



CIS mobile: Installation Guide

Table of contents

1. General	2
2. Prerequisites	3
3. Installation.....	6
Step 1: Unzip the installation file	6
Step 2: Install the S10 Repository	7
Step 3: Create a Windows user with the appropriate authorizations	8
Step 4: Create the IIS application pool „cismobile“	13
Step 5: Create the IIS application „cismobile“	18
Step 6: Define the IIS handler mappings for „cismobile“ (ISAP-dll)	23
Step 7: Import the CIS mobile function modules into your SAP	29
Step 8: Run CIS mobile with your own SAP system	38
Step 9: Configure SAP GUI connection and organizational data	41
Step 10: Increase Windows resources for background services	48
4. Further configuration and enhancements	49

Synactive GmbH
Am Lenzberg 25
18546 Sassnitz
Germany

Tel. +49 6897 728930
email office@synactive.com
<http://www.synactive.com>

1. General

CIS mobile is installed on a Windows server as an IIS application (Microsoft Internet Information Services). The data connection to your SAP system is implemented via RFC (Remote Function Call) and SAP GUI .

The installation consists of the following main steps:

- Providing all prerequisites on the server
- Creating a CIS service user (Windows)
- Copying the files and defining the application in IIS
- Adapting CIS mobile to your needs (SAP connection , company name , etc.)

The installation guide is formulated in detail and illustrated with numerous screen-shots, so that no special IIS expertise is required.

2. Prerequisites

- (1) Web server: Windows Server 2008 (or above) or Windows 7
- (2) Space required on the server
 - 0.1GB of disk space
 - 2GB of additional memory for 50 simultaneously active users
- (3) IIS 7.x (or above) installed , IIS feature "ISAPI Extensions" activated

The IIS setup or subsequent configuration of IIS features can be regulated at any time without needing Windows installation files.

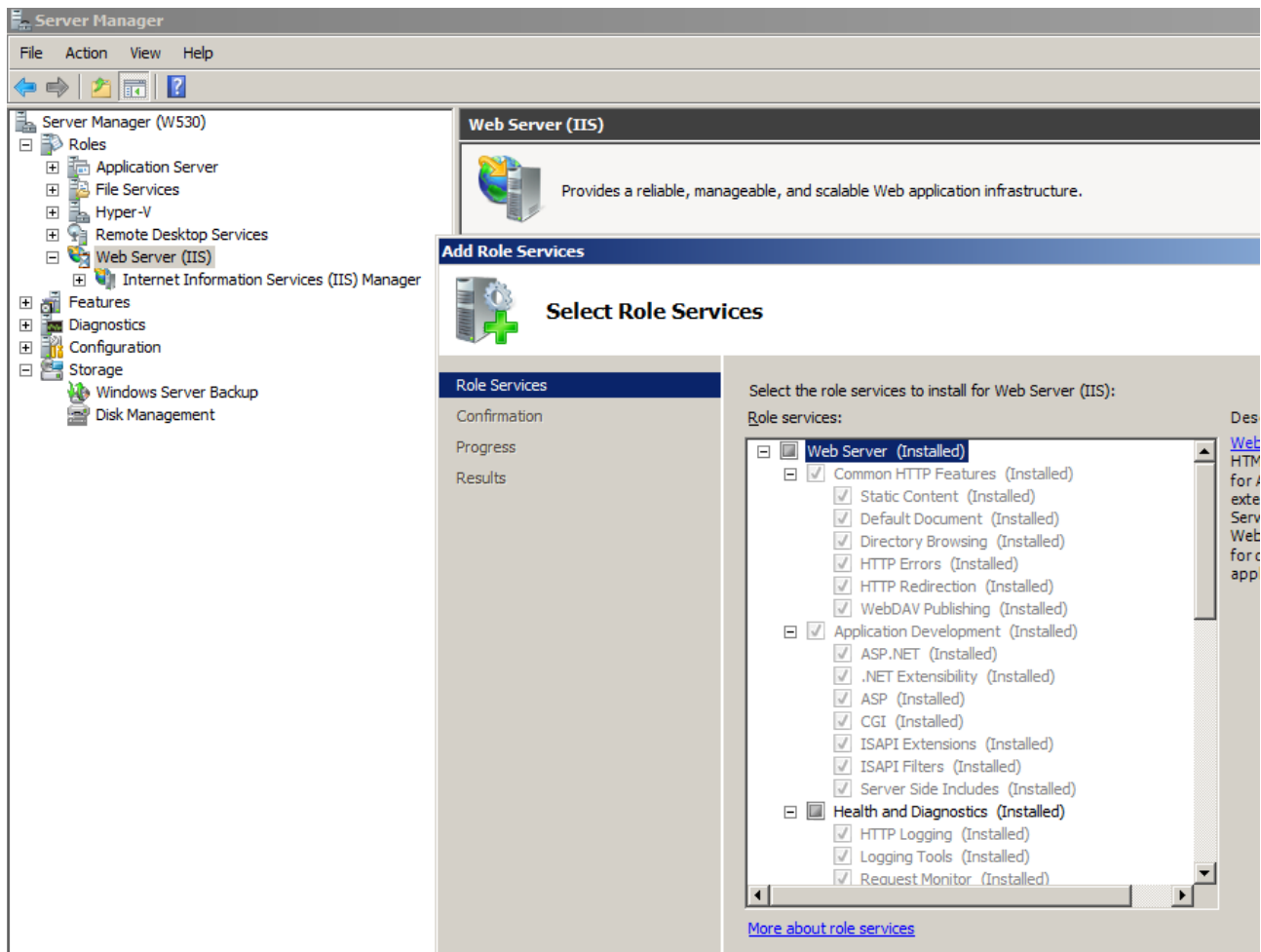
Entering the URL <http://localhost> in the Browser should display the „Welcome“ screen of the IIS, or the first HTML page of an IIS default application. If the „Welcome“ screen or the default application does not appear please check the IIS installation.



For the CIS installation it suffices that your web server can be reached in your own local network. In this guide we do not cover the typical external internet access topics such as domain registration, fixed IP address, routers and port forwarding, firewalls, SAP Web Dispatcher.

The IIS "ISAPI Extensions" can be configured in the Windows Server manager through "Add Role Services"

- Web Server
- Application Development
- ISAPI Extensions



(4) You can use CIS mobile via https, which we recommend in production systems. This can be configured at any time after the CIS installation.

(5) SAP GUI 7.70 32-bit or above

(6) SAP GUI Scripting

The SAP profile parameter

sapgui / user_scripting

needs to be set to TRUE.

You can control the use of SAP GUI Scripting individually for each user: Set the SAP profile parameter

sapgui / user_scripting_per_user

to TRUE and add the SAP authorization " S_SCR ", " Execute (16) for all CIS users.

For more details see

<http://www.erpexecutive.com/2010/12/how-to-enable-sap-gui-scripting/>

and the " SAP GUI Scripting Security Guide"

<http://www.sdn.sap.com/irj/sdn/go/portal/prtroot/docs/library/uuid/3099a575-9cf4-2a10-9492-9838706b9262?overridelayout=true&49868865327964>

(7) Microsoft Visual Studio 2012 or above

If you want to develop your own add-ons.

(8) .NET Framework 4.0 or above enabled

In Windows Server Manager choose Features -> Add feature and tick the .NET Framework 4.0 checkbox.

(9) Web Browser (MS Edge, Chrome, ...)

(10) CIS mobile installation file „cismobile.setup.zip“ with license

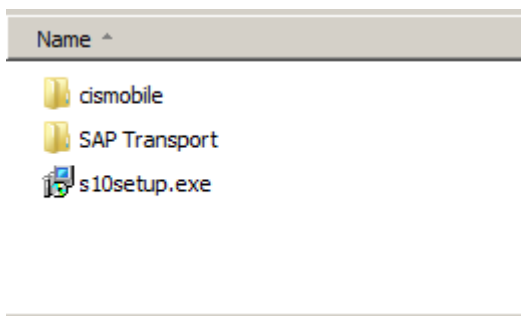
Available from Synactive GmbH, email office@synactive.com

3. Installation

Step 1: Unzip the installation file

Unzip the file " cismobile.setup.zip " into an arbitrary directory, e.g. C:\cismobilesetup. The folder can be deleted after installation.

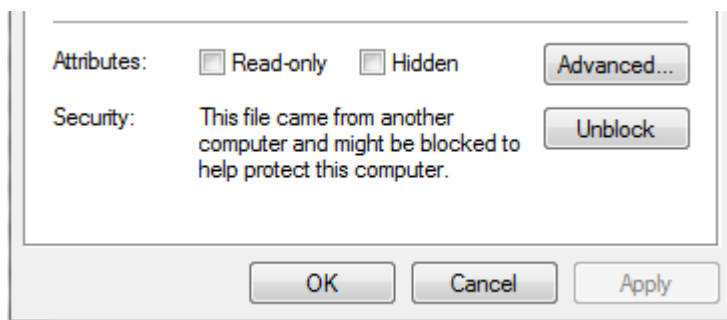
The folder with the extracted files looks as follows:



Hint:

If you downloaded the .zip file from an internet server like www.synactive.com or another source it might be necessary to make sure that windows trusts all the files in the archive.

That means you need to unblock the .zip file. To do so, right click on the file and select "properties". Then click on "unblock" as shown on the following picture:



Step 2: Install the S10 Repository

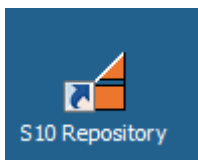
Execute the program „s10setup.exe“.

This installs the development environment „Synactive S10 Repository“ which we need in order to configure CIS mobile later on, and also for the development of your own add-ons.

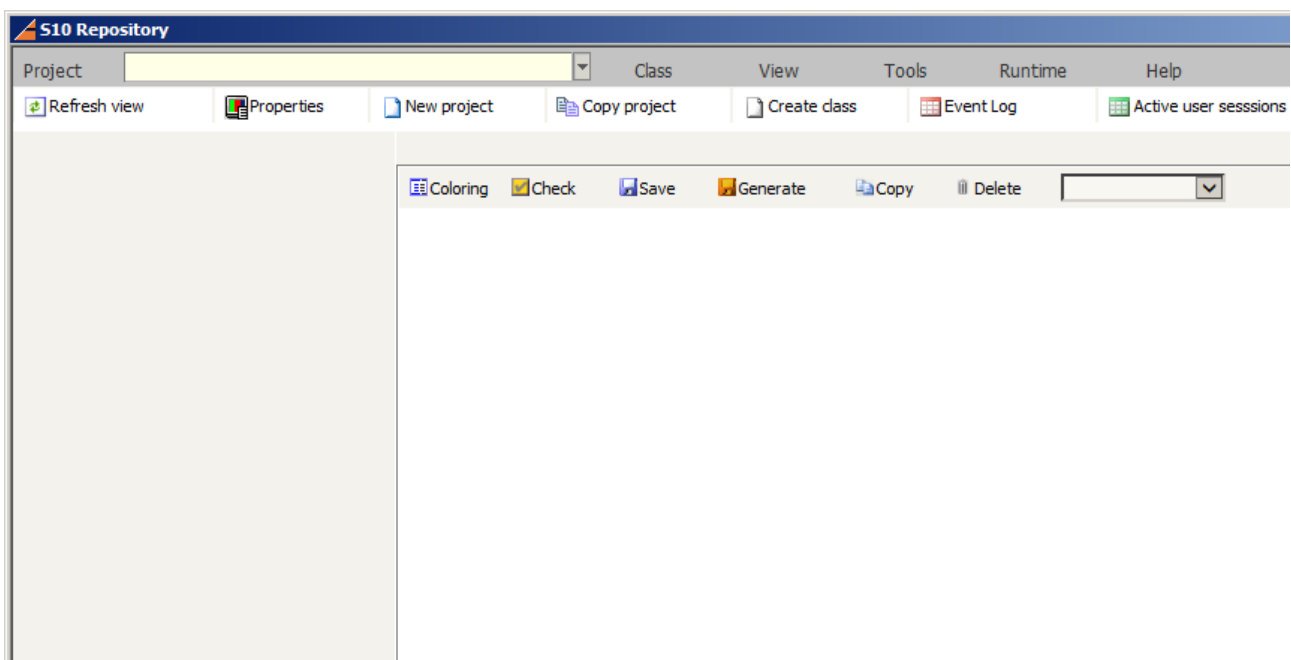
During the setup you may choose an arbitrary path where the setup will create a folder „s10develop“. You may keep the default „C:“ so that the installation creates „C:\s10develop.“

Test after Step 2

Your desktop now contains a link to the „S10 Repository“:



Clicking this link you can start the S10 Repository which will come up with an empty screen:



You may close the S10 repository now; we will need it later on .

Step 3: Create a Windows user with the appropriate authorizations

All CIS mobile activities on the server will be carried out with the user „cismobileservice“ that we will create now. It is not necessary that you grant general „administrator“ privileges to this user.

Please observe that the Windows user „cismobileservice“ is completely independent of the SAP authorization checks that are included in CIS mobile. The SAP authorizations are always checked for the SAP user that actually logs on to CIS mobile, whereas the Windows user „cismobileservice“ is a single technical user for the IIS process and related tasks.

You may choose any other Windows user name, different from „cismobileservice“, if there are naming conventions to be observed in your company.

Create New Account

User Accounts > Manage Accounts > Create New Account

Name the account and choose an account type

This name will appear on the Welcome screen and on the Start menu.

cismobileservice

☒ Standard user

Standard account users can use most software and change system settings that do not affect other users or the security of the computer.

☐ Administrator

Administrators have complete access to the computer and can make any desired changes. Based on notification settings, administrators may be asked to provide their password or confirmation before making changes that affect other users.

We recommend that you protect every account with a strong password.

[Why is a standard account recommended?](#)


Create Account Cancel

Create Password

←


→

▼

▼ Manage Accounts ▼ Change an Account ▼ Create Password ▼ 

Search Control Panel

Create a password for cismobileservice's account



cismobileservice
Standard user

You are creating a password for cismobileservice.

If you do this, cismobileservice will lose all EFS-encrypted files, personal certificates and stored passwords for Web sites or network resources.

To avoid losing data in the future, ask cismobileservice to make a password reset floppy disk.

••••••••••

••••••••••

If the password contains capital letters, they must be typed the same way every time.
[How to create a strong password](#)

Type a password hint

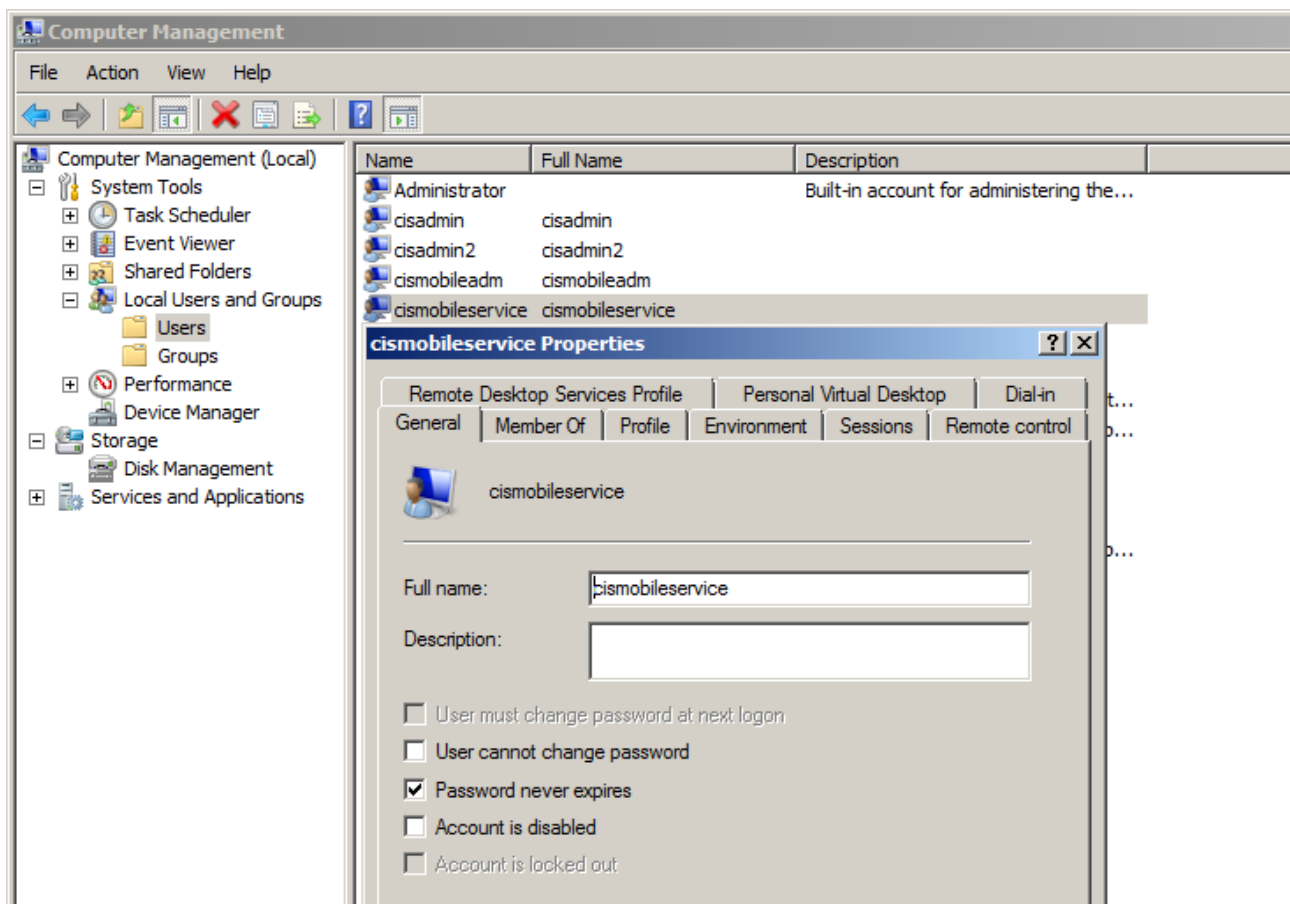
The password hint will be visible to everyone who uses this computer.
[What is a password hint?](#)

Create password Cancel

We suggest you do not configure a password expiration for „cismobileservice“, since this could result in a sudden stop of CIS mobile after the expiration date. If company regulations insist on a password expiration even for such service users, please schedule the prolongation in a suitable way.

To set a non-expiring password, proceed as follows:

- Computer management
- Local Users and Groups
- Users
- Right mouse click on „cismobileservice“
- Properties



We have now completed the creation of the CIS mobile service user. Logoff from Windows and logon with this new user in order to set a couple of SAP GUI default values.

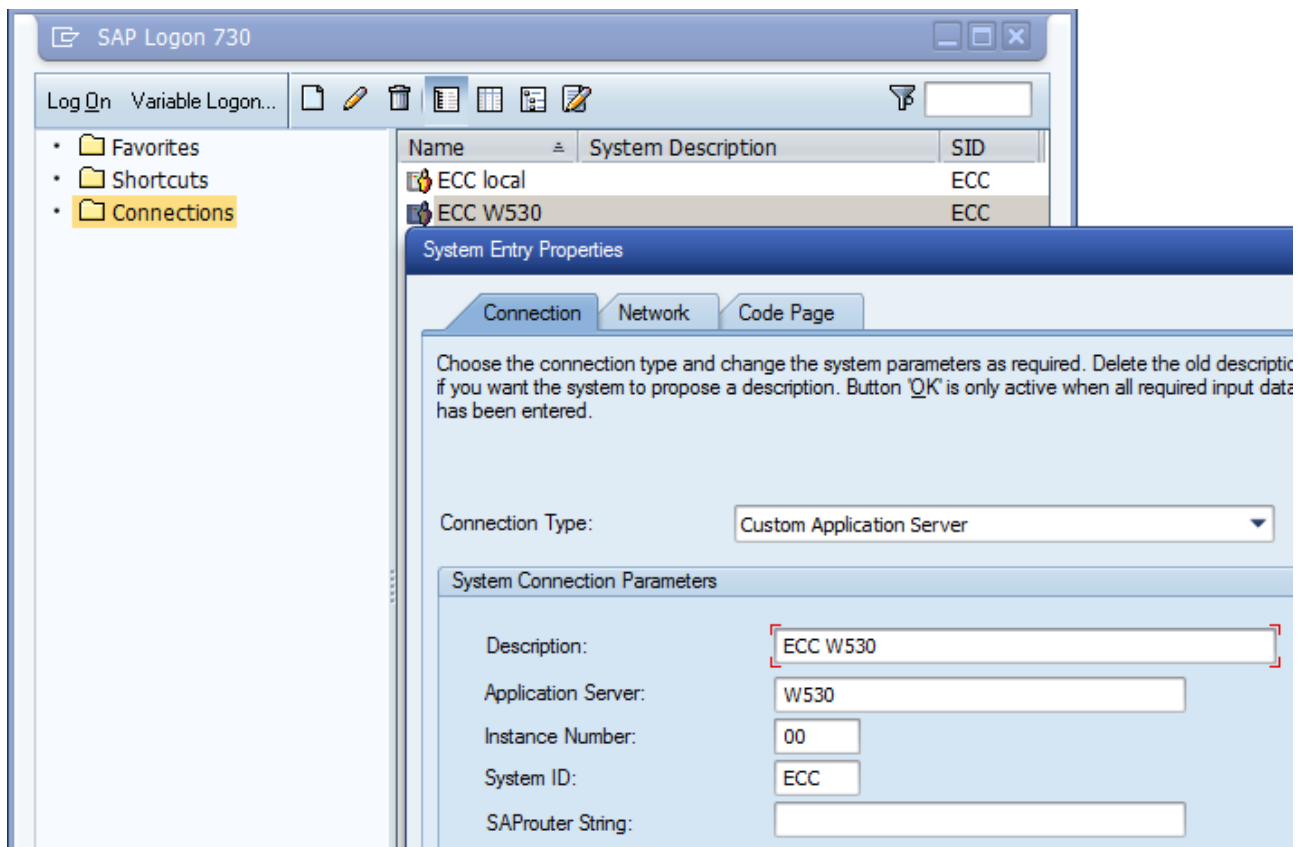
Click on

->Start

->Change user

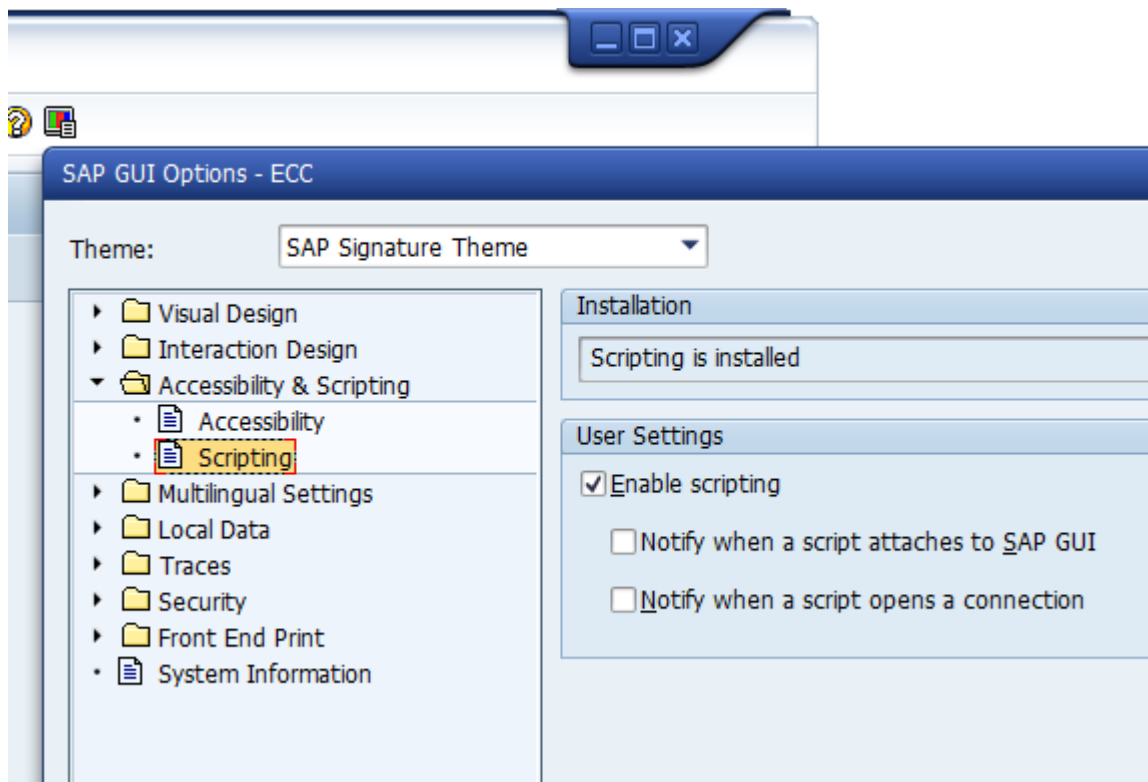
and log on with „cismobileservice“.

Start the SAP Logon and enter the data for the SAP system you want to use. Example:



Logon to this SAP system with any user name.

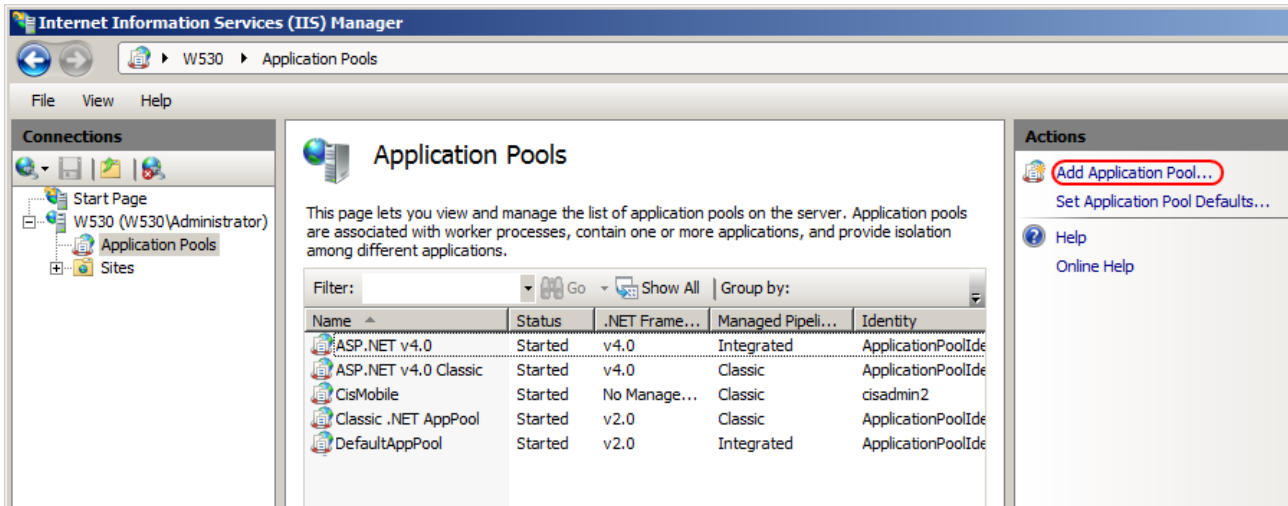
Then click on „SAP GUI options“, enable „Scripting“ and disable the two notifications:



Logoff from SAP, and then change the Windows session back to your normal user.

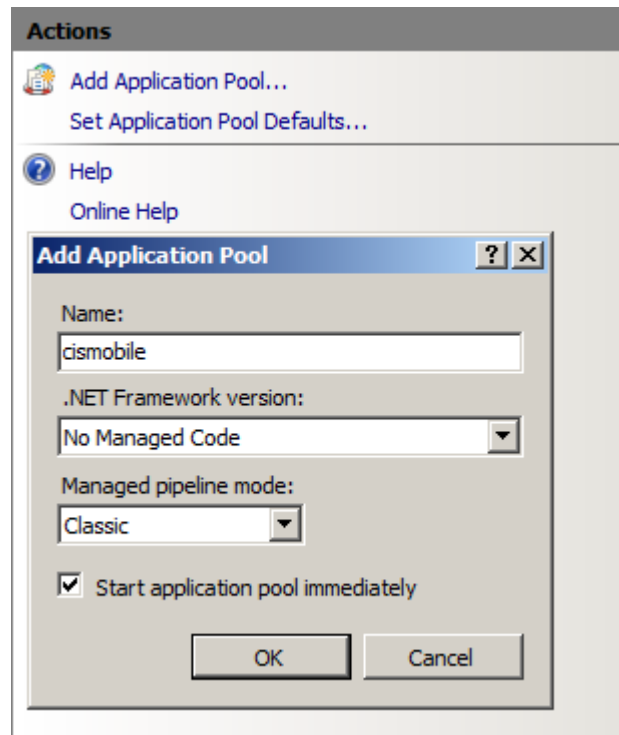
Step 4: Create the IIS application pool „cismobile“

Start the IIS Manager, e.g. by entering „IIS“ in the „Run“ command line. Then click on „Application Pools“:



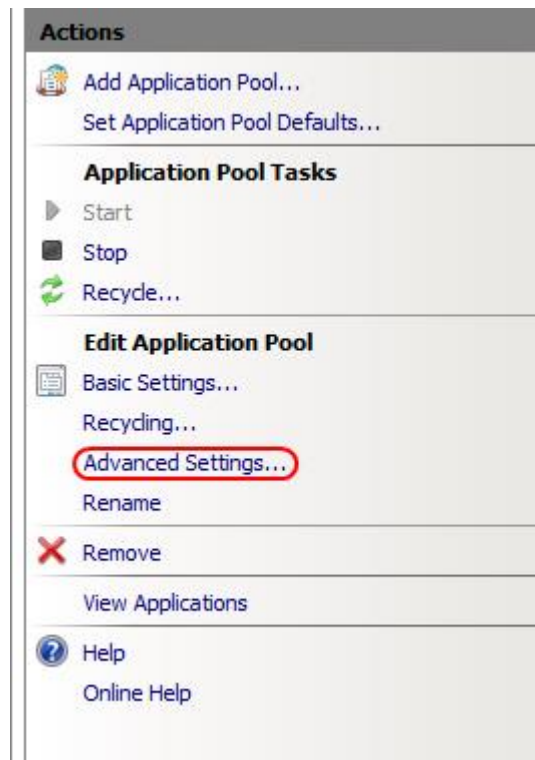
On the right hand side, click on „Add Application Pool“.

Choose a suitable name for the application pool e.g. „cismobile“:



Choose „No Managed Code“ and „Classic“ pipeline mode.

All application pool settings can be changed later in cases where you have overlooked something or clicked on „OK“ before completing the settings.



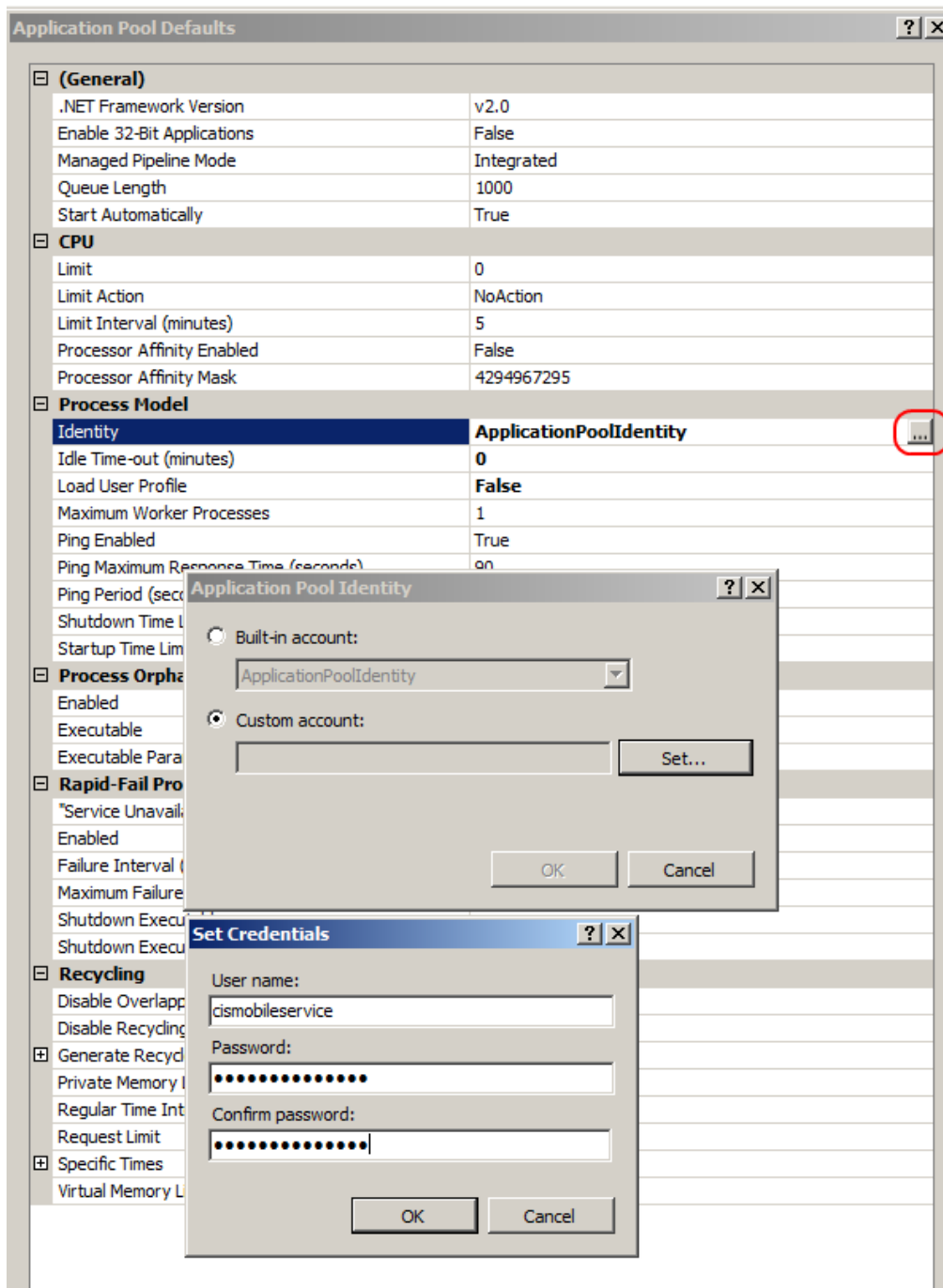
After clicking „OK“ you choose the „Advanced Settings“.

The next screen contains various application pool settings. We can leave the default values for most of them but a couple of settings need to be changed. These are marked in red in the next screenshot:

Advanced Settings [?] [X]

(General)	
X .NET Framework Version	No Managed Code
X Enable 32-Bit Applications	True
Managed Pipeline Mode	Classic
X Name	CisMobile
Queue Length	1000
Start Automatically	True
CPU	
Limit	0
Limit Action	NoAction
Limit Interval (minutes)	5
Processor Affinity Enabled	False
Processor Affinity Mask	4294967295
Process Model	
X Identity	cismobileservice
X Idle Time-out (minutes)	0
X Load User Profile	True
Maximum Worker Processes	1
Ping Enabled	True
Ping Maximum Response Time (seconds)	90
Ping Period (seconds)	30
Shutdown Time Limit (seconds)	90
Startup Time Limit (seconds)	90
Process Orphaning	
Enabled	False
Executable	
Executable Parameters	
Rapid-Fail Protection	
"Service Unavailable" Response Type	HttpLevel
Enabled	False
Failure Interval (minutes)	5
Maximum Failures	5
Shutdown Executable	
Shutdown Executable Parameters	
Recycling	
Disable Overlapped Recycle	False
Disable Recycling for Configuration Changes	False
Generate Recycle Event Log Entry	
Private Memory Limit (KB)	0
X Regular Time Interval (minutes)	0
Request Limit	0
Specific Times	TimeSpan[] Array
Virtual Memory Limit (KB)	0
Name [name] The application pool name is the unique identifier for the application pool.	

OK Cancel

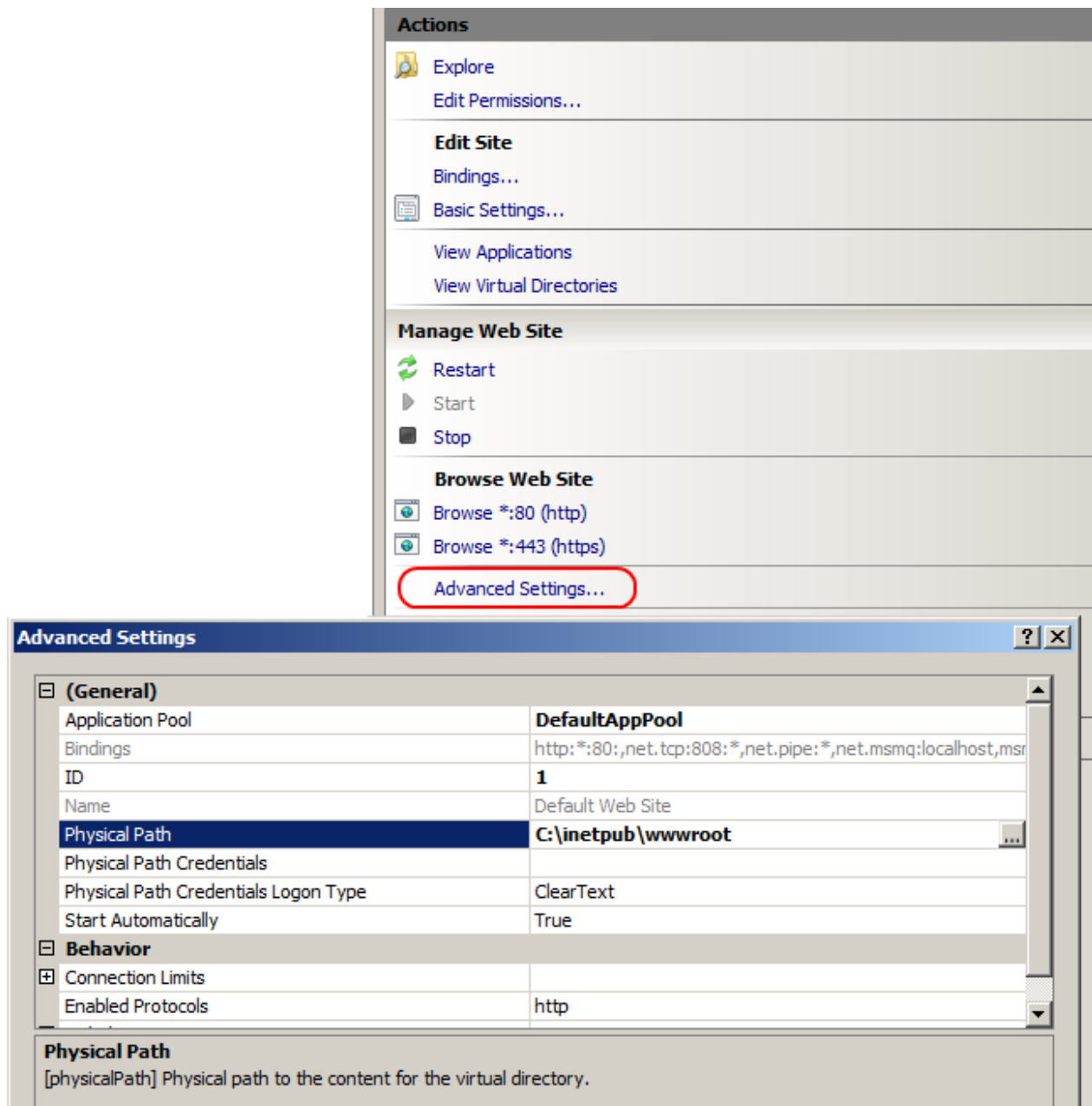


Please note: If you are on 32-Bit Windows there is no option „Enable 32-Bit Application“

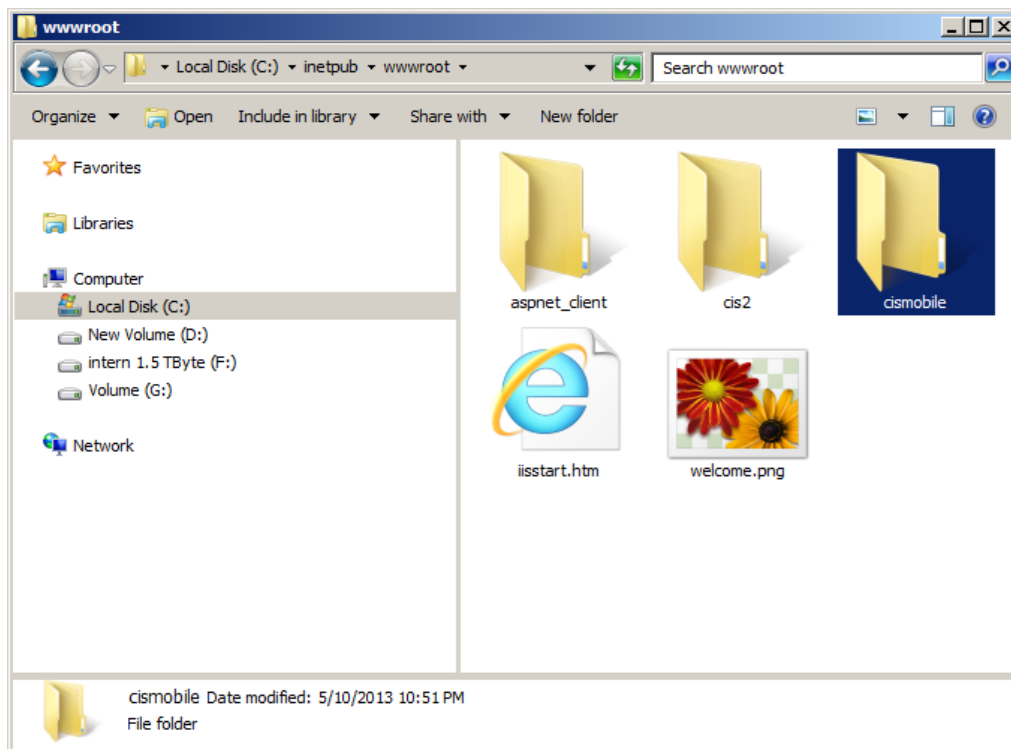
We configure our new application pool to run with the „cismobileservice“ user account: Click on the selection icon right hand side in row „Identity“, then choose „Custom account“ and enter the user name „cismobileservice“ and the password.

Step 5: Create the IIS application „cismobile“

First we need to know the physical path of the „Default Web Site“ in IIS. In many cases this is „C:\inetpub\wwwroot“ but it can be another one. Click on „Default Web Site“, then right hand side on „Advanced Settings“:



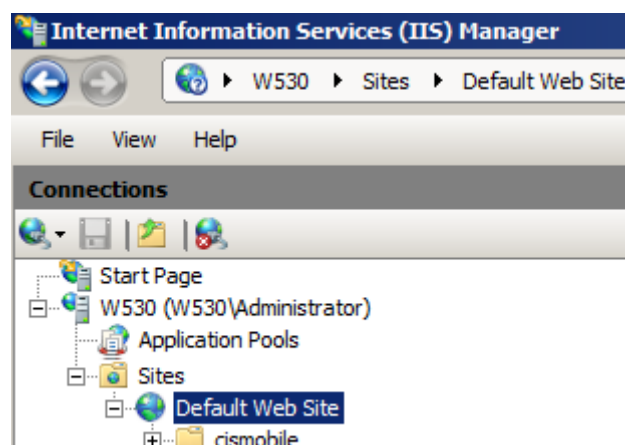
Copy the folder „cismobile“ from the CIS mobile installation folder into the „Default Web Site“ folder, e.g. into „C:\inetpub\wwwroot“.



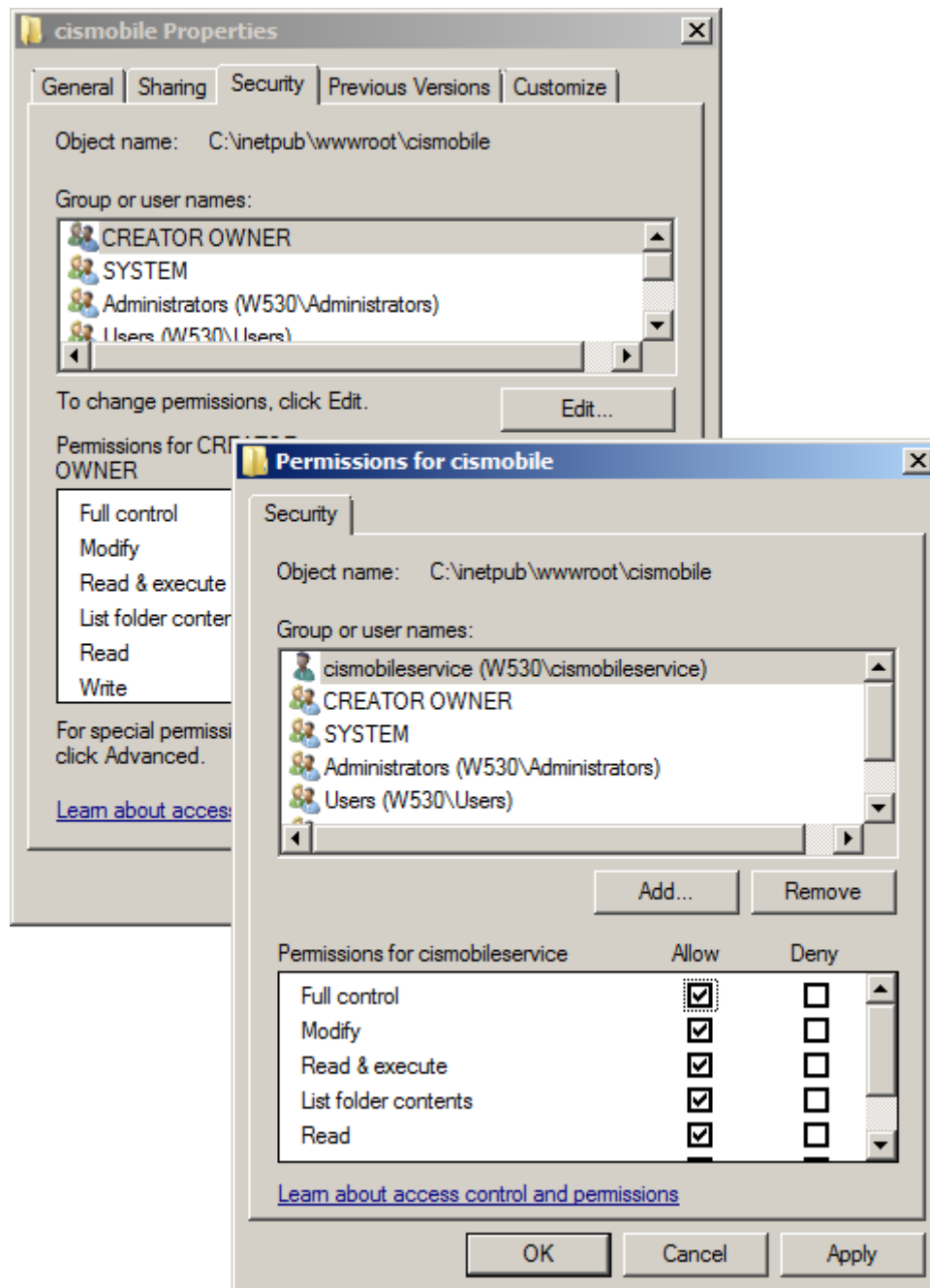
Alternatively you can use any other folder as IIS folder for CIS mobile. In this case you define the „CIS mobile“ application separately, not within the „Default Web Site“.

You can also choose a different application name instead of „cismobile“, e.g. „cis“. If you change the folder name you will need a new license from Synactive, since the license file „programs\license.txt“ depends on the folder name.

Now our new „cismobile“ folder is shown in IIS Manager:

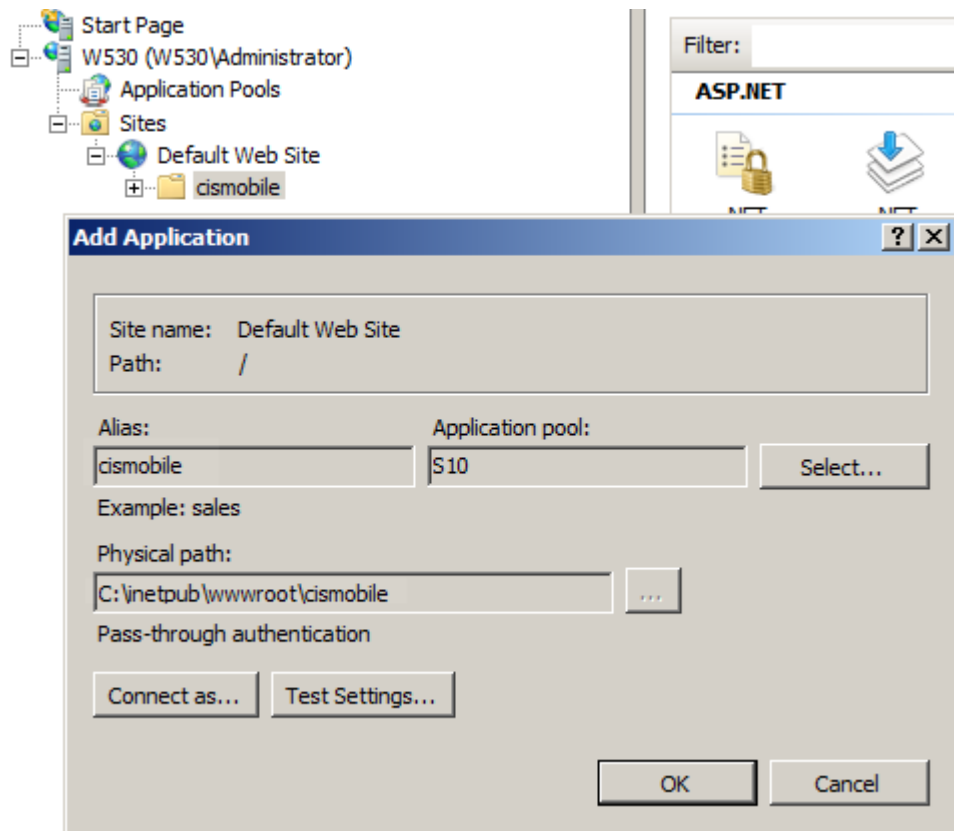


Grant full access rights for this folder to the service user „cismobileservice“, including all subfolders.



Please observe: The access rights are needed for the „cismobile“ folder that we just have created, e.g. „C:\inetpub\wwwroot\cismobile“ and not for the „cismobile“ folder in the installation directory (unzipped installation files).

With a right mouse click on the „cismobile“ folder we convert the folder into an IIS application. In the IIS popup you only need to specify the application pool that we created before, e.g. „cismobile“ (In the screenshot the application pool name is „S10“)



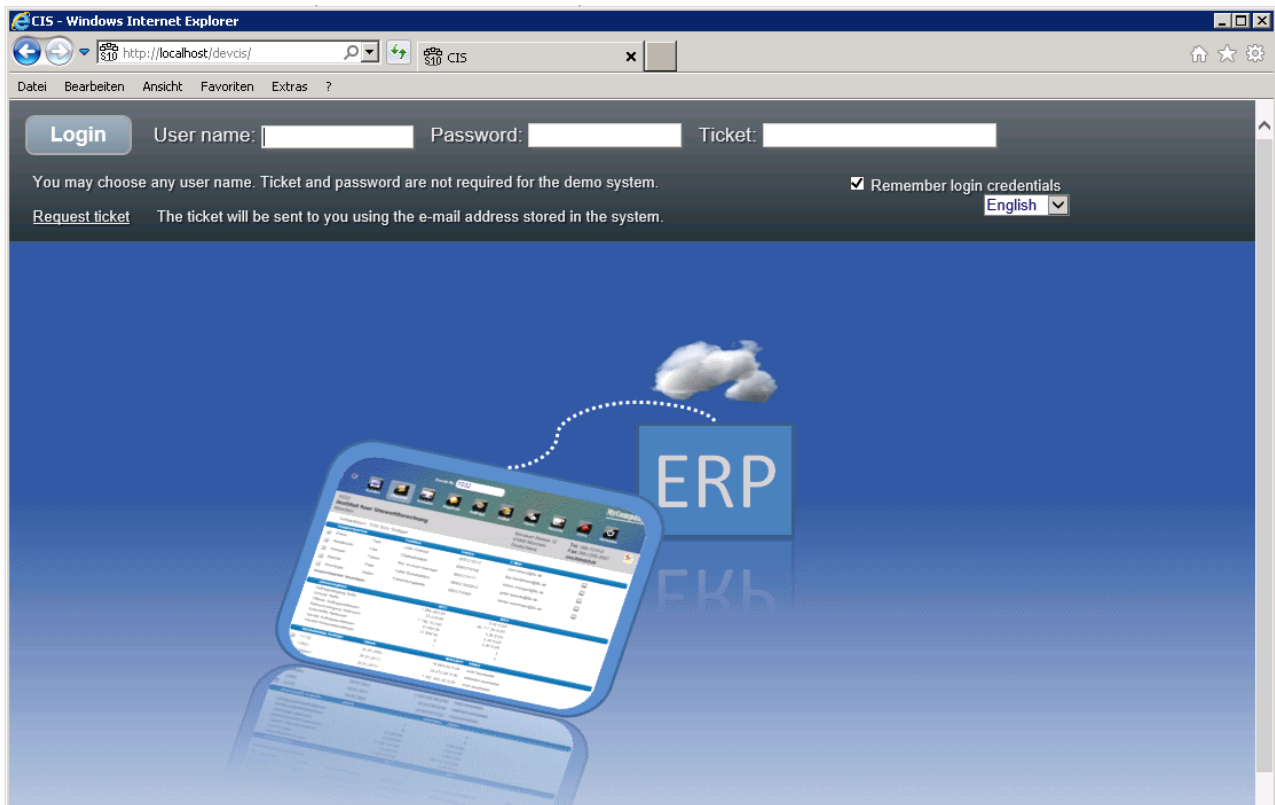
Click on „OK“. You may test the settings with the „Test Settings button.

Test after step 5

Enter the URL

http://localhost/cismobile

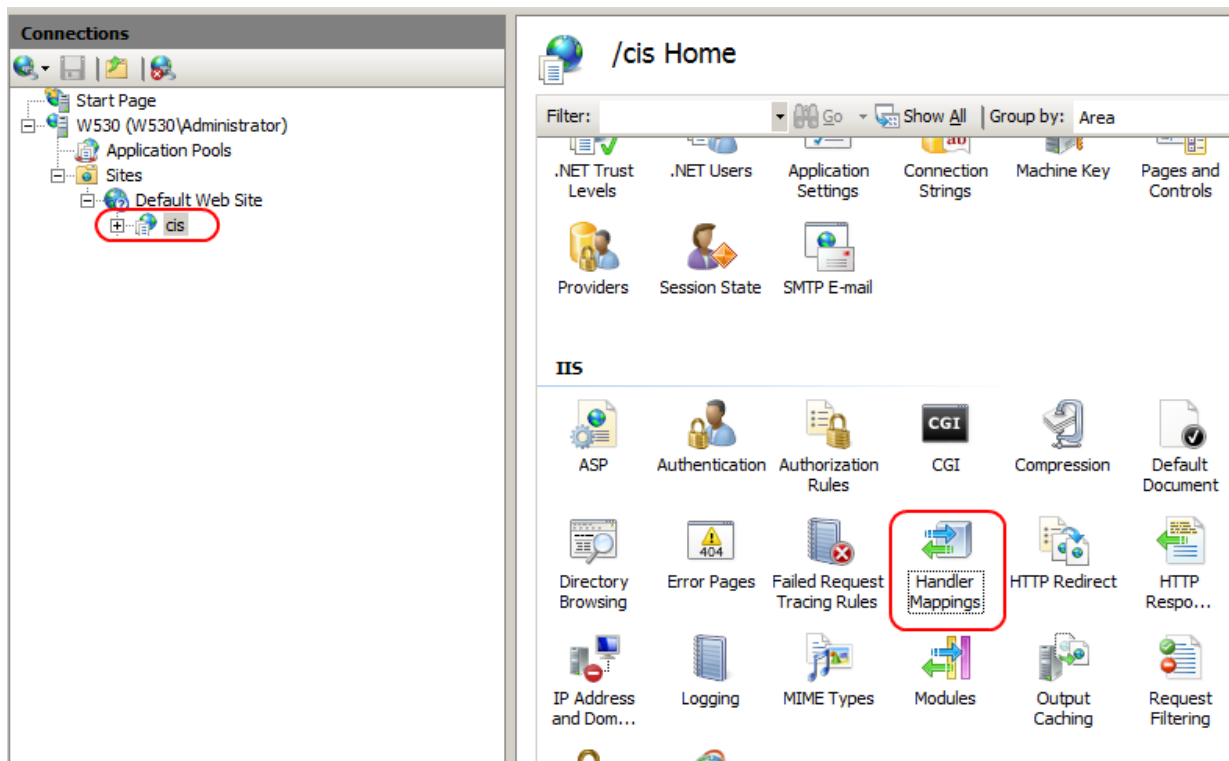
in a browser (IE10, Chrome,...). You obtain the CIS mobile login screen:



The login does not work yet; we first need to carry out step 6.

Step 6: Define the IIS handler mappings for „cismobile“ (ISAPI-dll)

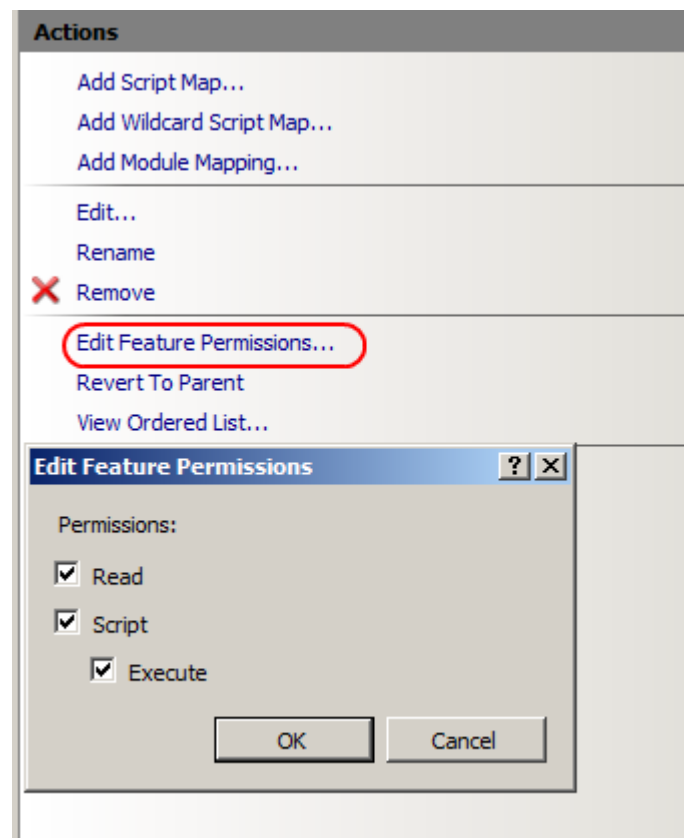
In IIS Manager click on „cismobile“ and then on „Handler Mappings“:




It may be that the „ISAPI-dll“ entry in „Handler Mappings“ is still in „Disabled“ state:

Handler Mappings						
Use this feature to specify the resources, such as DLLs and managed code, that handle responses for specific request types.						
Group by:	State					
Name	Path	State	Path Type	Handler	Entry Type	
Disabled						
CGI-exe	*.exe	Disabled	File	CgiModule	Inherited	
ISAPI-dll	*.dll	Disabled	File	IsapiModule	Local	
Enabled						
ASPClassic	*.asp	Enabled	File	IsapiModule	Inherited	
aspq-ISAPI-4.0_32bit	*.aspq	Enabled	Unspecified	IsapiModule	Inherited	
aspq-ISAPI-4.0_64bit	*.aspq	Enabled	Unspecified	IsapiModule	Inherited	

In this case, right click on „ISAPI.dll“ and then „Edit Feature Permissions“. Tick „Read“, „Script“ and „Execute“ and then click „OK“:



ISAP-dll is now „Enabled“. Double click on this line:

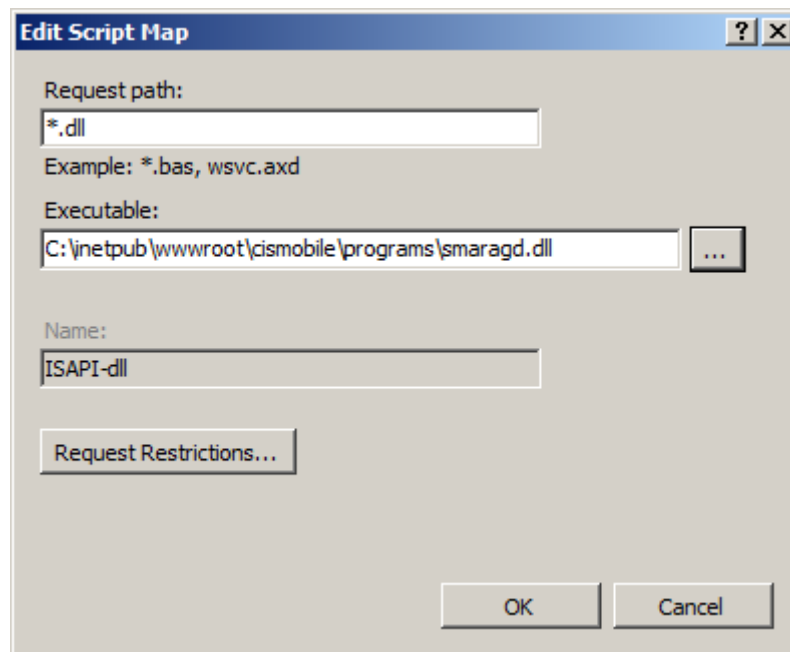
 **Handler Mappings**

Use this feature to specify the resources, such as DLLs and managed code, that handle responses for specific request types.

Group by: State ▼

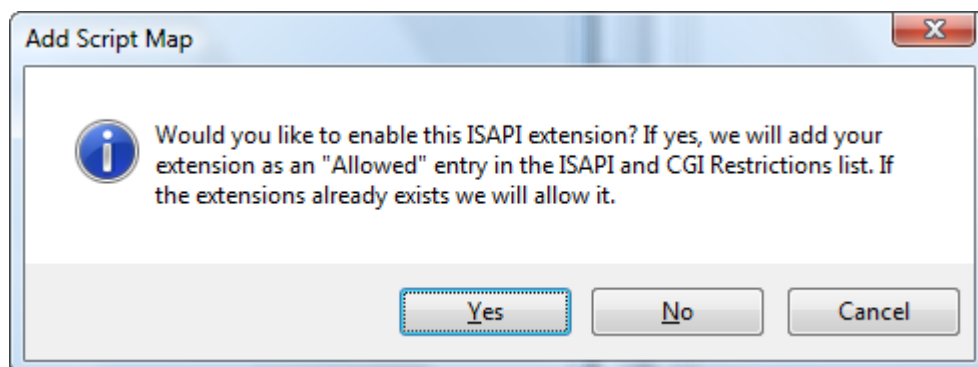
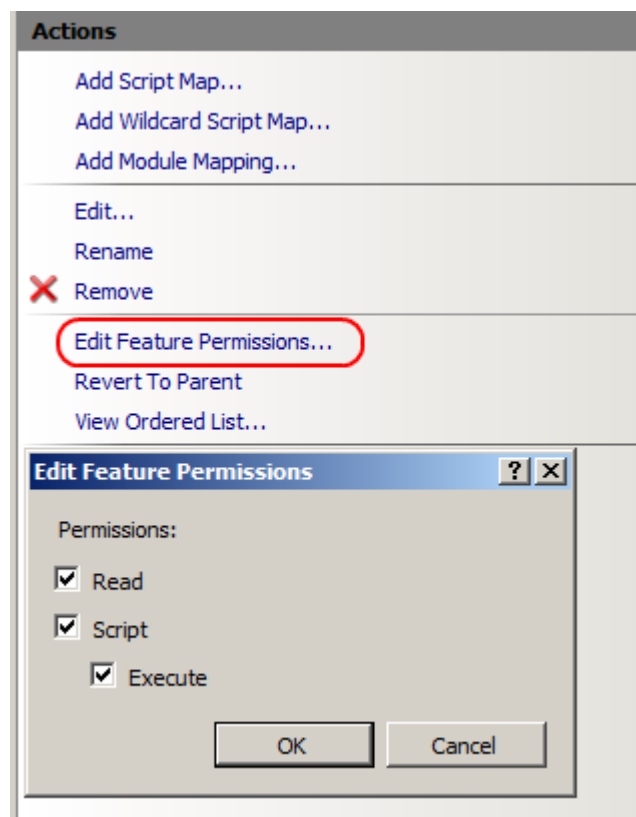
Name	Path	State	Path Type	Handler	Entry Type
HttpRemotingHandlerFactory-so...	*.soap	Enabled	Unspecified	IsapiModule	Inherited
HttpRemotingHandlerFactory-so...	*.soap	Enabled	Unspecified	IsapiModule	Inherited
ISAPI-dll	*.dll	Enabled	File	IsapiModule	Local

A popup screen is shown where you can enter the path of a dll. Enter the dll „programs/smaragd.dll“ in the cismobile path:



You may select the dll with the select button in order to avoid any typos.

With „Edit Feature permissions“ you enable „Read“ „Script“ and „Execute“ access:



Click „OK“ and then „Yes“ in the next popup screen.

Test after Step 6

Enter the URL

<http://localhost/cismobile>

in your browser. The CIS mobile login screen is shown. Enter any user name and click on „login“. CIS mobile is started and you can execute a couple of test steps in the application. The data connection is still to the Synactive SAP system on s10mobile.com, since we have not yet configured the connection to your own SAP system. This will be done in the following steps.

CIS (overview) - Windows Internet Explorer

http://localhost/cis/

CIS (overview)

File Edit View Favorites Tools Help

Customer No **2000** **MyCompany**

Customers Overview Activities Offers Orders Products Account Reports PDFs Logoff

2000
Carbor GmbH

Dieselstrasse 105
40235 Düsseldorf
Germany

Tel. 0211-9986-0
Fax 0211-9987-0

Sales Office: 1000 Office Frankfurt

Contacts	Function	Phone	Email
+ Berggrün	Annette Sekretärin Einkauf	021199860	annette.berggruen@carbor.de
+ Kirchhoff	Heinz Leiter Einkauf	021199860267	heinz.kirchhoff@carbor.de
+ Lehmann	Christian Vorstand		christian.lehmann@carbor.de
+ Pins	Daniel	02119986100	daniel.pins@carbor.de
+ Schmielau	Bernhard Leiter QS	02119986511	bernhard.schmielau@carbor.de
+ Wilson	Beth CFO		

Add contact

Year	2012	2013
Net value of incoming orders	20,730.40 EUR	112,222.36
Net sales	0.00 EUR	0.00
Open net value of orders	244.54-EUR	94,972.50
Net value of inc. returns	0.00 EUR	0.00
Net value of credit memos	0.00 EUR	0.00
Number of order items	4	3
No. of returns items	0	0

Credit Limit		Commitment	
Credit Limit	200,000.00 EUR	Receivables	0.00 EUR
Usage Level	46,298.31 EUR	Special Liabilities	0.00 EUR
Delta	153,701.69 EUR	Open Delivery Value	45,490.66 EUR
Consumption in %	23	Open Sales Order Val	807.65 EUR
		Open Bill. Doc. Val	0.00 EUR

In Windows task manager you can see two new processes, „smaragddisp.exe“ and „smaragdwork.exe“, that run under the user account „cismobileservice“:

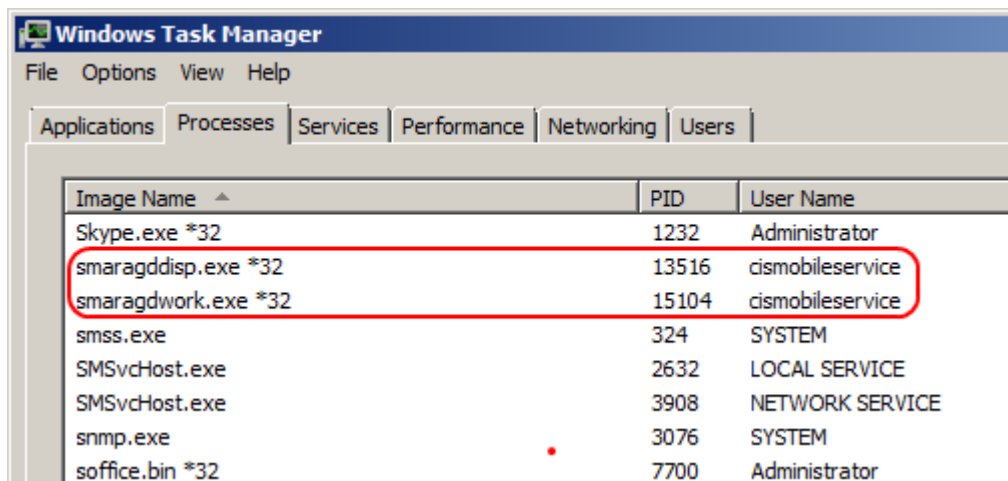


Image Name ^	PID	User Name
Skype.exe *32	1232	Administrator
smaragddisp.exe *32	13516	cismobileservice
smaragdwork.exe *32	15104	cismobileservice
smss.exe	324	SYSTEM
SMSSvcHost.exe	2632	LOCAL SERVICE
SMSSvcHost.exe	3908	NETWORK SERVICE
snmp.exe	3076	SYSTEM
soffice.bin *32	7700	Administrator

Step 7: Import the CIS mobile function modules into your SAP

CIS mobile uses the following ABAP function modules:

- /GUIXT/SELECT_INTERFACE
- /GUIXT/CIS_INTERFACE
- /GUIXT/CISADDON_INTERFACE

We use the namespace /GUIXT“ since it is reserved for Synactive GmbH extensions in the SAP system.

Use the SAP transport system to import the ABAP functions. The import will also add the a „Repair license“

00662488550777447853

for the namespace /GUIXT/ so that you are able to change the functions. This will be necessary for the add-on function module /GUIXT/CISADDON_INTERFACE if you want to implement your own add-ons.

You will probably import the functions into a development system so that a further transport to Q and P systems is made possible.

All SAP transport data are contained in the installation file, subfolder „SAP Transport“. The correction number is „ECC900...“ e.g. „ECC900040“.

Copy the SAP Transport files into the central SAP transport folder TRANSDIR:

UNIX

TRANSDIR=/usr/sap/trans/

Windows

If you use a central transport server with ALIAS SAPTRANSHOST, this is

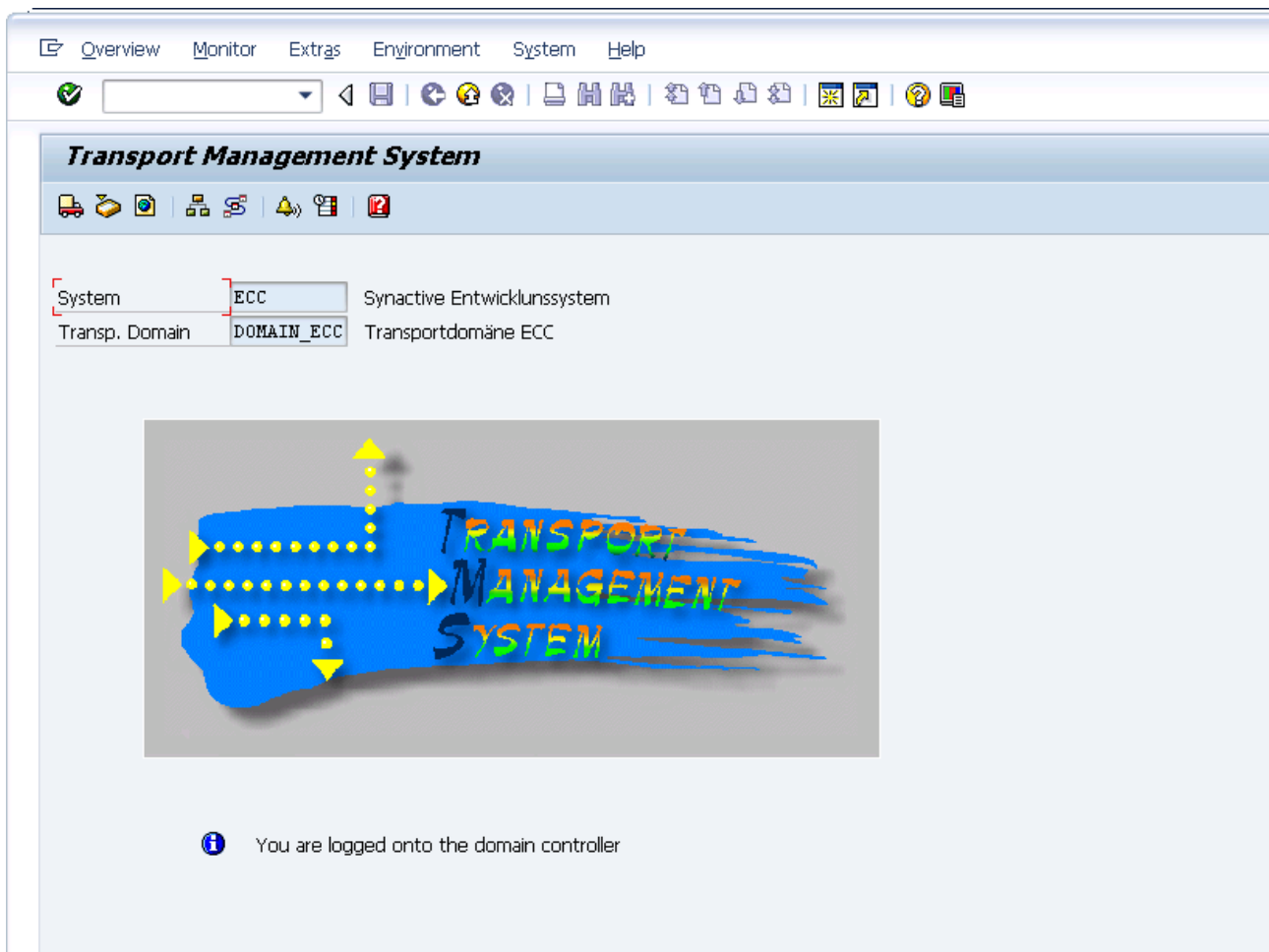
TRANSDIR=\\\$ (SAPTRANSHOST) \sapmnt\trans\

otherwise it is

TRANSDIR=\\<Transporthost>\sapmnt\trans

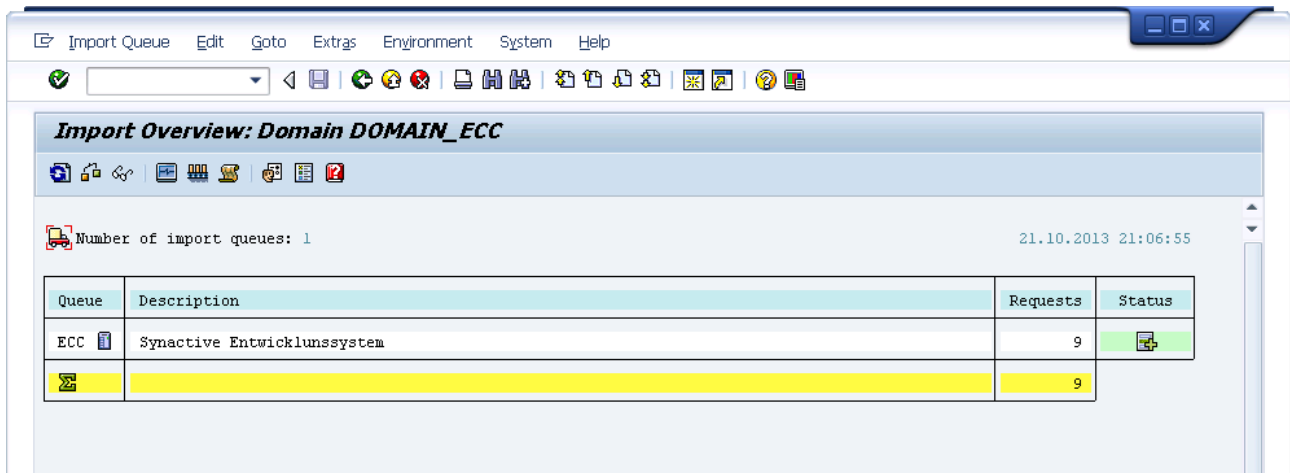
Copy the transport files in /cofiles/ und /data/ into the corresponding subfolders of the /trans/ directory (one file in each subfolder).

Then logon to your SAP development system and call up transaction **STMS**:



Instead of „ECC“ the system name of your development system will be shown here.

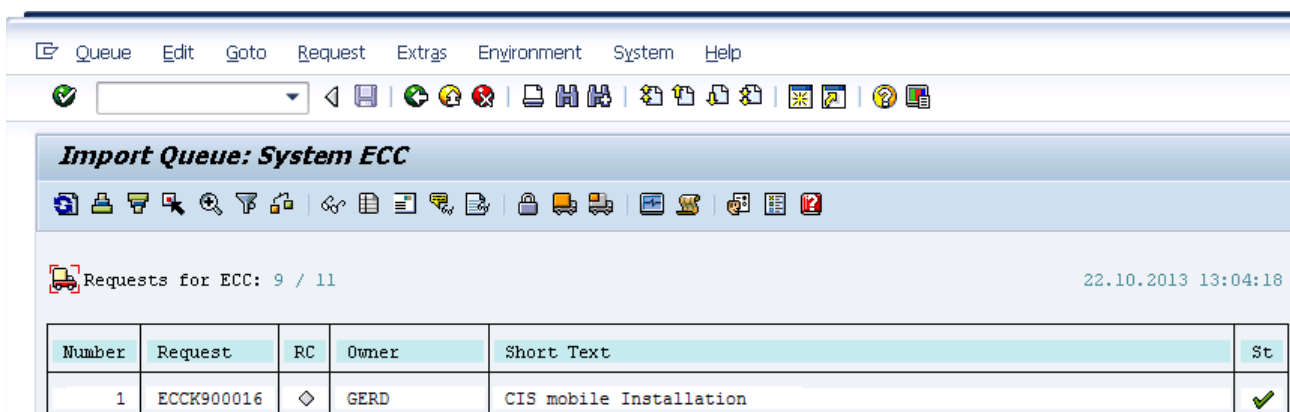
Press F5 or click the „Import overview“ button left hand side in the toolbar.



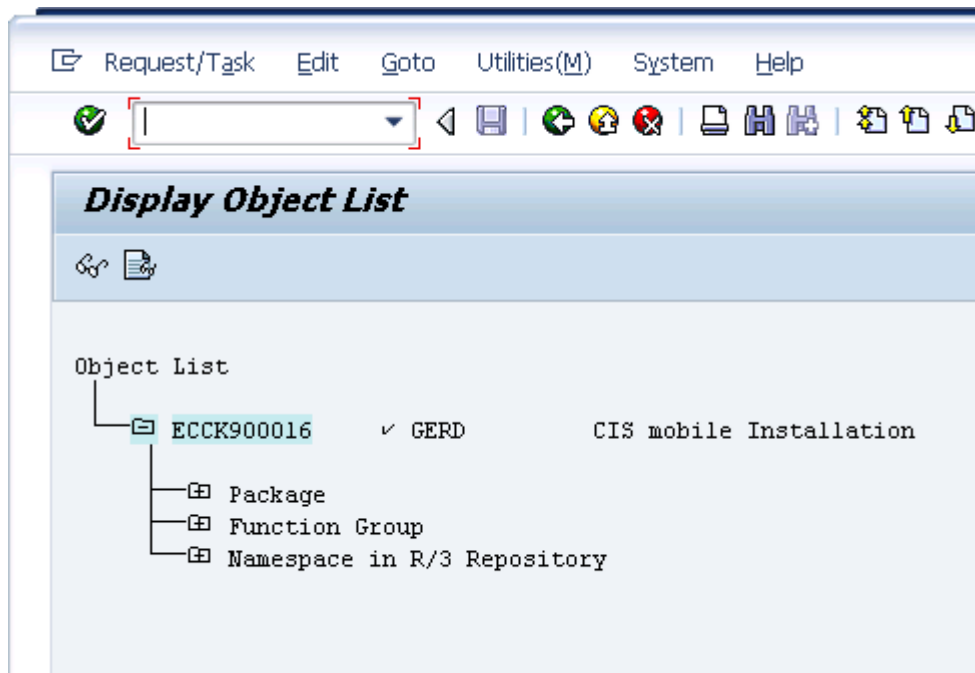
Doubleclick on your system. Then in the menu

- Extras
- Other Requests
- Add

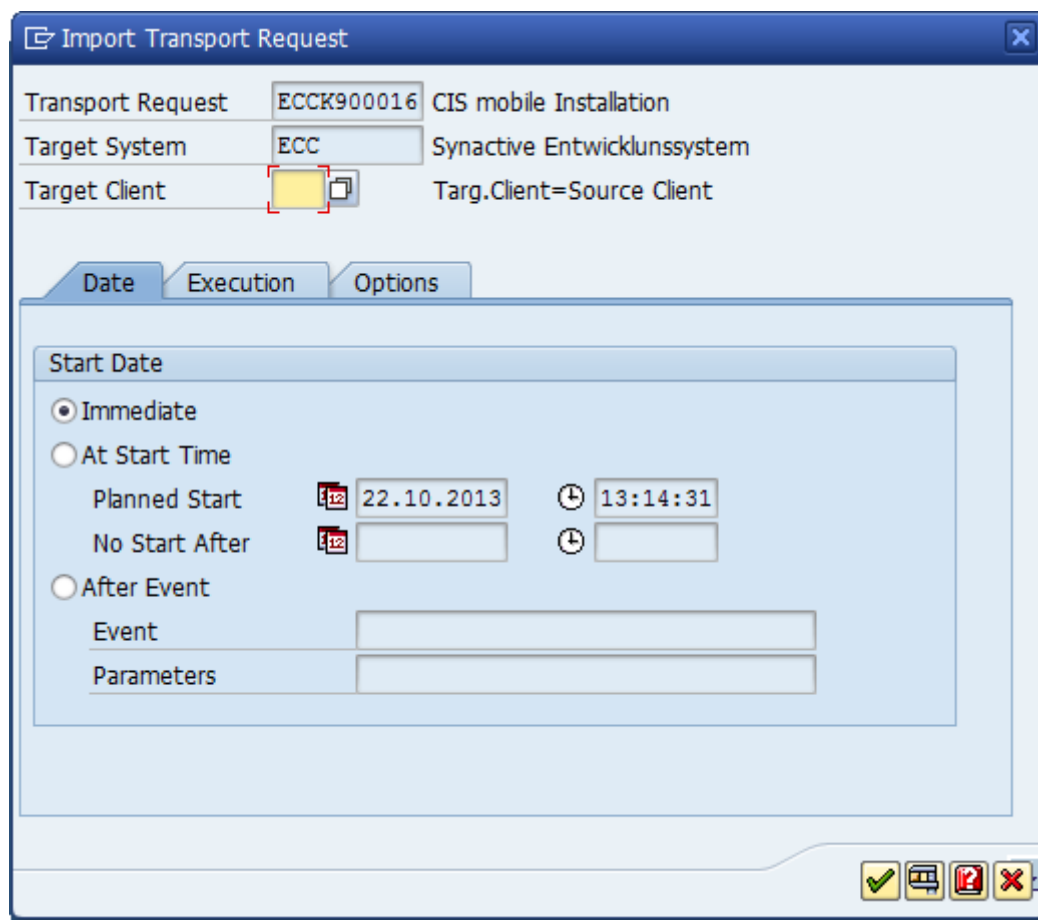
and select the CIS mobile transport request:



Transport object list:



Continue with Ctrl+F11 or button „Import Transport Request“:



The source client is client 800. All transported objects are client independent.

The SAP transport system will now check the component version in source and target system. If they are different, it displays an error message.

Since all CIS mobile objects are independent of SAP components, we avoid the error message by ticking the checkbox

(X) Ignore non-matching component versions

if available. For details see

http://help.sap.com/saphelp_nw70ehp2/helpdata/en/5c/d21880fe3c11d2b461006094b9ea64/content.htm

Press „Enter“ to start the transport.

After completion a transport protocol is shown. Example:

Overview of Transport Logs

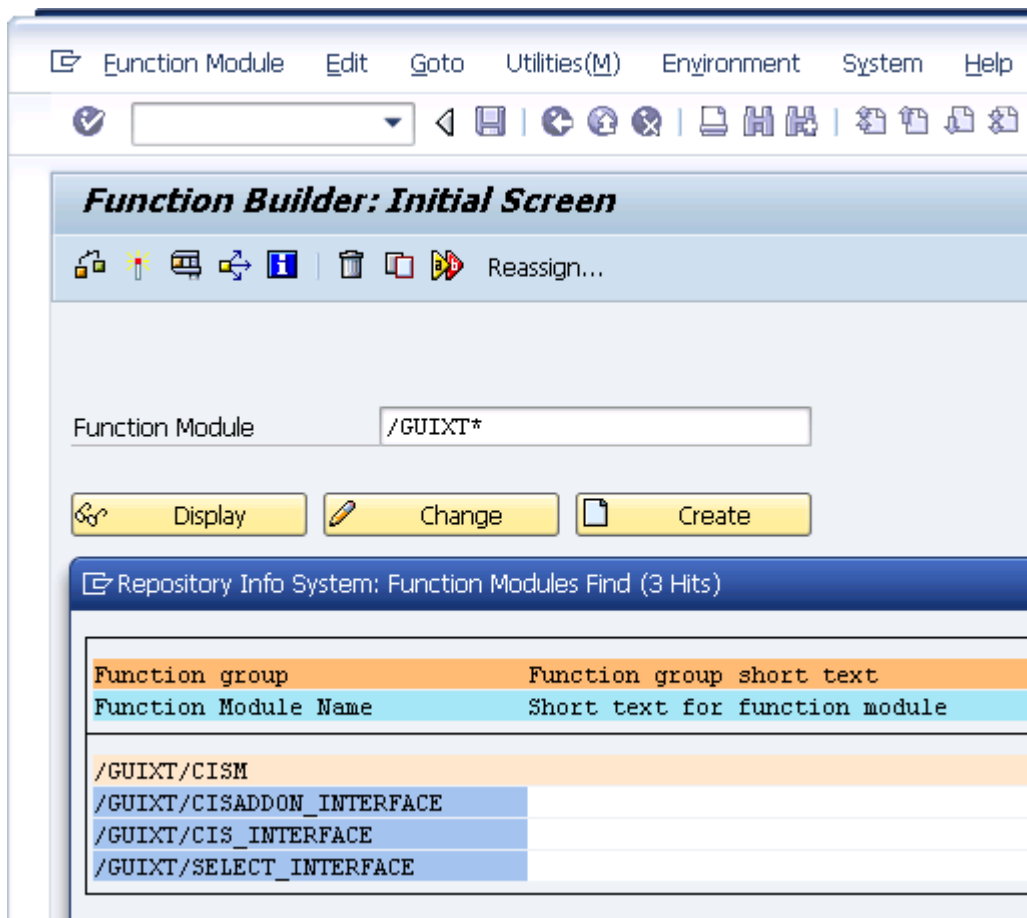
Display restricted to target system ECC

Log Overview for ECCK900026 (GERD)

- ECCK900026 Synactive CIS mobile Interface
 - ECC System ECC
 - Checks at Operating System Level 16.05.2013 21:39:09 (0) Successfully Completed
 - Pre-Export Methods 16.05.2013 21:39:14 (0) Successfully Completed
 - Selection for Import 16.05.2013 21:39:20 (0) Successfully Completed
 - Export 16.05.2013 21:39:20 (0) Successfully Completed
 - Import steps not specific to transport request

Test after step 7

The three CIS mobile ABAP function modules can be displayed in transaction SE37:



In transaction SE03 you can display the namespace /GUIXT/ with the imported repair license. Click on Administration → Display/Change Namespace and select /GUIXT/:

Display View "Repository Namespaces": Details

Namespace: /GUIXT/

Namespace role: P

Develop.License:

Repair License: 00662488550777447853

SSCR Popup: ☐

SAP Standard: ☐

Gen. Obs Only: ☐

Last Changed By: GERD

Date: 26.04.2013

Short Text:

Owner:

If the namespace role is „P“ (Producer), please change it to „C“ (Recipient) and save the namespace attributes.

Step 8: Run CIS mobile with your own SAP system

Start the S10 Repository and enter the CIS mobile path in IIS as project directory. Click on „Properties“ and tick the checkbox „Logon user in SAP system“.

The screenshot shows the 'SAP System' tab of the S10 Repository Properties dialog. At the top, there are 'Save' and 'Back' buttons. Below them are three tabs: 'Application', 'Database', and 'SAP System'. The 'SAP System' tab is active. Under the heading 'Choose logon method', there are three options:

- ☐ S10 user catalog (with a text box containing 'programs\usercatalog.txt')
- ☐ Call logon method in class (with a text box containing 'user')
- ☒ Logon user in SAP system (this option is highlighted with a red rectangle)

„Save“ the attributes.

With this option the user that logs on to CIS mobile will automatically be logged on to the SAP system. Without the option CIS mobile is in demo mode and always uses the SAP user „s10connect“.

In demo mode you may enter any CIS mobile user name and password, but with the option activated, valid SAP user credentials need to be entered.

Next click on „SAP System“ and enter the RFC connection data for your own SAP system and the client you want to deal with.

You may use any of the variants „Example 1“ to „Example 3“ in order to define the access to your SAP system. In some cases a saprouter string is needed, e.g. MSHOST=/H/host1/H/host2/H/host3. Please see the SAP documentation for details.

In this screen user and password do not need to be specified unless you want to run CIS mobile in demo mode. For demo mode, the given user will be logged on and the corresponding user profile defines the SAP authorizations for data access. A „dialog“ user is required since CIS mobile uses a SAP GUI connection for certain functions, e.g. order entry.

Save Back

Application Database **SAP System**

RFC Connection String
ASHOST=w530 SYSNR=0

Example 1 ASHOST=L1 SYSNR=0 Application server and system number
Example 2 SAPLOGON_ID=ERP Name in saplogon
Example 3 MSHOST=L1 R3NAME=ERP GROUP=PUBLIC Message Servers, dsystem name and logon group

Client 800

RFC user for general system functions:
 RFC user s10connect
 RFC password

☒ Check RFC connection

Test after step 8

Enter the URL

`http://localhost/cismobile`

in your browser and login with the following data:.

User: Your SAP user name
Password: Your SAP password
Ticket: cismobiletrialversion2013

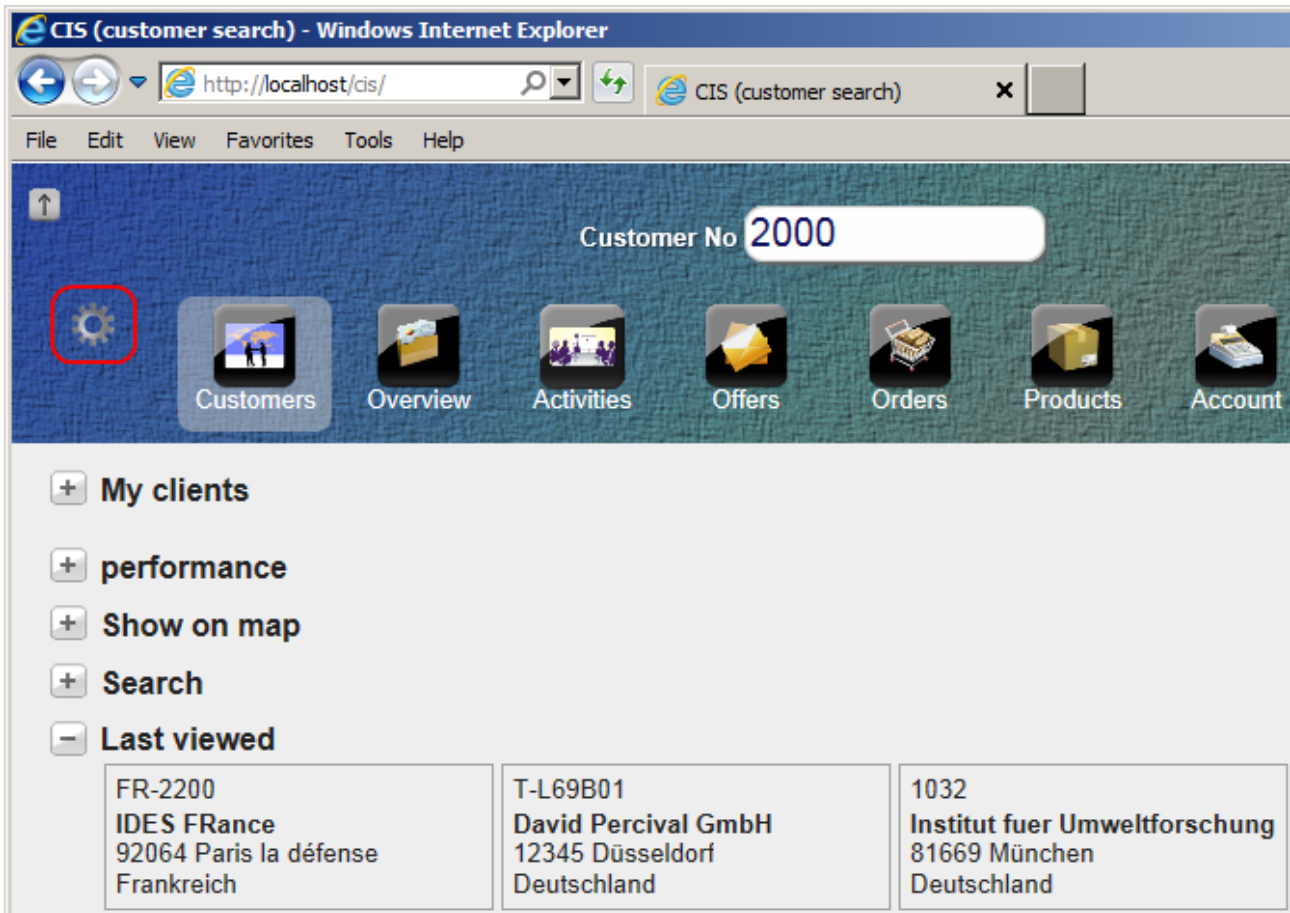
The ticket is predefined for testing purposes. You can change it later on via the ticket administration in CIS mobile.

Click the login button. The CIS mobile system connects to your SAP system. You can enter a valid customer number and the customer address will be displayed.

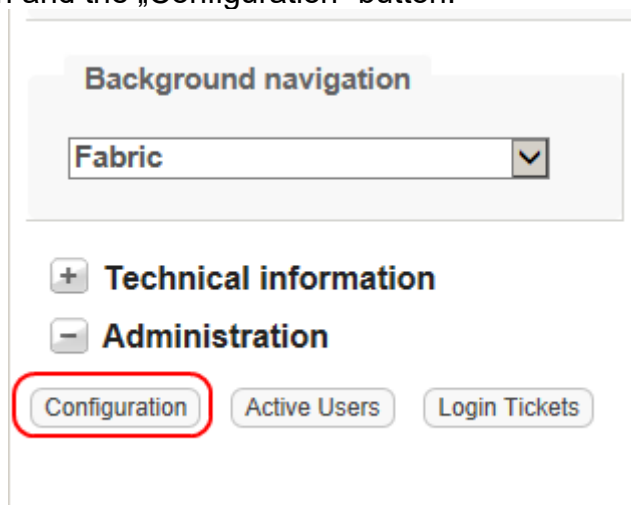
A few configuration data are needed in order to use the main CIS functions such as displaying contacts, visits, orders, reports.

Step 9: Configure SAP GUI connection and organizational data

Click the „Settings“ icon in CIS mobile:



Then [+] Administration and the „Configuration“ button:



The screenshot shows the CIS mobile application interface. At the top, there is a header bar with a blue background and a green textured pattern. It contains a 'Customer No' field with the value '2000' and a row of icons for 'Customers', 'Overview', 'Activities', 'Offers', 'Orders', 'Products', 'Account', and 'Reports'. Below the header, there is a 'Save' button. The main content area is divided into two sections. The first section is titled 'SAP GUI application' and contains a 'Connection' field with the value '/H/localhost/S/3200'. Below this, there is a section titled 'User (only needed for demo system with anonymous login)' which contains three fields: 'Client' with the value '800', 'User' with the value 'S10CONNECT', and 'Password (encrypted stored)' with a masked password '.....'. The second section is titled 'Company address' and is currently collapsed.

Open the SAP GUI options and enter the SAP GUI connection string to your system.

Since SAP GUI does not use the same connection string format as RFC, it is necessary to define the connection here in addition to the RFC connection in S10 repository.

It is important that the RFC connection and the SAP GUI connection address the same SAP system.

The company name and address is needed during PDF generation, the company logo is shown in the upper right corner in CIS mobile, and the login screen image can be defined as well:

Save

+ SAP GUI application

- Company address

Name of the company	Synactive GmbH
Street, No.	Hermann-Löns-Strasse 27
Postcode	66125
City	Saarbrücken
Country	Deutschland
Phone	+49 6897 728930
Fax	+49 6897 728926
Homepage	www.synactive.de

- Company logo

Dimension: About 260x50, image format: PNG

Browse...

Remove

Upload

Image on logonsite (format .png)

Browse...

Remove

Upload

Installation guide CIS mobile (Version April 2023)

Page 43 of 49

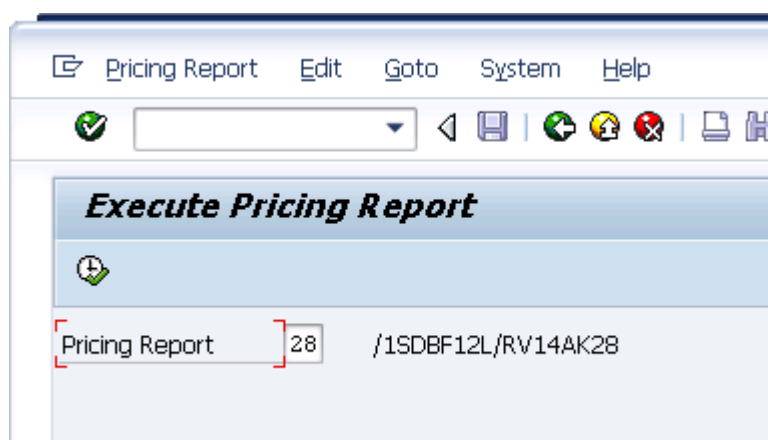
© Synactive GmbH 2015-2023

You may default values for a couple of organizational data such as Sales Area. CIS mobile reads the user parameters of the logged in user and replaces the default values with the user parameters, if set.

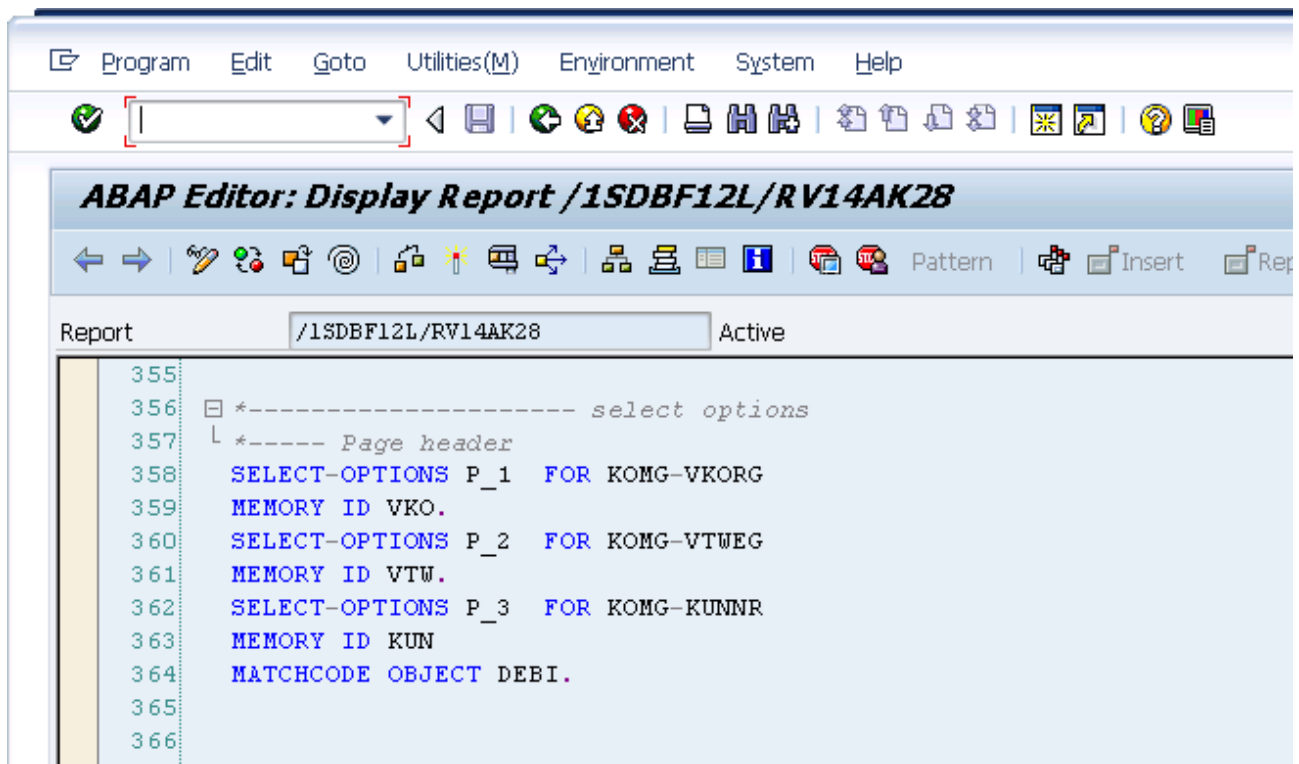
- Organizational data	
VKO (sales organization)	1000
VTW (distribution channel)	10
SPA (division)	00
BUK (company code)	1000
KKB (credit control area)	1000
MABER (Dunning)	01
Generated ABAP report to display all terms of parameter names for: Customer, sales organization, distribution channel	/1SDBF12L/RV14AK28,P_3,P_1,P_2
VIS own information structure S001	S001
Order type for availability check	TA

The pricing conditions are read by CIS mobile using a standard ABAP report. Since the name of the ABAP report and its parameters are generated by SAP depending on the system configuration, you need to specify the program name and parameter names.

Use the SAP transaction V/LD to display the name of the ABAP report:



The parameter names for customer number, sales organization and distribution channel need to be entered as well. In the example above these are P_3,P_1,P_2 . In your system it could be P_2,P_1,P_3, for example. Look into the ABAP source code or press F1 on the selection fields of the ABAP report in order to obtain the correct names:



With „**Text types for contacts**“ you define the SAP text types that are to be maintained via CIS mobile, depending on the contact type.

Save

+

SAP GUI application

+

Company address

+

Company logo

+

Organizational data

-

Text types for contacts

Each contact in the format: TIDxxxx, TIDyyyy, TIDzzzz

0001:TID0001,TID0002
0002:TID0001,TID0002
2000:TID0001,TID0002,TID0006

All possible contact types can be found in SAP customizing table TVKKT:

Table Entry Edit Goto Settings Utilities(M) Environment System Help

Data Browser: Table TVKKT Select Entries 11

Check Table...

Table: TVKKT
Displayed Fields: 4 of 4 Fixed Columns: 3 List Width 0250

	MANDT	SPRAS	KTAAR	VTEXT
<input type="checkbox"/>	800	E	0001	Sales call
<input type="checkbox"/>	800	E	0002	Telephone call
<input type="checkbox"/>	800	E	0003	Sales letter
<input type="checkbox"/>	800	E	0101	Direct Mailing
<input type="checkbox"/>	800	E	0102	Collect.Gen.Sls Acts
<input type="checkbox"/>	800	E	0103	Mailing w/t Fol.Act.
<input type="checkbox"/>	800	E	0104	Internet mailing
<input type="checkbox"/>	800	E	0111	Batch Recall
<input type="checkbox"/>	800	E	0112	Recall Follow-Up Act
<input type="checkbox"/>	800	E	1001	Direct Mailing
<input type="checkbox"/>	800	E	2001	Trade fair contact

The text types are in table TTXIT, objekc „KNVK“:

Table Entry Edit Goto Settings Utilities(M) Environment System Help

Data Browser: Table TTXIT Select Entries 9

Check Table...

Table: TTXIT
Displayed Fields: 4 of 4 Fixed Columns: 3 List Width 0250

	TDSPRAS	TDOBJECT	TDID	TDTEXT
<input type="checkbox"/>	E	KNVK	0001	Partner note
<input type="checkbox"/>	E	KNVK	0002	Directions
<input type="checkbox"/>	E	KNVK	0003	Decision-making powers
<input type="checkbox"/>	E	KNVK	0004	Sales call note
<input type="checkbox"/>	E	KNVK	0005	Competitor
<input type="checkbox"/>	E	KNVK	0006	Advertising funds
<input type="checkbox"/>	E	KNVK	0007	Promotional gifts
<input type="checkbox"/>	E	KNVK	0008	Poster
<input type="checkbox"/>	E	KNVK	9999	ann's test

Finally, define the users that you want to be allowed to change the CIS configuration, entering one or more user names as „CIS administrators“. If you don't do this all users will be allowed to change the configuration.

Spezielle Benutzer

CIS-Administratoren

(Beispiel: admin1, admin2, etc.)

If you have inadvertently locked yourself out from the CIS administration, e.g. by a typo in the administrator list, you can edit the text file cismobile/config/config.ini on the server directly (line „Administrators“).

Step 10: Increase Windows resources for background services

The IIS service runs in the so-called „non-interactive desktop“. Since CIS mobile uses SAP GUI functions that require a certain amount of Windows resources (window handles etc.), the default amount of such resources is not sufficient for a large number of simultaneous CIS mobile sessions. To be more precise, the standard Windows settings for the non-interactive desktop does not allow more than 7 simultaneous CIS mobile sessions if they use SAP GUI based functions.

It is not difficult to increase these resources, but since direct registry changes are required you need to be careful not to change other entries.

With „regedit“ you open

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\SubSystems]

This key contains a string variable "Windows" which is rather long. Change the third number in

SharedSection=1024,20480,796 (maybe the figures are slightly different in your system).

Into

SharedSection=1024,20480, 20480

which means that you assign the same amount of resources to the non-interactive desktop as for the interactive desktop. The value 20480 (around 20MB) is sufficient for around 200 parallel CIS mobile sessions.

For details see

<http://support.microsoft.com/kb/947246/en-us>

or

<http://www.techarp.com/showarticle.aspx?artno=238&pgno=1>

→ It is necessary to restart the server for the change to become active.

4. Further configuration and enhancements

You can configure and enhance your CIS mobile application in many ways. Please refer to the documentation in www.synactive.com for details.

We recommend that you start with the following chapters:

- Configuring product images
- Defining „My customers“
- Configuring the ticket system
- Creating your own reports