP Systems**

**Version 4.1**

### **Administrator's Manual**

Addendum for the Connection to **SAP R/3 Version 4.7**  
(**SAPconnect** Interface)

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# 1 Introduction

This Addendum to the ComServer manual contains changes for **R/3 Release 4.7**. The addendum applies also to other SAP products (e.g. **mySAP CRM 3.0**) with the technology basis **SAP Web Application Server** (6.10, 6.20, ...).

The changes concern mainly the section 5.2 "Basic Settings – Outgoing Faxes".

## Changes in R/3 4.7 resp. SAP Web Application Server 6.xx (compared with R/3 4.6):

- SAPconnect settings: changed menus
- SAPcomm interface: no more available, transition to SAPconnect interface is necessary

☞ Please note that the **Test SAP** function from the ComServer 4.1 admin program does not work correctly with R/3 4.7 because this function is still SAPcomm based. (The first communication steps are performed properly, but then the **Test SAP** function leads always to the error text "**not alive**".) This will be improved with ComServer 4.2.

☞ In MS Word you can use the function **Tools** ⇒ **Track Changes** ⇒ **Highlight Changes** to highlight the manual changes made since the last edition of manual.

## 2 Installation of ComServer

## 3 Configuration of ComServer

## 4 Starting and Stopping ComServer Services

## 5 Settings in R/3 4.7

This section contains a short description of the most important settings in R/3 4.7 resp. SAP Web Application Server 6.xx.

### 5.1 General

In R/3 release 4.6 (Enjoy R/3 Release), the user interface of the SAP system had been redefined (New Visual Design and SAP Easy Access).

#### New Visual Design

The user interface program SAP-GUI 4.6 and later supports the **New Visual Design** (blue screens). The screenshots in this manual were done with New Visual Design.

#### SAP Easy Access

Characteristic for **SAP Easy Access** is the navigation tree in the left part of the window. The navigation tree can be configured per user (e.g. favorites). The screenshots in this manual were done with SAP Easy Access.

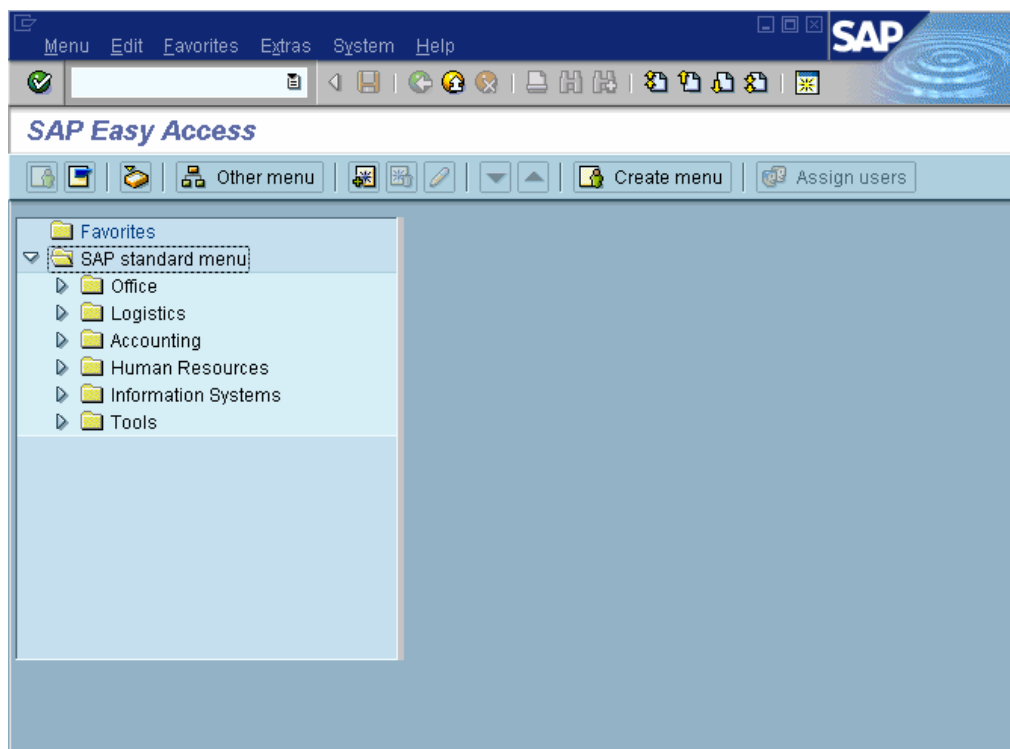


Figure 9: R/3 Initial Screen with SAP Easy Access

A temporary switch from SAP Easy Access to the menu bar usual in former R/3 releases is possible as follows: When the navigation tree is visible, enter "/n", and then enter the transaction code „/ns000\_old“.

## 5.2 Basic Settings - Outgoing Faxes

This section describes the settings for the most common case (fax transmission, one fax server is connected to the SAP-system). The sequence of the steps should not be changed to avoid errors during configuration.

Please do all steps for each SAP client that is to be connected to the fax:

- create CPI-C user (in R/3 4.7 also called "Communications user")
- create RFC destination
- cross-node SAPconnect settings
- create SAPconnect node (wizard)
- create SAPconnect fax job
- maintain fax addresses of the R/3 users
- test fax transmission with Business Workplace (former SAPoffice).

Further details can be found in the SAP documentation for SAPconnect.

After completing the settings please test fax transmission from within Business Workplace (former SAPoffice) as described below.

- ☞ At first, please follow the R/3 notes listed in the ComServer manual, section "Software Requirements".

## 5.2.1 Create CPI-C User

Tools ⇒ Administration ⇒ User maintenance ⇒ Users ⇒ Create  
(transaction SU01)

- recommended user name: **FAX**

The screenshot shows the SAP 'Maintain User' (SU01) transaction. The user name is 'FAX'. The 'Person' section is expanded, showing the following fields:

Person	
Title	
Last name	FAX
First name	
Academic Title	
Format	FAX
Function	
Department	
Room no.	Floor
	Building

The 'Communication' section is also visible, showing the following fields:

Communication	
Language	English
Telephone	Extension
Fax	Extension

Figure 10a: Create CPI-C User: "Address" Tab

- mandatory information: **Last name**

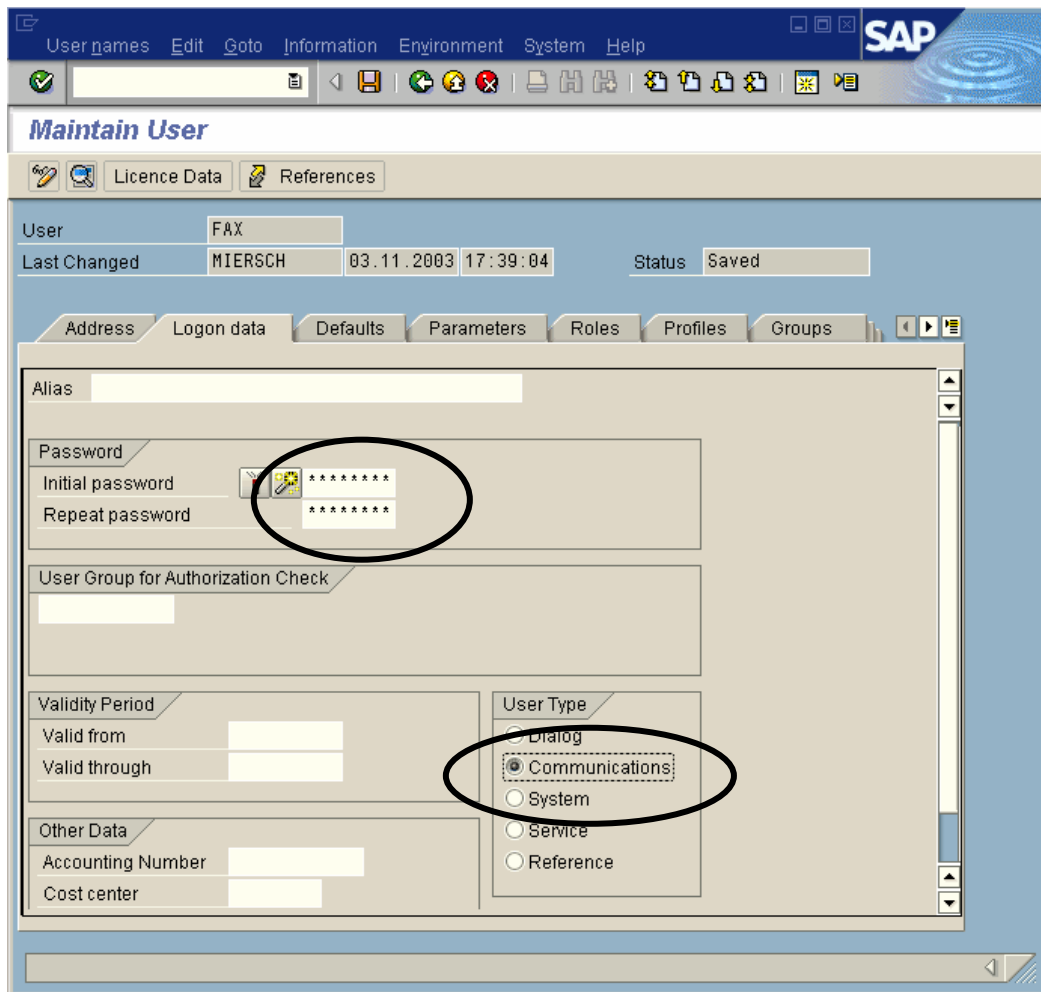


Figure 10b: Create CPI-C User: "Logon data" Tab

- initial password remains unchanged for CPI-C-users, must correspond to the password defined in the ComServer administration program via **Configuration** ⇒ **SAP** (differences in small and capital letters are allowed)
- Don't forget: set user type **Communications**.

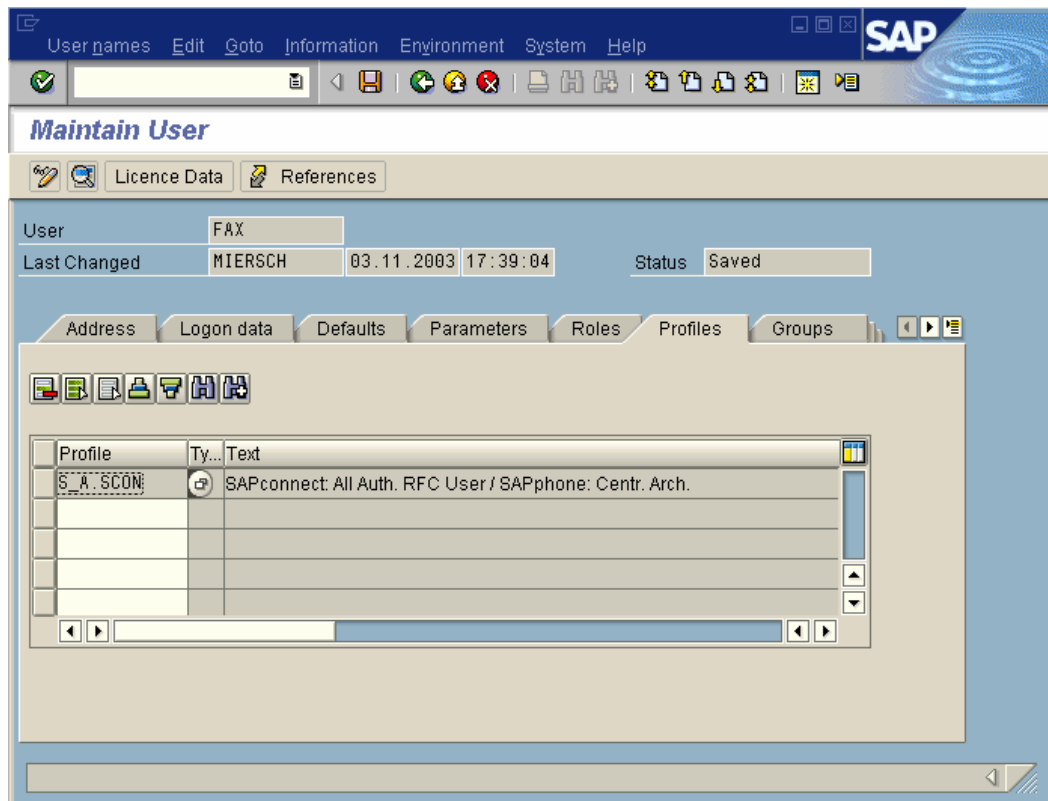


Figure 10c: Create CPI-C User: "Profiles" Tab

- required privilege profile:  
**S\_A.SCON** for SAPconnect communication
- If the specified privilege cannot be assigned, **SAP\_ALL** will also work (this authorization is not critical for CPI-C users, because they cannot login as a dialog user).

## 5.2.2 Create RFC Destination

Tools ⇒ Administration ⇒ Administration ⇒ Network ⇒ RFC destinations  
(transaction **SM59**)

Edit ⇒ Create

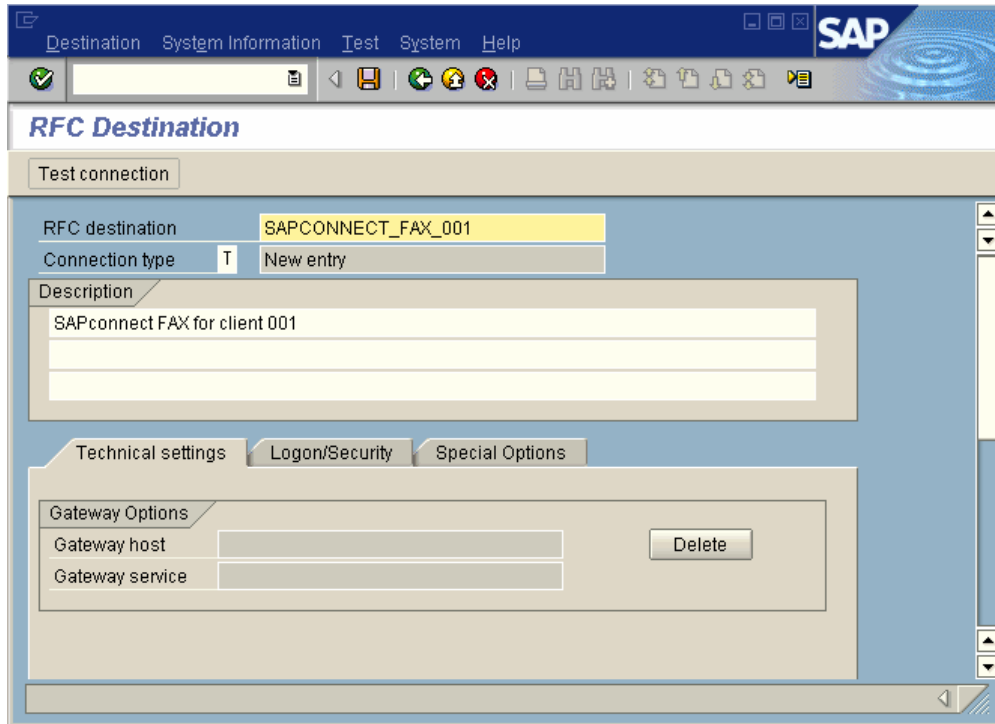


Figure 11: Create RFC Destination: Name and Type

Required input:

- RFC destination: **SAPCONNECT\_FAX\_<client>** (recommended name)  
e.g. **SAPCONNECT\_FAX\_001**
- Connection type: **T=TCP/IP**
- Description

Press **Save**, and the following mask will appear.

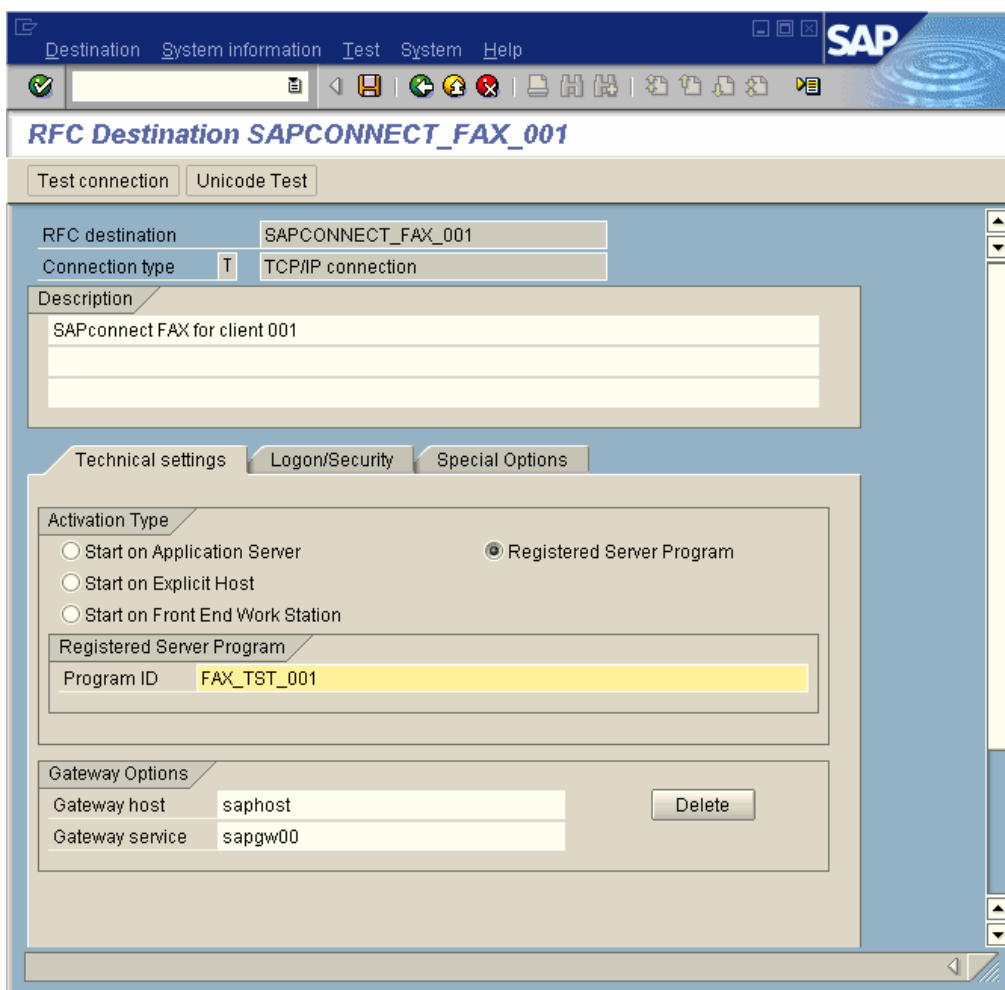


Figure 12: Create RFC Destination: Program Id and Gateway Options

After selecting the **Registered Server Program** option, the input field **Program ID** will appear.

Required input:

- Program Id: **FAX\_<system>\_<client>** (recommended name)  
e.g. **FAX\_TST\_001**  
must correspond to the value defined in the ComServer administration program via **Configuration** ⇒ **SAP**. Identical usage of **small and capital letters** is required (case-sensitive).

Specify the SAP Gateway which is used for registration. The ComServer will login at that SAP Gateway (using its program id). Therefore, host and service must correspond to the values **Application Server** and **System Number** defined in the ComServer administration program via **Configuration** ⇒ **SAP**.

Press **Save**. Now you can carry out a test of the connection with the newly defined RFC destination. If the ComServer service for the corresponding client has not been started yet, the following error message will appear (see next figure):

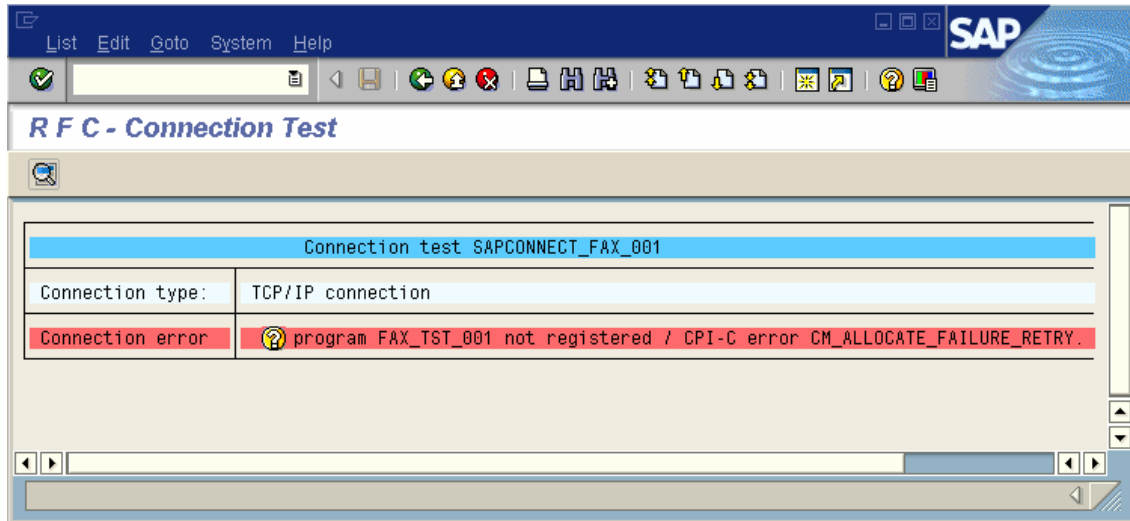


Figure 14: Connection Test, RFC Destination Not Available

Now, the creation of the RFC destination is finished.

### 5.2.3 Cross-Node SAPconnect Settings

Tools ⇒ Business Communication ⇒ Communication ⇒ SAPconnect  
(transaction **SCON** or **SCOT**, both do the same)

Each fax server connected to R/3 acts as a **SAPconnect node**. You have to do

- cross-node settings (valid for all nodes) and
- node settings.

As a rule, the following **cross-node settings** should be checked:

- Communication Methods
- Device Types for Format Conversion.

The settings are made via the **Settings** menu.

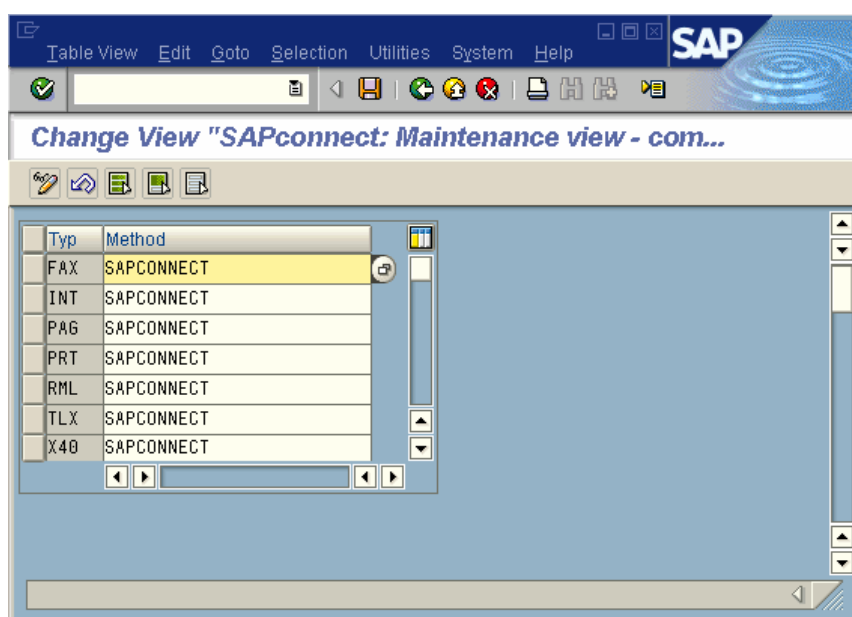


Figure 15: Settings ⇒ Communication Methods

Set the method **SAPconnect** for the **FAX** type.

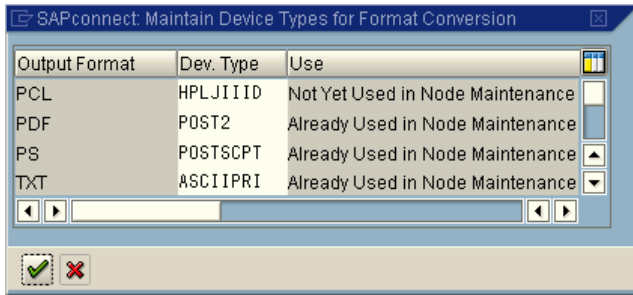


Figure 16: Settings ⇒ Device Types for Format Conversion

Select the appropriate device types.

Business documents coming from SAP applications (e.g. purchase orders, order confirmations) are **SAPscript** or **SmartForms** documents (SmartForms is the newer SAP tool compared with SAPscript) (SAP internal type **SCR**). **SCR** documents are converted into the SAP internal **OTF** format and then from **OTF** to **PCL**, **PS** or **PDF**. It is defined in the SAPconnect node settings to which of these formats the conversion from **OTF** resp. SAPscript/SmartForms is done.

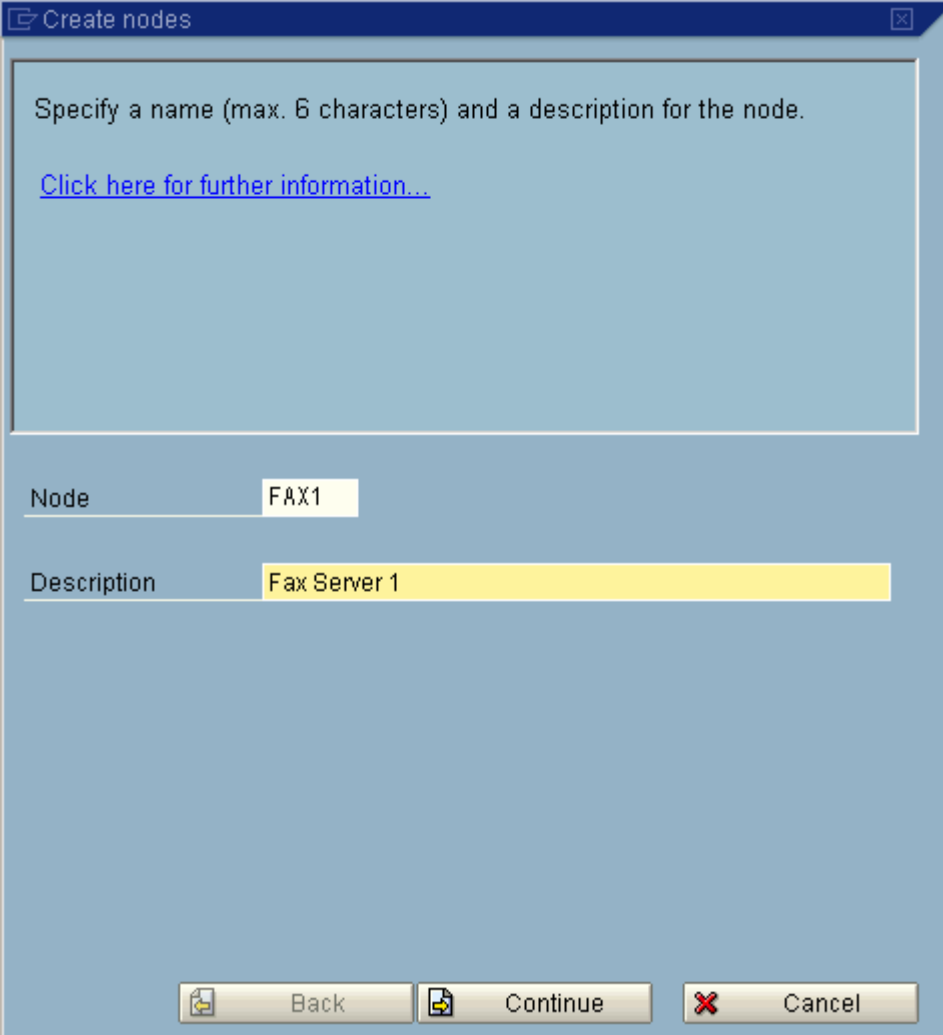
So-called SAP ABAP lists (type **ALI**) are also converted into **PCL**, **PS** or **PDF**. It is defined in the SAPconnect node settings to which of these formats the conversion is done.

## 5.2.4 Create SAPconnect Node (Wizard)

Tools ⇒ Business Communication ⇒ Communication ⇒ SAPconnect  
(transaction **SCON** or **SCOT**, both do the same)

Select **View** ⇒ **Node** and after that **Nodes** ⇒ **Create**.

Each fax server connected to R/3 acts as a SAPconnect **node**. A wizard supports the node creation (new in R/3 release 4.5).



Specify a name (max. 6 characters) and a description for the node.

[Click here for further information...](#)

Node

Description

Back Continue Cancel

Figure 17a: Node Wizard: Node Name

- Node: **FAX1** (recommended name)



Figure 17b: Node Wizard: RFC Node

- **Select RFC Node.**

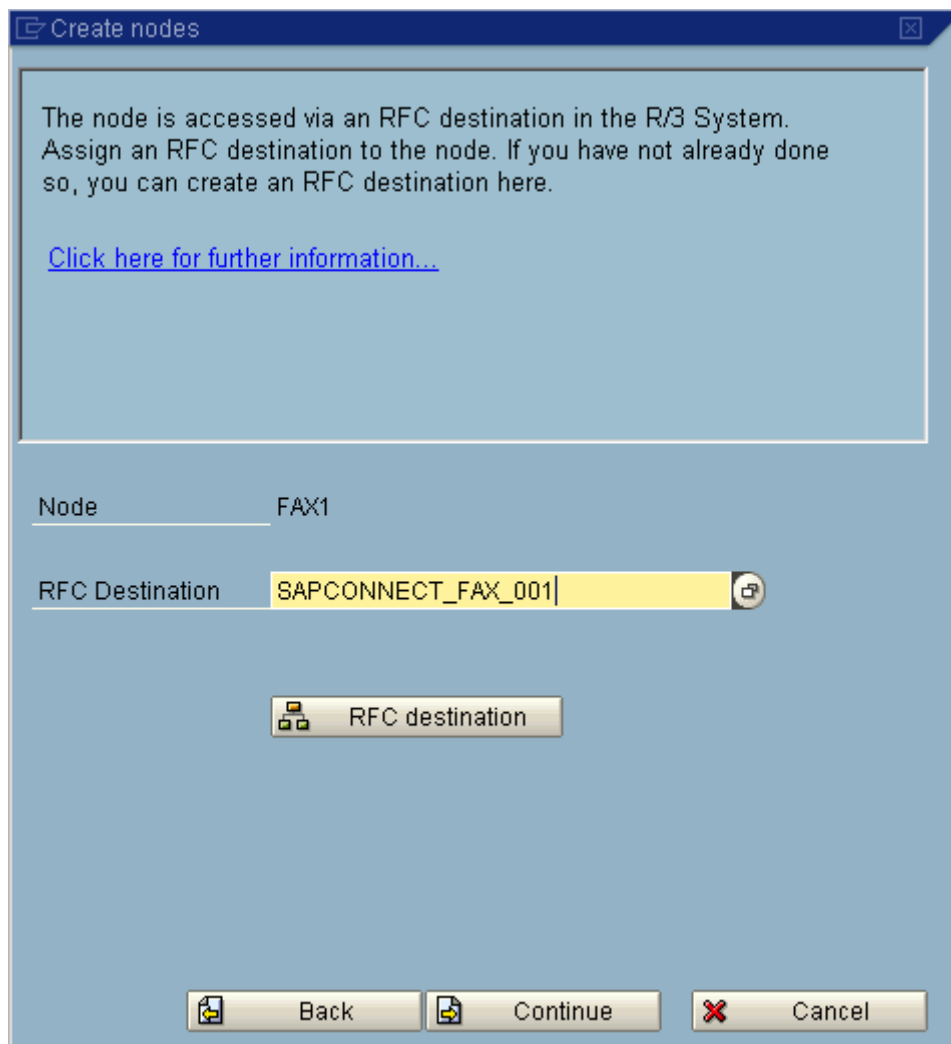


Figure 17c: Node Wizard: RFC Destination

- RFC destination: RFC destination (previously set up)
- Each node requires one RFC destination.
- Button **RFC destination** leads to maintenance of RFC destinations.

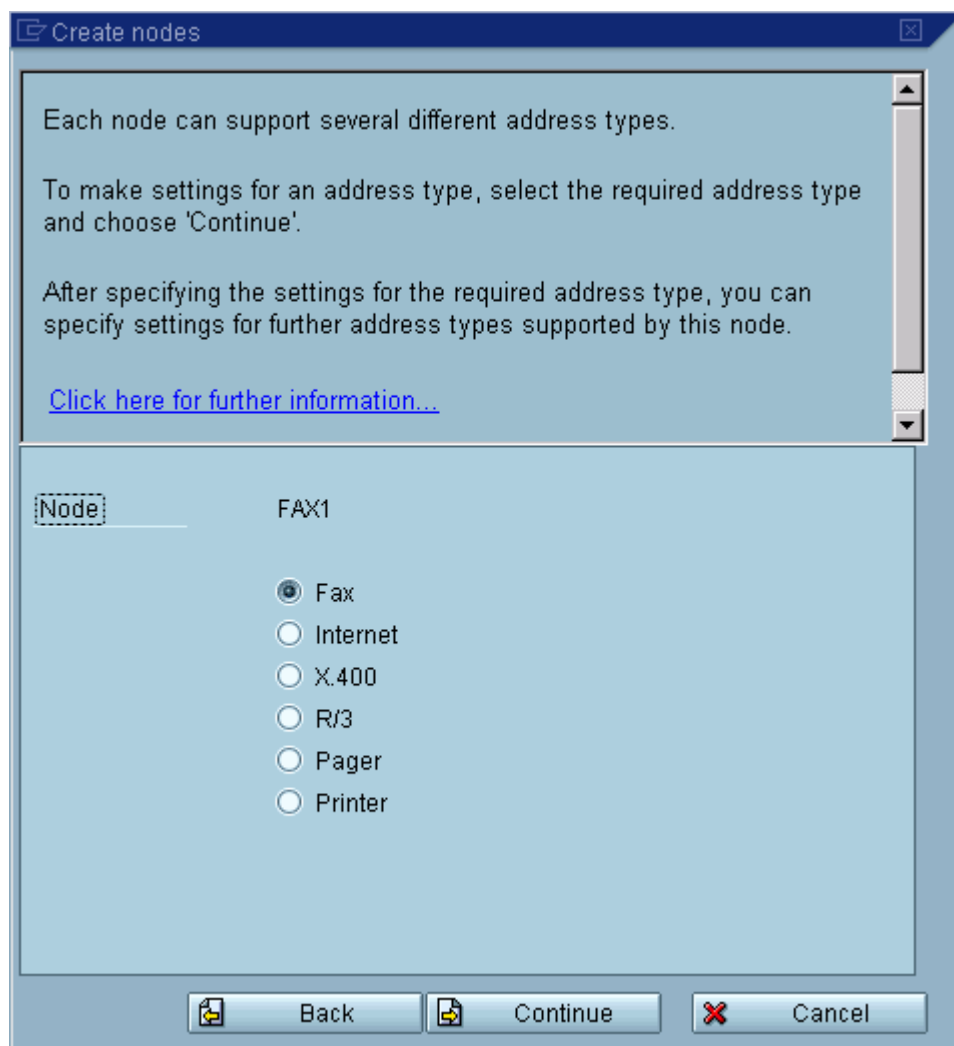


Figure 17d: Node Wizard: Address Type

- Select address type **Fax**.

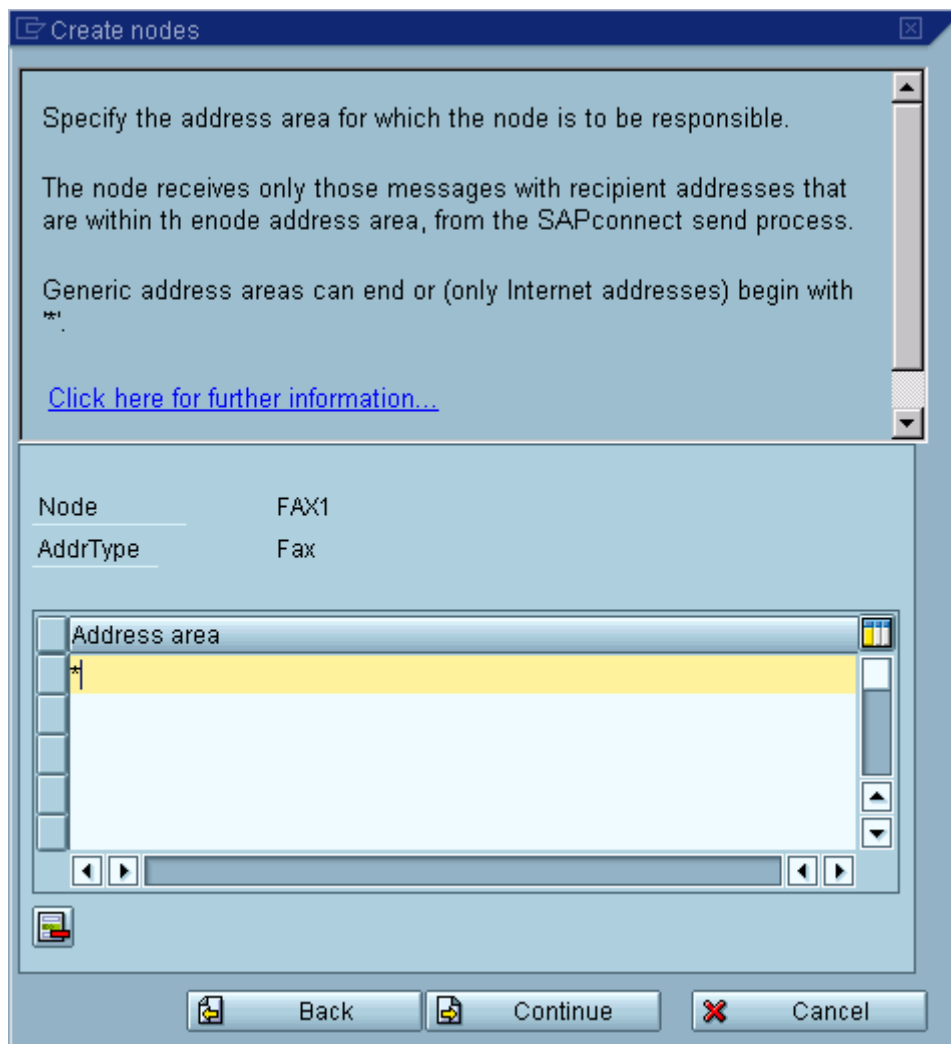


Figure 17e: Node Wizard: Address Area

- Fax messages to any fax number are assigned to this node by \*.
- If you want to specify a certain address area: specify country and the beginning digits of the number, e.g. **US\*** or **DE03\*** (without space characters after country). The node assignment is performed using the best-fit procedure.

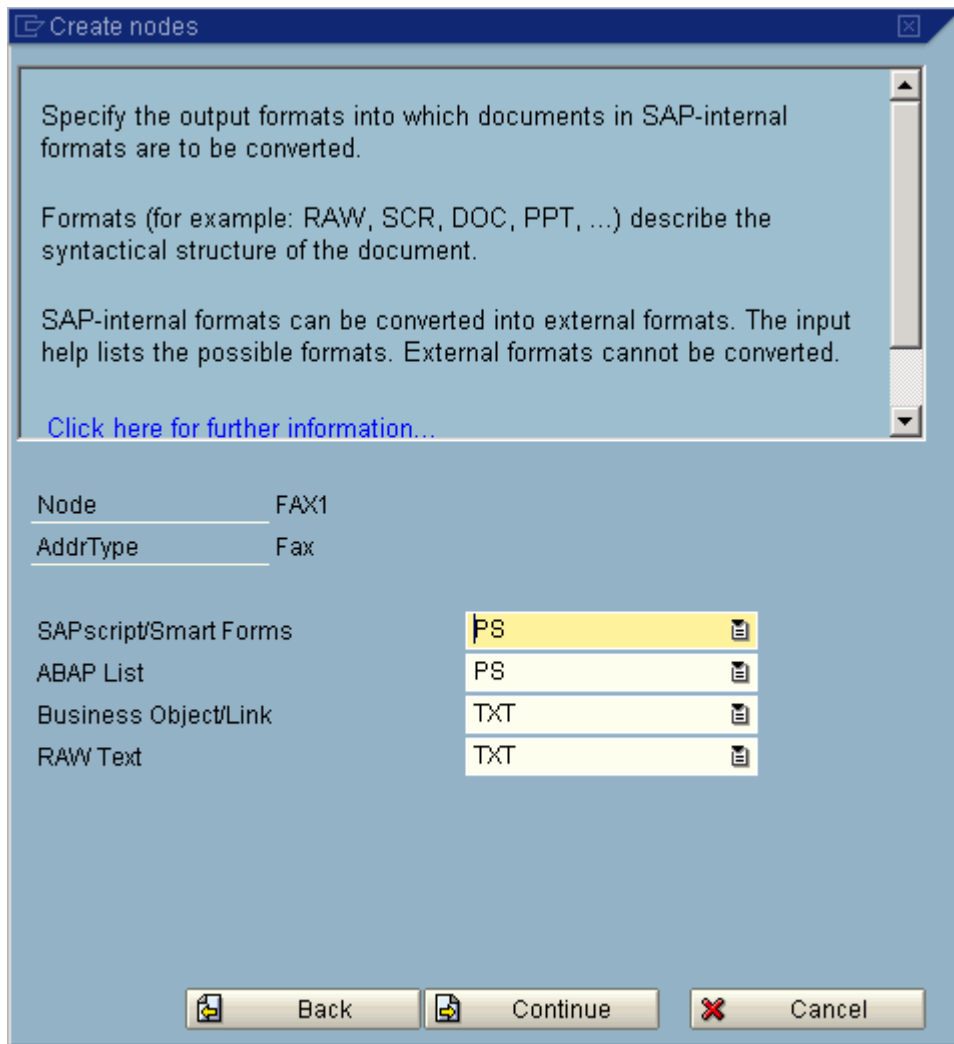


Figure 17f: Node Wizard: Supported Data Formats

- Select the appropriate formats..
- Business documents coming from SAP applications (e.g. purchase orders, order confirmations) are **SAPscript** or **SmartForms** documents (SmartForms is the newer SAP tool compared with SAPscript).
- See the comments to figure 16 “Settings ⇒ Device Types for Format Conversion”.

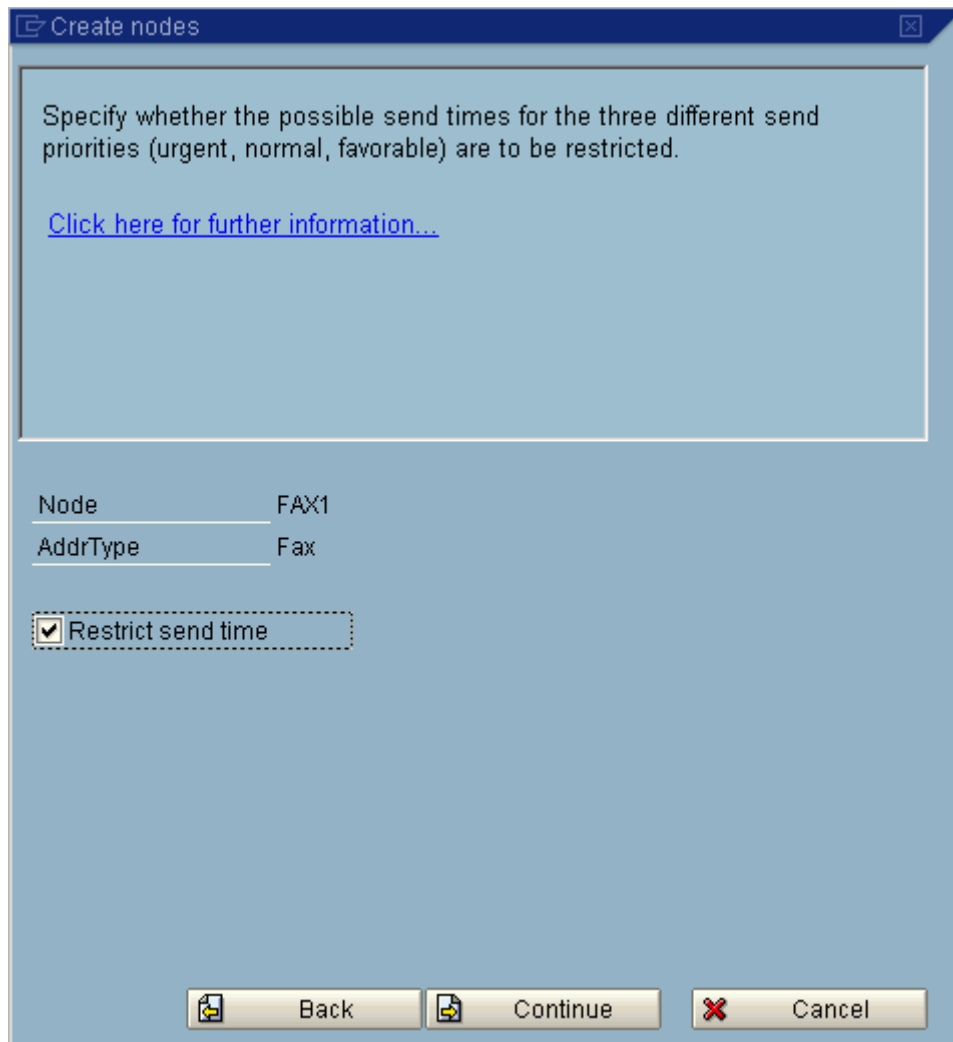


Figure 17g: Node Wizard: Restrict Send Time (for Night Send), Part 1

- **Restrict send time:** select if you wish to send some faxes at **night rates** (see next figure)

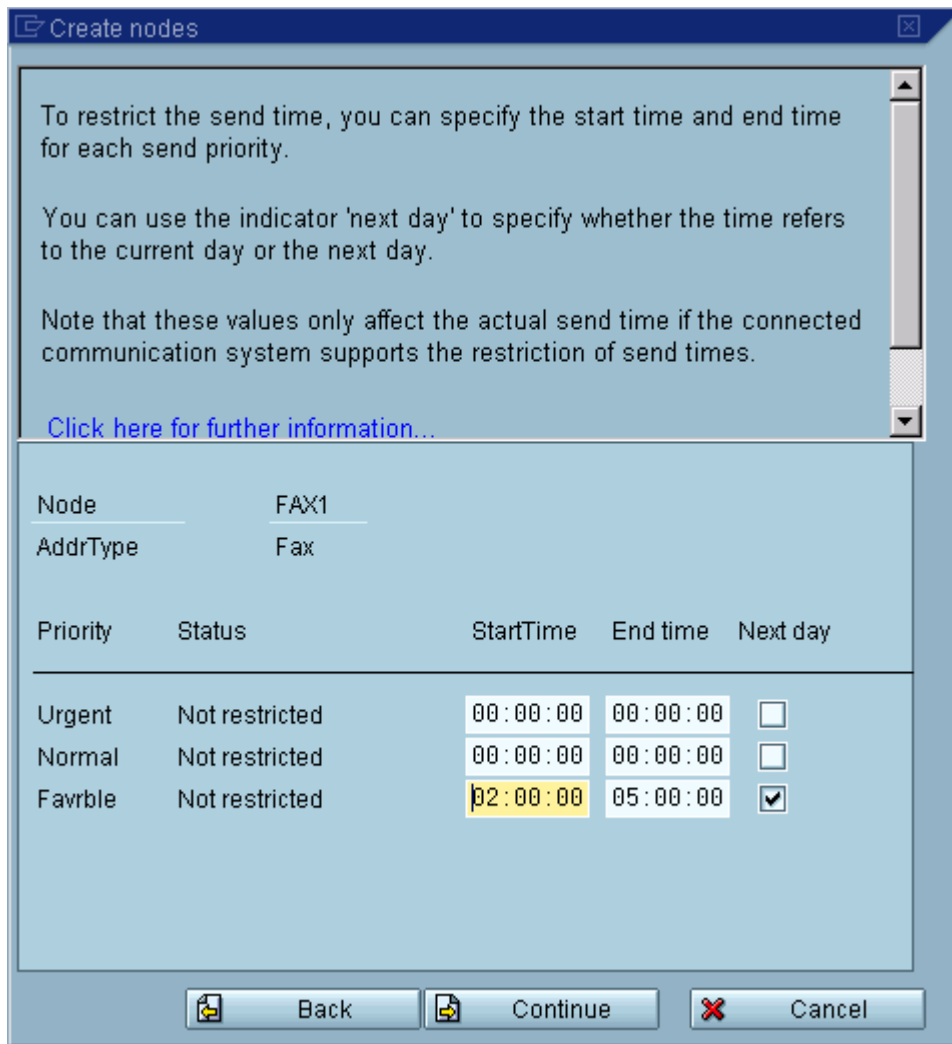


Figure 17h: Node Wizard: Restrict Send Time (for Night Send), Part 2

- **Night rate** information is only given from SAP to ComServer if **Restrict send time** is checked (see previous figure).
- Fill in some info, e.g.: "Favorable: 02:00 to 05:00, tomorrow". These settings are not really valid.
- ComServer will give the parameter **SENDTIME:TARIFF1** to the fax server (but not e.g. 02:00 to 05:00, the night rate time has to be defined in the fax server configuration).

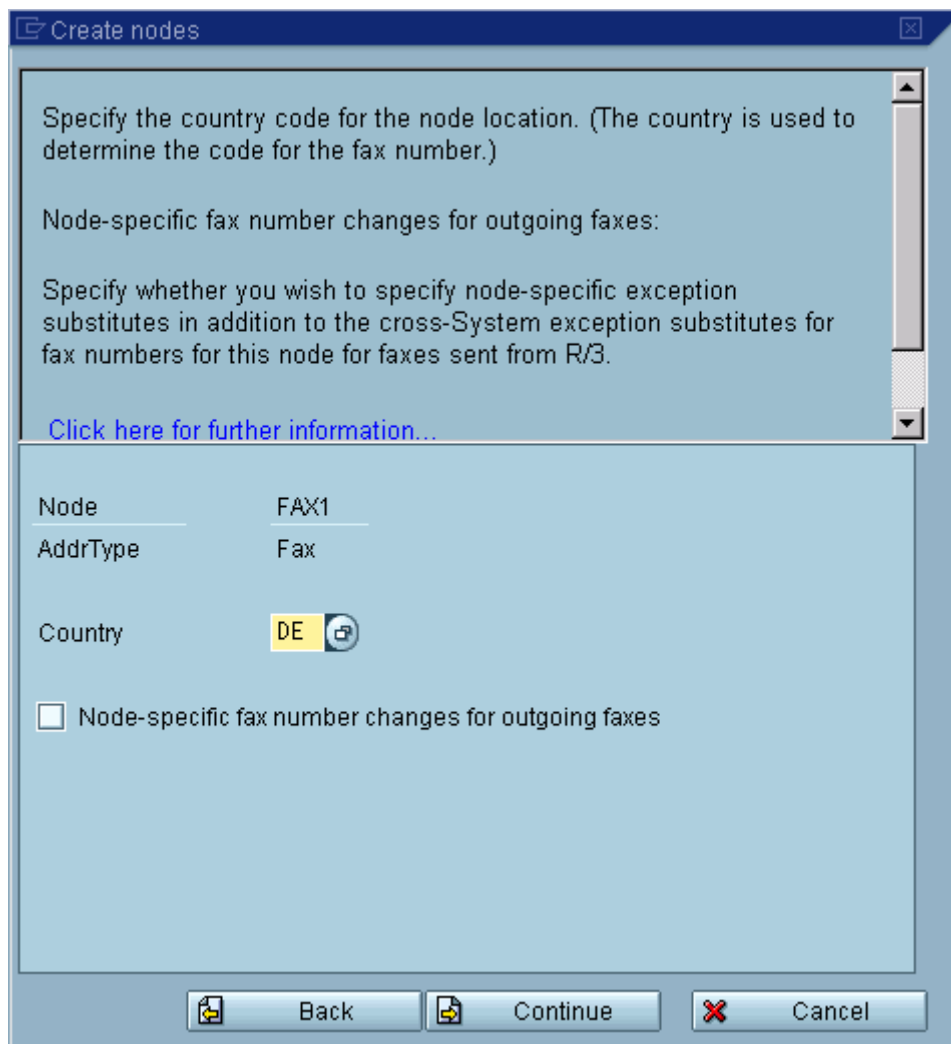


Figure 17i: Node Wizard: Node's Country

- Country: Country where the fax server is installed, used by R/3 to determine the country dialing code



Figure 17j: Node Wizard: No Further Address Types

- Select "No".

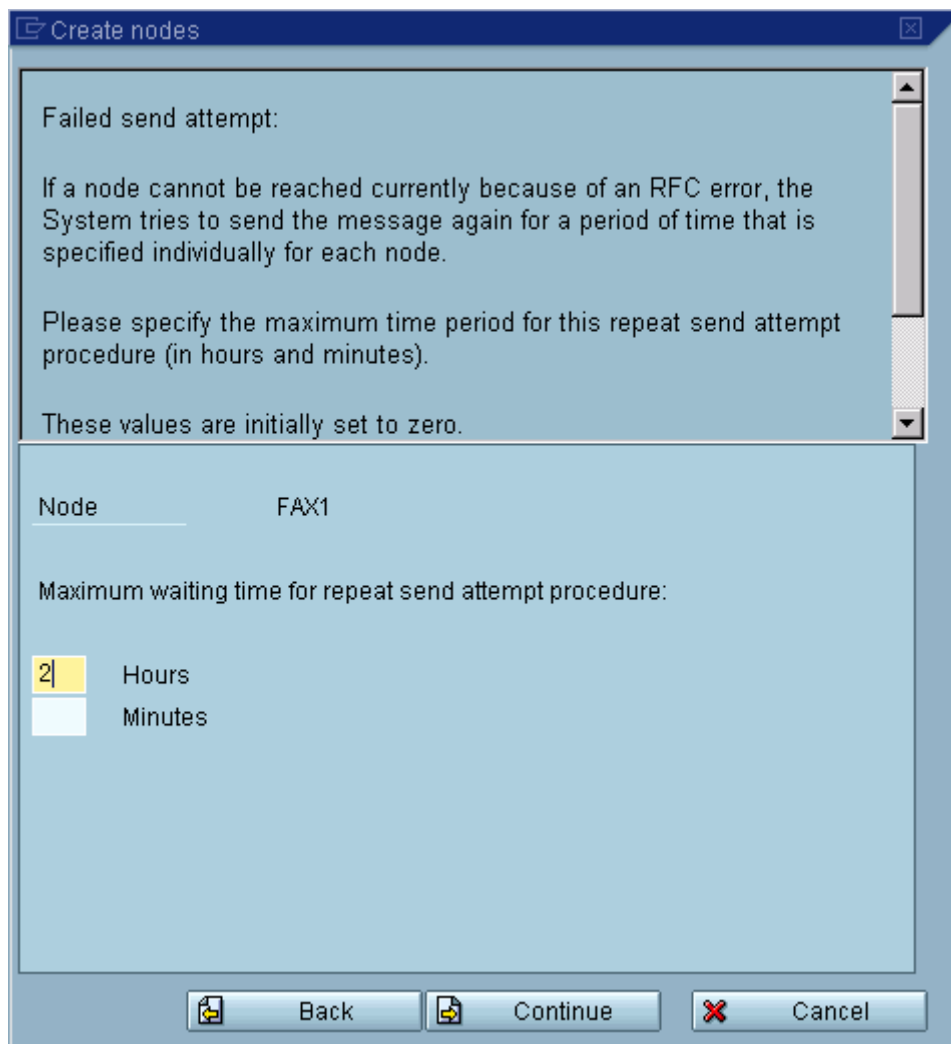


Figure 17k: Node Wizard: Max. Retry Time

- Max. waiting time for repeat send attempts procedure (if ComServer cannot be reached: e.g. 2 hours)
- After this time, the send procedure is finished with error.

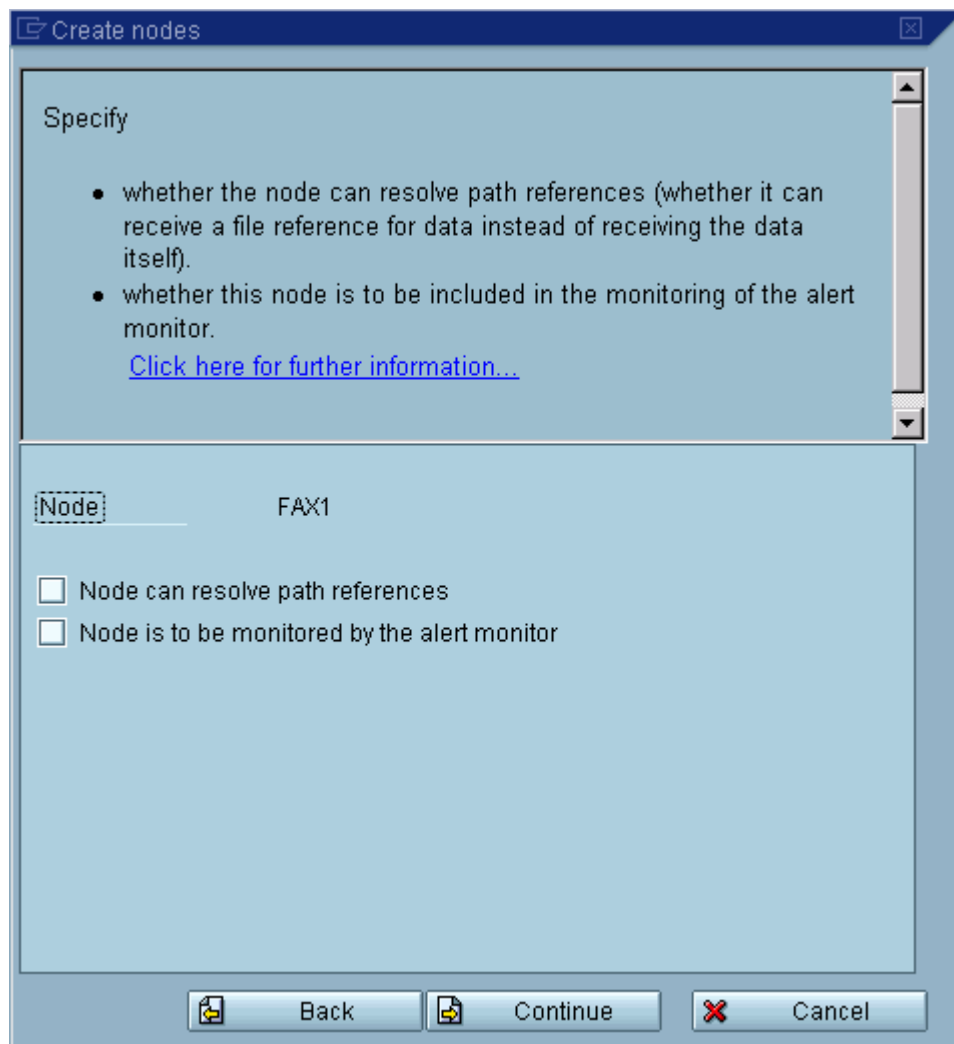


Figure 17I: Node Wizard: Path References, ...

- Select nothing.



Figure 17m: Node Wizard: Node in Use

- Select **Node is ready for use**.

The SAPconnect node creation is finished now.  
See the next section how to change node settings.

## 5.2.5 Change SAPconnect Node

**Tools** ⇒ **Business Communication** ⇒ **Communication** ⇒ **SAPconnect**  
(transaction **SCON** or **SCOT**, both do the same)

**View** ⇒ **Node** ⇒ select node ⇒ **Nodes** ⇒ **Change**

or

**View** ⇒ **Node** ⇒ double-click on node

Each fax server connected to R/3 acts as a SAPconnect node.

The screenshot shows the 'SAPconnect: General node data' dialog box. It contains the following fields and options:

- General information:** Node: FAX1; Description: Fax Server 1; Maximum waiting time for repeat send attempt procedure: 2 hours; Node in use: checked.
- RFC Connection:** RFC Destination: SAPCONNECT\_FAX\_001; RFC maint. button; Node is to be monitored by the alert monitor: unchecked; Node supports: Connection test, status, trace: unchecked.
- External software:** Connection test button; Version field; Status and trace button.
- Supported address types:** Fax (checked), Internet, X.400, R/3, Pager (SMS), Printer. Each type has a 'Set' button.
- Last changed by:** MIERSCH on 03.11.2003.

Figure 18: Change Node

- Max. waiting time for repeat send attempts procedure (if ComServer cannot be reached): e.g. 2 hours. After this time, the send procedure is finished with error.
- Select **Node in use** to set the node online.
- RFC destination: RFC destination (previously set up)

After that, select **Set** for Fax.

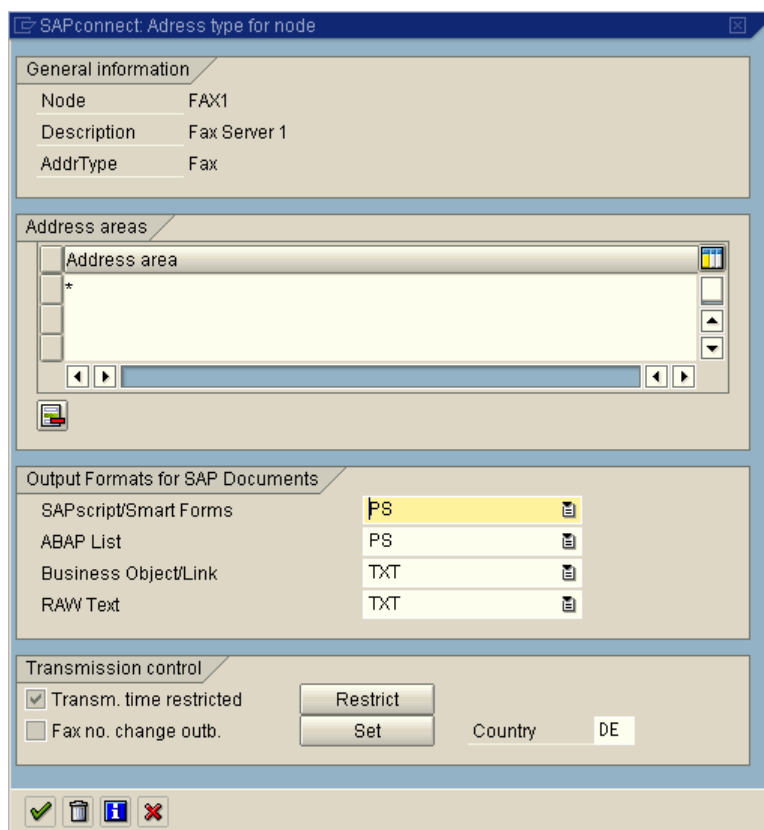


Figure 19: Node Attributes for Fax

## Assigned Address Areas

Fax messages to any fax number are assigned to the node **FAX1** by **\***.

If you want to specify a certain address area: specify country and the beginning digits of the number, e.g. **US\*** or **DE03\*** (without space characters after country). The node assignment is performed using the best-fit procedure.

## Document Formats

Select the appropriate formats. Business documents coming from SAP applications (e.g. purchase orders, order confirmations) are **SAPscript** or **SmartForms** documents (SmartForms is the newer SAP tool compared with SAPscript). See also the comments to figure 16 "Settings ⇒ Device Types for Format Conversion".

## Faxing at Night Rates

- Night rate information is only given from SAP to ComServer if **Transmission time restricted** is checked.
- To achieve this: Press button **Restrict**. Fill in some info, e.g.: "Favorable: 02:00 to 05:00, tomorrow". These settings are not really valid. If you return, **Transmission time restricted** should be checked.
- ComServer will give the parameter **SENDTIME:TARIFF1** to the fax server (but not e.g. 02:00 to 05:00, the night rate time has to be defined in the fax server configuration).

## 5.2.6 Create SAPconnect Fax Job

The SAPconnect fax job transmits ready-to-sent faxes via RFC call to the ComServer.

- ☞ The Job must run under a R/3 user with sufficient rights (e.g. **SAP\_ALL**). Otherwise problems may occur e.g. regarding conversion.
- ☞ The creation of a special R/3 user like in R/3 3.1G und 3.1H is not necessary.

**Tools** ⇒ **Business Communication** ⇒ **Communication** ⇒ **SAPconnect**  
(transaction **SCON** or **SCOT**, both do the same)

Select **View** ⇒ **Jobs** and after that **Job** ⇒ **Dispatch**.

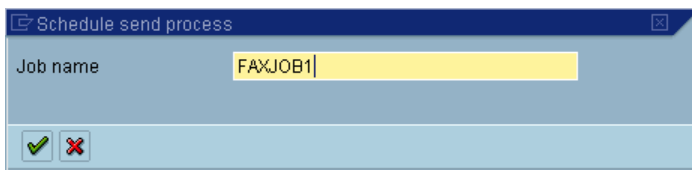


Figure 20: Enter Job name

The following screen appears.

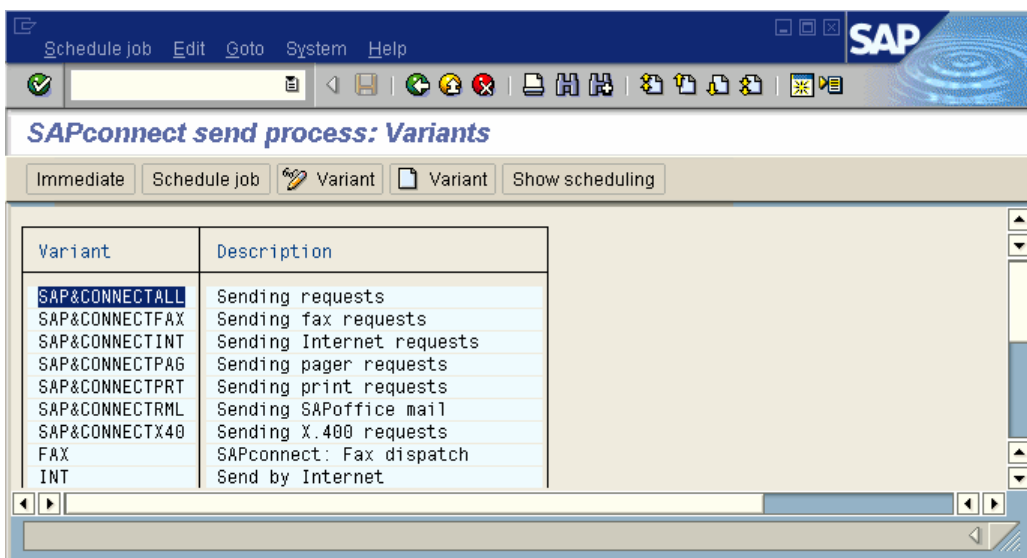


Figure 21: Select Variant

Mark variant **SAP&CONNECTALL**. After that press button **Schedule job**.

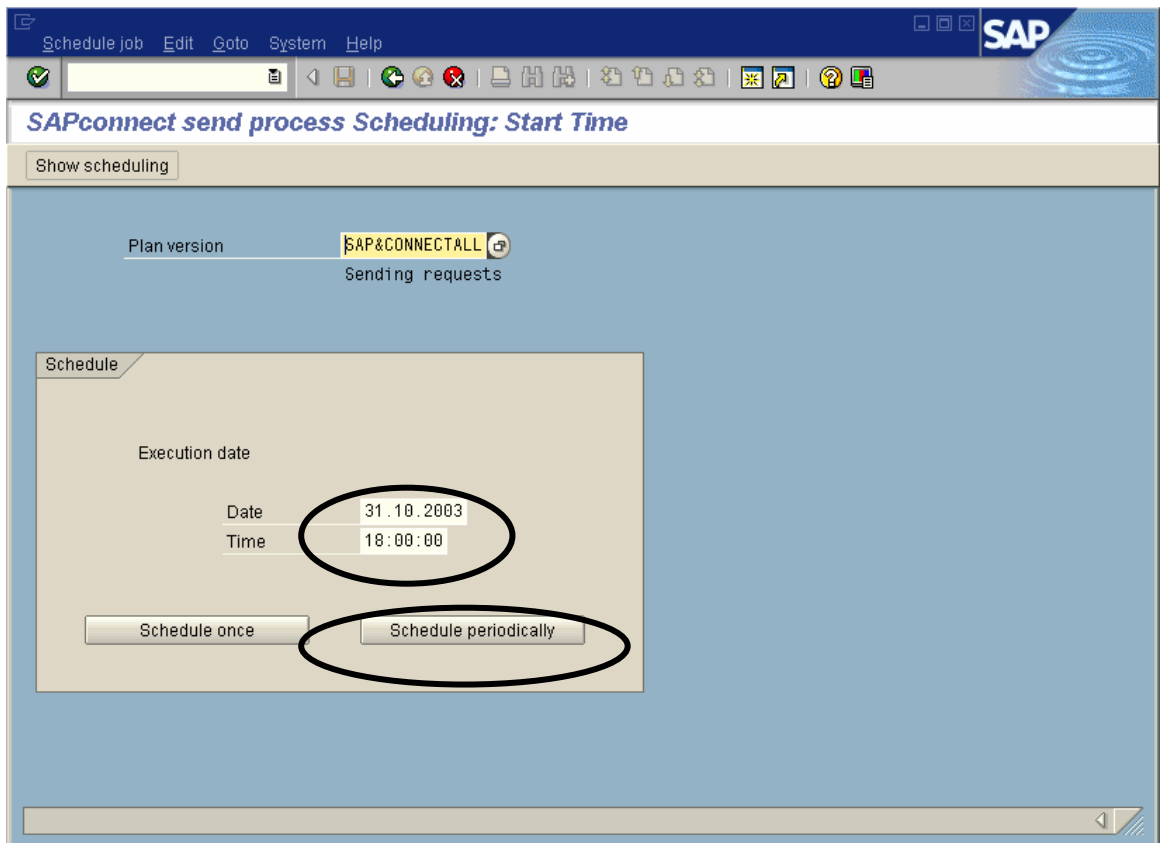


Figure 22: Schedule: Start Time

☞ Please check the start time proposed by R/3 (sometimes 1 hour in the future).

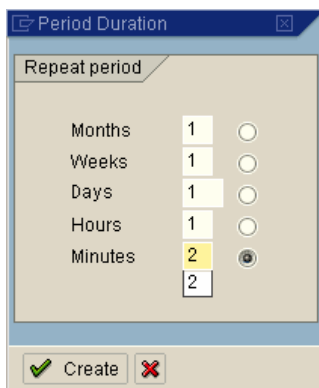


Figure 23: Schedule: Period

☞ Choose a repeat period of e.g. 2...5 minutes.

Checking the job:

**System** ⇒ **Services** ⇒ **Jobs** ⇒ **Job overview** ⇒ select jobs

Stopping the job:

**System** ⇒ **Services** ⇒ **Jobs** ⇒ **Job overview** ⇒ select jobs ⇒ **Job** ⇒  
select menu item **Released** -> **Scheduled** (restart: **Goto** ⇒ **Release**)

☞ For tests it is maybe more convenient to stop the job and start the send process in dialog (in the SAPconnect main window: **Utilities** ⇒ **Start send process**, field **Address type** can be left empty). In this case there is no delay caused by the period.

## 5.2.7 Maintain Fax Addresses of the R/3 Users

**Office** ⇒ **Workplace** ⇒ **Settings** ⇒ **Office settings** ⇒ button **Address** (looks like a letter) ⇒ **Fax**

or

**Tools** ⇒ **Administration** ⇒ **User maintenance** ⇒ **Users** ⇒ **Change** ⇒ **Address** tab ⇒ **Fax**

Enter the fax number of the user.

**Outgoing faxes:** The fax number is given to the fax server as originator address. The own country abbreviation (e.g. "DE") or the own country code (e.g. "+49") is given automatically as a prefix.

**Incoming faxes:** The fax number is compared with the recipient number of the incoming fax. If identical, the fax is given to this user.

### Alternative for outgoing faxes (recommended for ComServer):

In many cases it is more useful to give the **SAP user name** of the originator (instead of his fax number) to the fax server. Enter this name into the fax address field.

If you want to use this alternative and to **receive** faxes in SAP, too: configure a second (non-default) fax address or configure the user in the so called **inbound distribution** (cf. "Basic Settings - Incoming Faxes" in the ComServer manual).

☞ If the fax address of the user is empty, the originator information **<Unknown>** is given to the fax product.

☞ **Important!** Note the hints regarding originator information in the ComServer manual section 3.6 "Settings in COMSERV.INI".

## 5.2.8 Testing Fax Transmission with Business Workplace

### Enable Fax Transmission for Business Workplace (former SAPoffice)

**Tools** ⇒ **Business Communication** ⇒ **Office** ⇒ **Shared office settings** ⇒ **Send** ⇒ **Connected components for external sending** ⇒ select **Fax component**

For this setting the privilege S\_OC\_ADMI (Business Workplace administration) is required.

Transmission is enabled for all Business Workplace users and becomes effective after the next login. For transmitting faxes from within R/3 applications, however, no enabling is required.

### Transmit Test Fax

**Office** ⇒ **Workplace** ⇒ **Outbox** ⇒ **Documents** ⇒ button **Create document** (not „New message“) ⇒ **Send** ⇒ right mouse-click ⇒ **Fax entry** ⇒ specify country and fax number ⇒ **Copy** ⇒ **Send**

☞ If the fax server is connected to an extension, the specified fax number is automatically used together with a dial prefix if the ComServer or the fax product was configured that way.

☞ You can address an internal fax in your firm without using the dial prefix by preceding the target extension number with a **minus sign** e.g. "-169". (Cf. **Configuration** ⇒ **Fax** ⇒ **Prefix for internal connection** in the ComServer administration program. There you specify the way the minus sign is mapped to the required special character of the fax product.)

☞ Make sure that a SAPconnect fax job is running or start the send process in dialog (see section "Create SAPconnect Fax Job").

- ☞ Check the send result in the Business Workplace outbox, in the ComServer journal and in the journal of the fax product.

In the **Business Workplace outbox**: right mouse-click on document ⇒ **Recipient list**.

The fax status should change:

**Waiting**  
**Message transferred to node**  
**Delivered to ....**

- ☞ You can access the ComServer journal in the administration program via **Protocol** ⇒ **Journal** or via a double click on the ComServer service.

☞ If no cover sheet is created when sending the test fax from within Business Workplace (and perhaps special characters are not correctly displayed): You can use R/3 note no. **214316** to improve this. This R/3 note is not necessary for fax transmission from within R/3 applications.

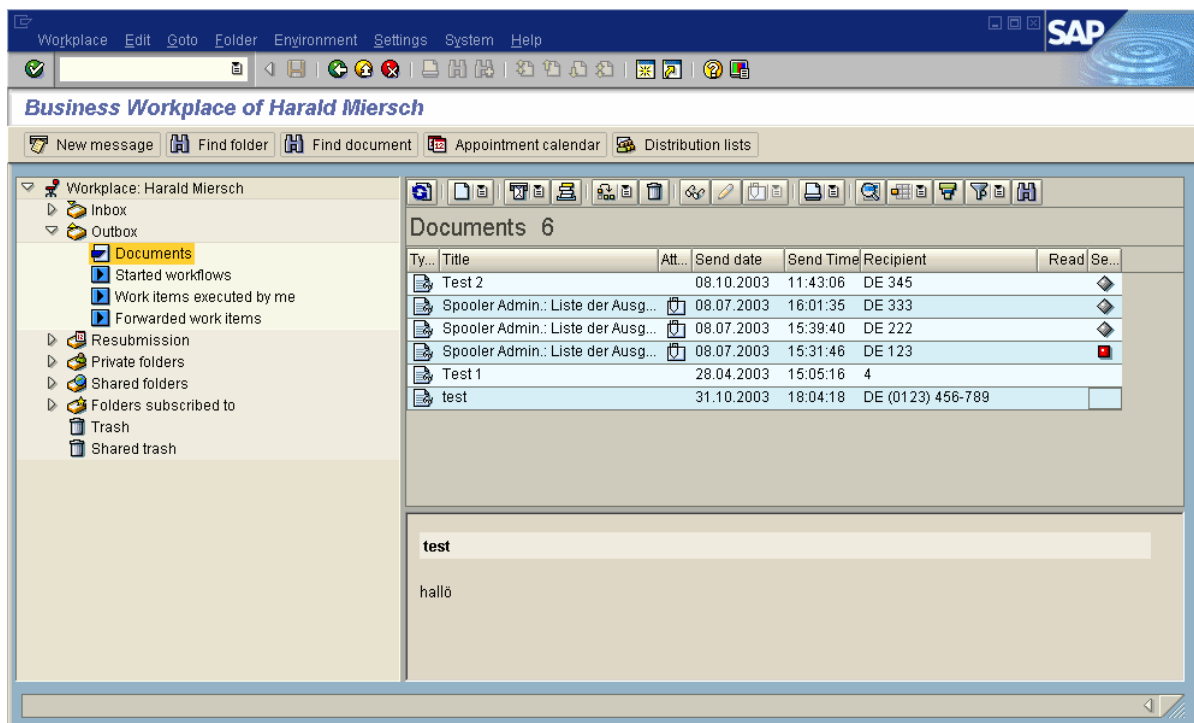


Figure 24: Business Workplace, Outbox

## 5.2.9 Monitoring Sent Documents

**Tools** ⇒ **Business Communication** ⇒ **Communication** ⇒ **SAPconnect**  
(transaction **SCON** or **SCOT**, both do the same)

Select **Utilities** ⇒ **Overview of send orders**  
(transaction **SOST**)

Transaction **SOST** allows the monitoring of documents sent from all users. Double-clicking into the **Status** or **Msg** columns provides more detailed status information.

Important buttons:



Display the document



Display send history



Re-send document (to the same recipient address, is logged in the send history)

Transaction **SOSB** allows the monitoring of the own documents only (intended for fax users). Double-clicking into the **Status** column provides more detailed status information. **SOSB** allows to change the destination address when re-sending a document.

☞ Please check SAP note no. **542045** "SOSB: Only waiting send operations are displayed".

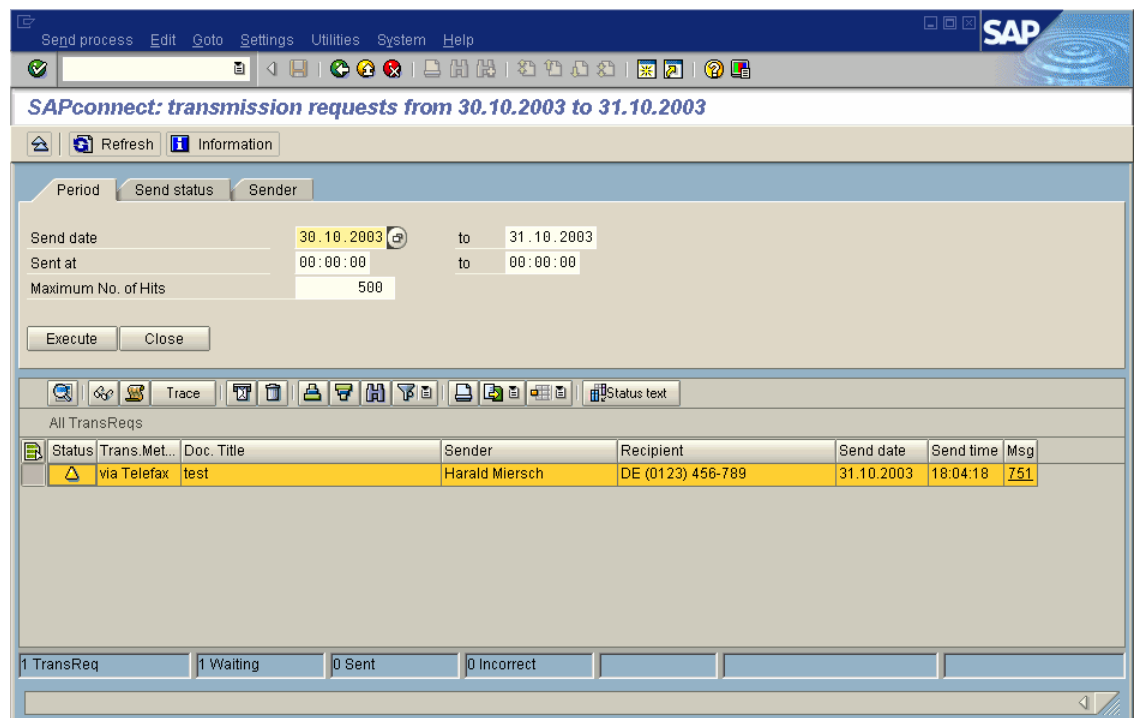


Figure 24a: Monitoring Sent Documents (Transaction SOST)

## 5.3 Other Changed Screenshots in the ComServer Manual

### Logo Configuration in R/3

Tools ⇒ ABAP Workbench ⇒ Development ⇒ ABAP Editor

- import of the graphics file: report **RSTXLDMC** (cf. corresponding online documentation)
- file format "uncompressed TIFF" is required, can be created using the shareware tool PaintShop Pro and the like
- in case of absolute positioning, the X-position refers to the left page border and the Y-position refers to the upper page border
- integration into the SAPscript form, e.g.:  
/: INCLUDE ZHEX-LOGO1-BMON OBJECT TEXT ID ST LANGUAGE E
- Note: The logo is not visible in the print preview in R/3.
- The logo configuration in R/3 is not recommended for very large graphics (performance problems).

The screenshot shows the SAP ABAP Editor interface with the 'Upload TIFF files to SAPscript texts' dialog box open. The dialog has a menu bar (Program, Edit, Goto, System, Help) and a toolbar. The main content area is divided into three sections:

- File name and parameters for TIFF conversion:**
  - File name: c:\logo1.tif
  - Type (BMON=b/w, BCOL=color): BMON
  - Resolution for graphic (dpi):
  - Graphic resident on printer
- Param. for standard text:**
  - Text name: ZHEX-LOGO1 - \*
  - Text ID: ST
  - Text language:
  - Text title:
  - Line width for text: 132
- Parameters for positioning TIFF graphic:**
  - Absolute positioning
  - Absolute X-position: 4
  - Absolute Y-position: 3
  - Reserve height automatically
  - Reserved height:
  - Shift to right:
  - Unit of measurement f. posit.: CM

Figure 25 CHANGED: Upload Logo File

Changed: sequence of input fields.

**Example in section 6.1:**

An order was printed (to check and archive it) and is now to be faxed directly from within the system.

**Logistics** ⇒ **Materials Management** ⇒ **Purchasing** ⇒ **Purchase Order** ⇒ **Change** ⇒ **Purchase order** ⇒ **Other purchase order** ⇒ enter another purchase order no. if necessary ⇒ **Messages**

or

**Transaction ME22 ("/nme22"**, change purchase order as in R/3 releases before 4.6) ⇒ **Header** ⇒ **Messages**

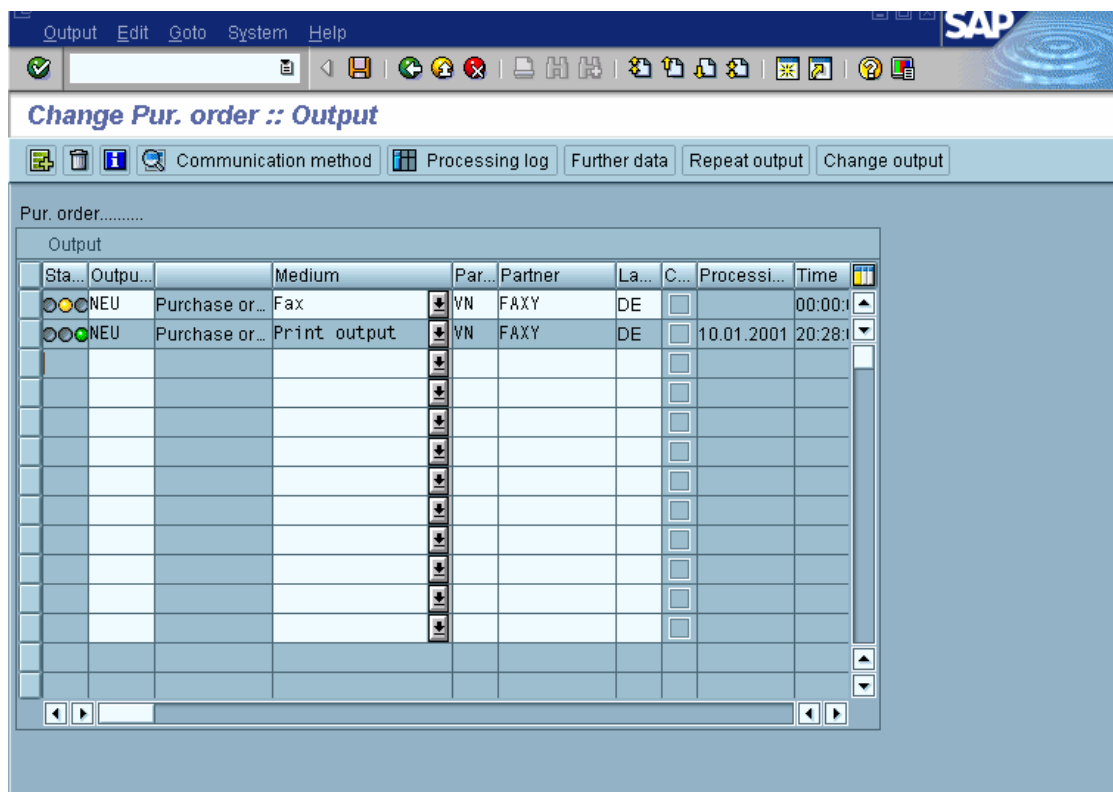


Figure 26 CHANGED: Output Purchase Order, Output medium Fax

Changed: Former column „Stat“ is now displayed in the first column as „traffic light“:

- former 0 = yellow = Message not yet created (not yet „processed“)
- former 1 = green = Message created
- former 2 = red = Error on message creation (see Processing log).

Proceed like this:

1. When the window is opened and the system suggests a new message with selected Change ID: delete this suggestion (not displayed).
2. Select the message already printed and press **Repeat output**.
3. Change the send medium to **Fax**.
4. Check via **Communication method**: the fax number retrieved from the master data of the supplier and the send time (immediately or at night)..
5. Check the output time under **Further data**, e.g. recommended for test: **Send immediately (when saving the application)**.
6. Save the input.