



Intelligent Software Solutions for SAP

INSTALLATION GUIDE

VERSION 2.0

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Introduction

The following document will guide you through the installation and setup of one of the 10seconds Software SAP approval solutions.

To find out more information about the 10seconds Software suite of products please refer to our website <http://www.10secondsSoftware.com> or contact our support team at support@10secondsSoftware.com.

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Pre-requisites

Before installing, you should run through this checklist to make sure your server has all the required components.

OPERATING SYSTEM

Windows 2003 Server or higher (32 or 64 bit)

MICROSOFT .NET FRAMEWORK

.Net Framework 2.0. If not installed – download the installer from [Microsoft](#).

MICROSOFT WEB SERVER (IIS)

The approval solution requires the IIS (Internet Information Services) web server, which is a component of Windows. IIS 6.0 or greater is supported. If using IIS 6.0, then a 32bit operating system is recommended.

Other web servers are not supported.

DATABASE

SQL Server 2005 or greater is required with a minimum of 500mb database size.

If your company does not have SQL Server licensing then SQL Express 2005 or greater, a free alternative can be used. SQL Server Express 2008 is available for download from Microsoft:

<http://www.microsoft.com/en-us/download/details.aspx?id=1695>

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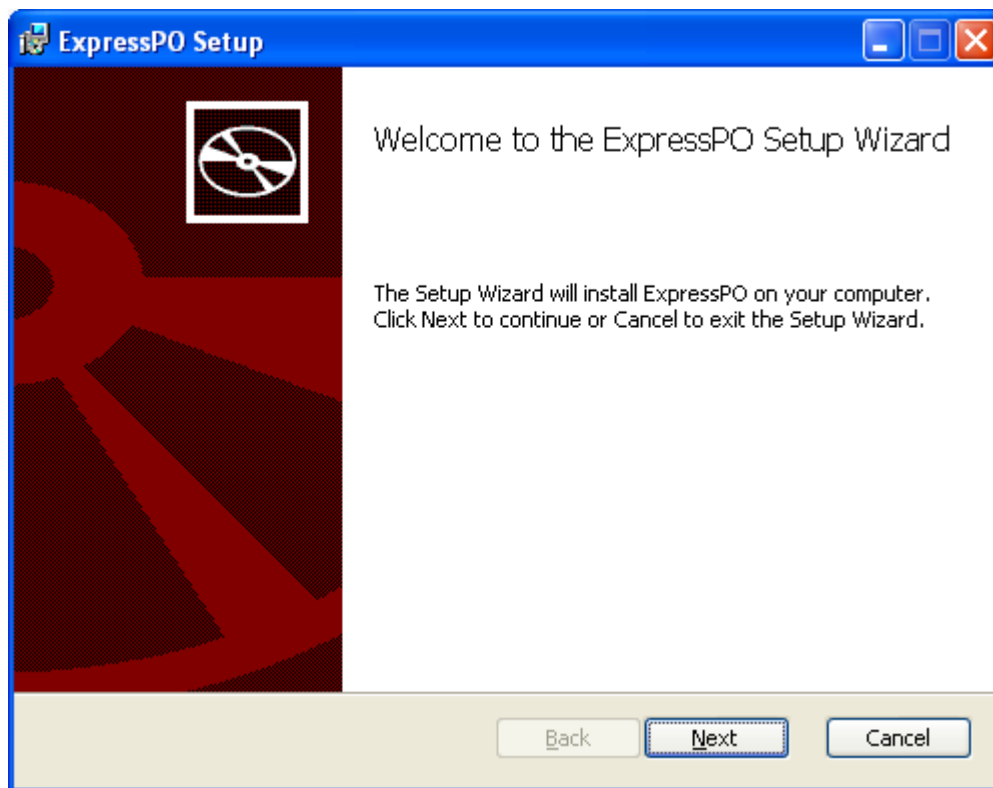
Installation

CHECKLIST

- Ensure you have a valid SQL server account that has the appropriate privileges to run installation scripts (create and modify).
- If you are upgrading make a backup of your existing database prior to running the installer.

INSTALLER

Run our supplied installation file and step through the installation wizard.



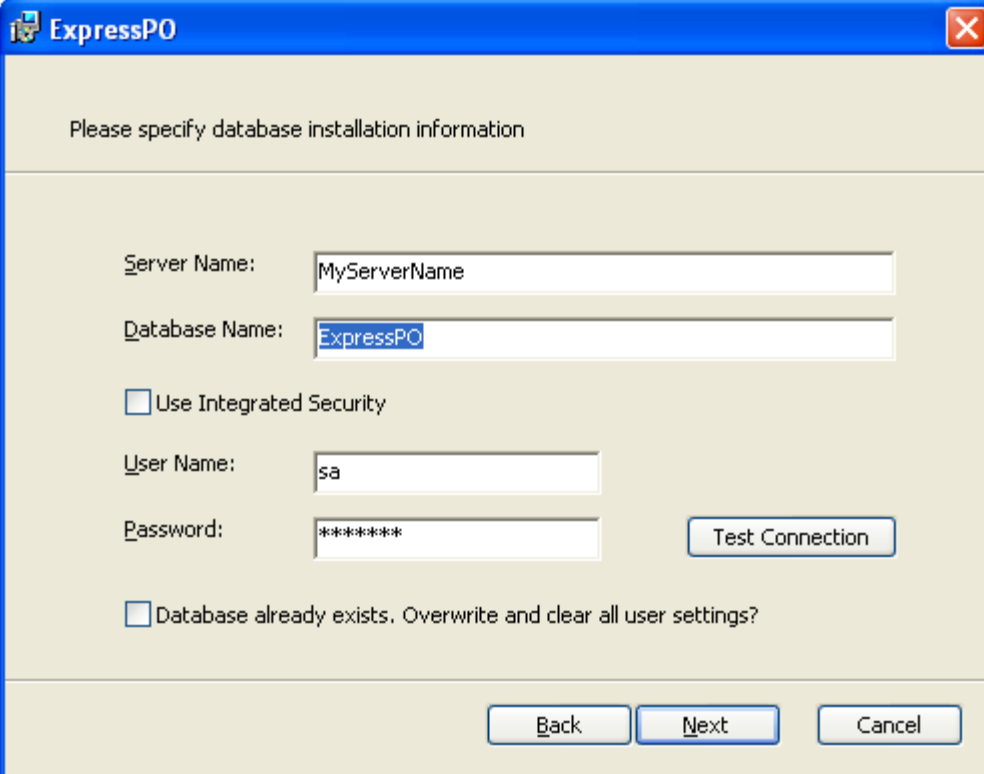
Click 'Next' to go on to the License Agreement.

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Accept the License agreement and click 'Next'.

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The screenshot shows a Windows-style dialog box titled "ExpressPO". The main text inside the dialog reads "Please specify database installation information". Below this, there are several input fields and checkboxes:

- Server Name:** A text box containing "MyServerName".
- Database Name:** A text box containing "ExpressPO".
- Use Integrated Security
- User Name:** A text box containing "sa".
- Password:** A text box containing "*****". To the right of this field is a "Test Connection" button.
- Database already exists. Overwrite and clear all user settings?

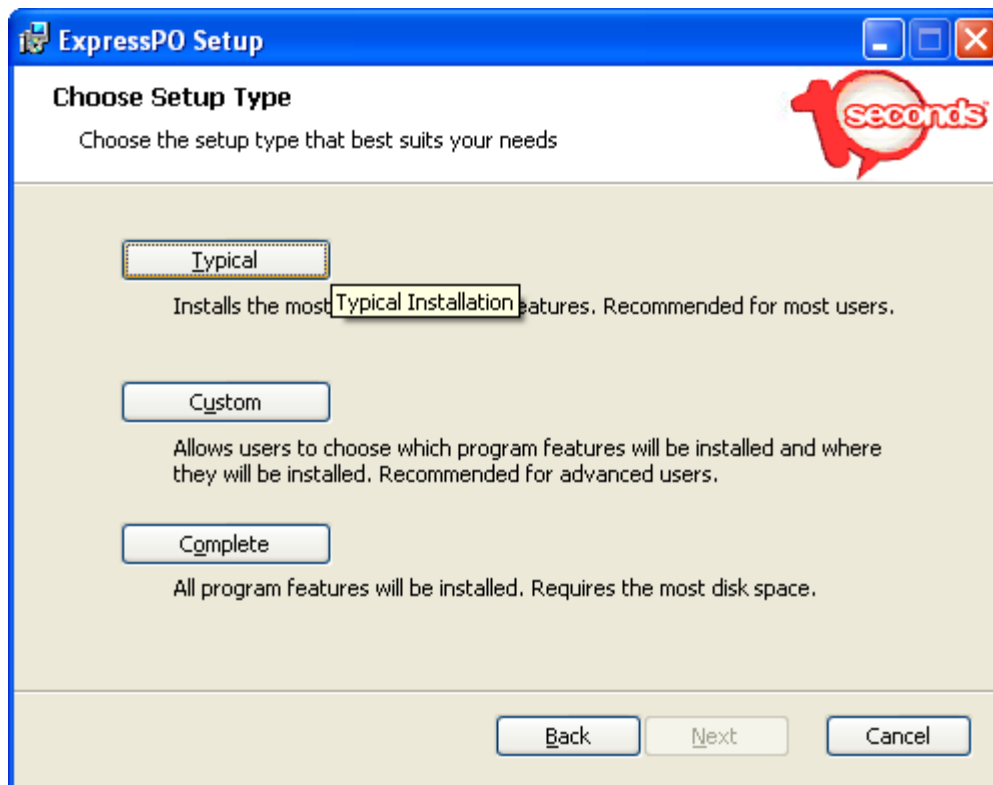
At the bottom of the dialog, there are three buttons: "Back", "Next", and "Cancel".

Enter the name of your SQL Server instance (note that if you are using SQLExpress this may be "servername\SQLExpress"), a username with permissions on the SQL server to create a database and the matching password or alternatively use integrated security.

Select the 'Test Connection' button to confirm your connection settings are correct.

Note: If you are upgrading or re-installing the software you may be presented with option to re-install the database. Only select this tick-box if you want to clear the existing database and start with a completely clean install.

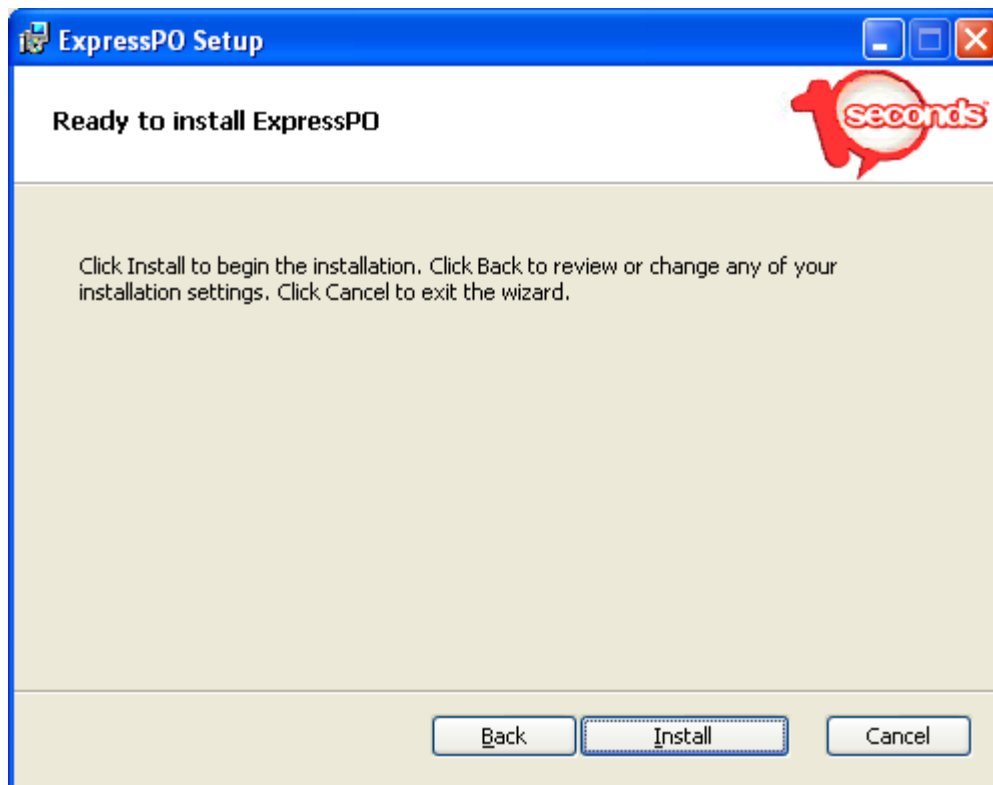
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Choose 'Typical' to perform a standard installation. Choose 'Custom' if you want to vary the installation path or turn off setting up the virtual directory in IIS.

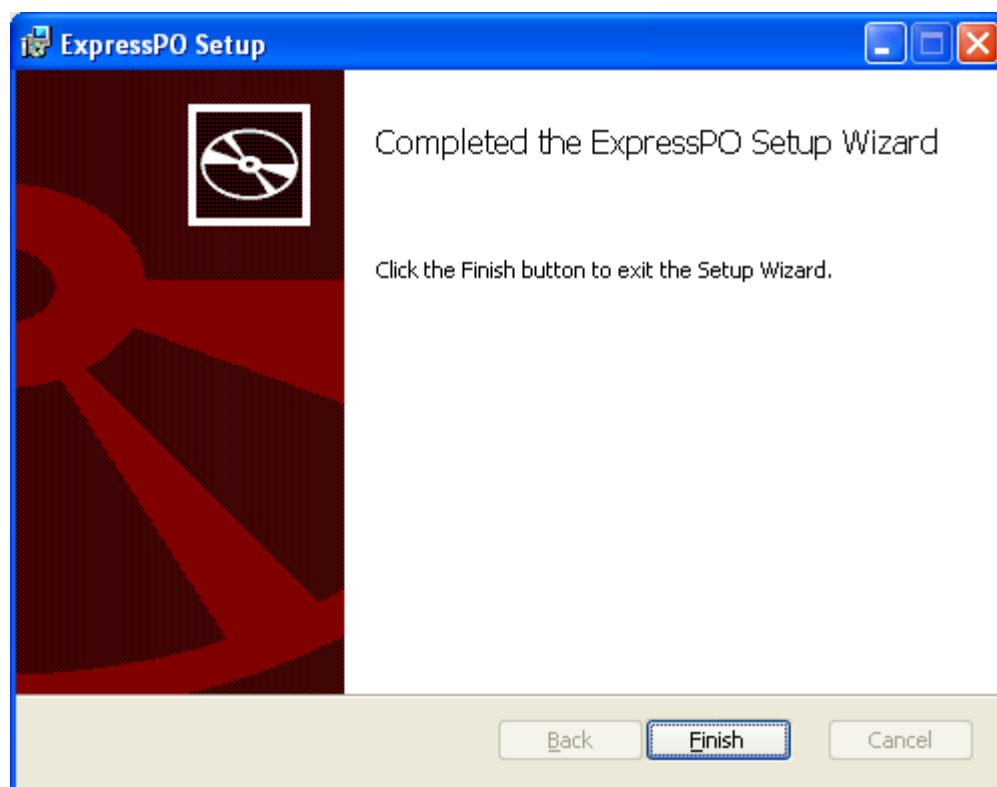
The default path is `c:\program files\10secondsSoftware\[Solution Name]`

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Select 'Install'.

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You have successfully installed the software.

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Initial Setup

CHECKLIST

- Ensure you have your SAP environment details and a valid SAP user account.
- Ensure you have your companies SMTP (Email) server settings.

LAUNCH

Browse to the installed solution.

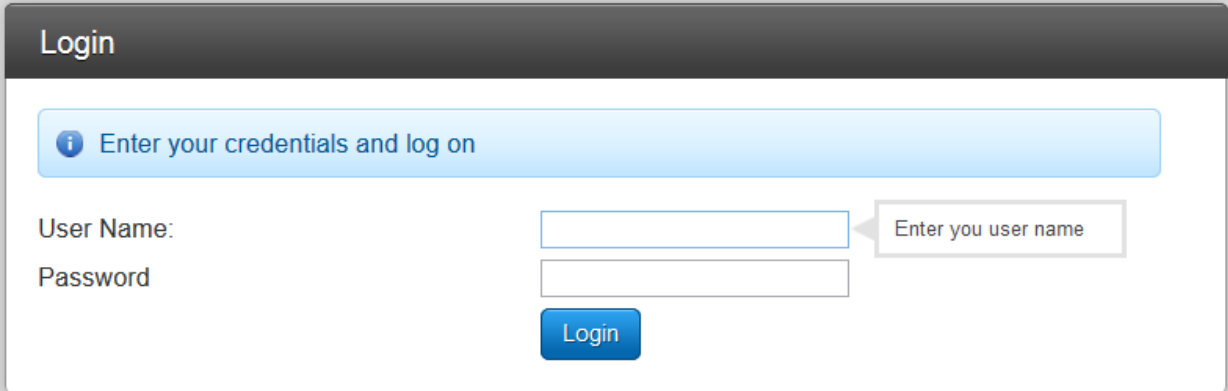
For example:

ExpressPO - <http://servername/ExpressPO/Default.aspx>

ExpressApproval - <http://servername/ExpressApproval/Default.aspx>

LOGGING IN

After launching the approval solution you will be prompted to log in. Please use a local windows user from the server you just installed the software on. This will allow you to access the software and complete the setup.



Login

Enter your credentials and log on

User Name: Enter you user name

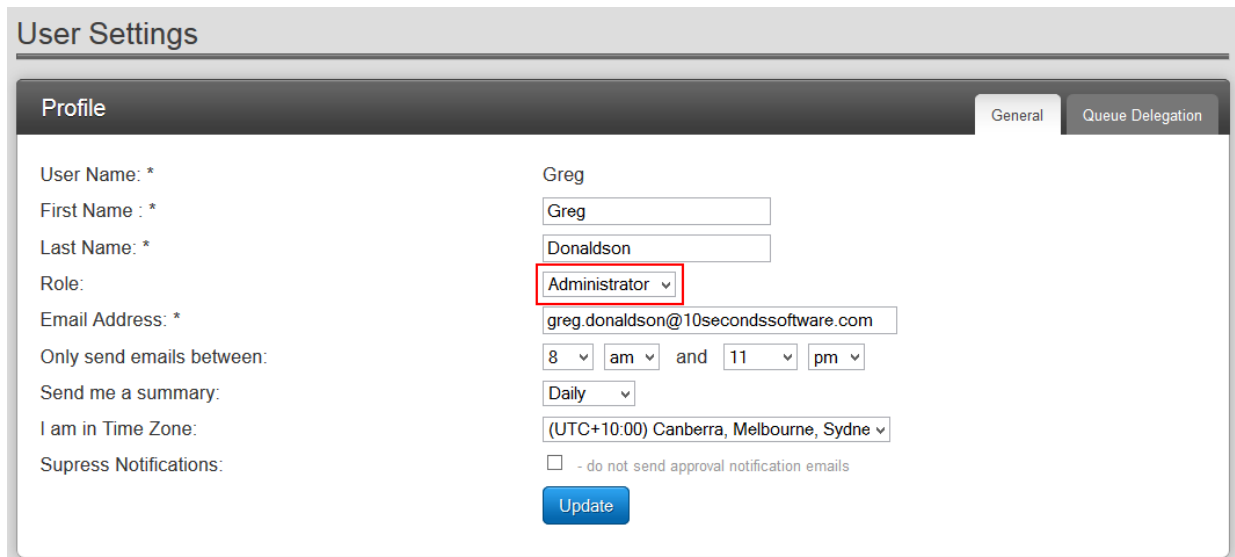
Password:

Login

USER SETUP

Creating your user account is a mandatory step required for all new users. Please ensure you set yourself up as an administrator while creating your account.

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The screenshot shows the 'User Settings' page with the 'Profile' tab selected. The 'Role' dropdown menu is highlighted with a red box and set to 'Administrator'. The other fields are filled with the following information:

Field	Value
User Name: *	Greg
First Name: *	Greg
Last Name: *	Donaldson
Role:	Administrator
Email Address: *	greg.donaldson@10secondssoftware.com
Only send emails between:	8 am and 11 pm
Send me a summary:	Daily
I am in Time Zone:	(UTC+10:00) Canberra, Melbourne, Sydne
Supress Notifications:	<input type="checkbox"/> - do not send approval notification emails

There is an 'Update' button at the bottom of the form.

SAP CONNECTION

Navigation: Admin/SAP Connection

On the SAP Connections page input all the relevant information for your SAP system.

- Enter a SAP System User Account and Password which is required to communicate with SAP to retrieve user's items for approval.
- Enter a SAP polling interval. This is the frequency we will check users approval queue for new items. We recommend every 5 minutes.
- Set the appropriate authentication methods that will be used when a user performs an approval. Currently we support SAP user name and password, SSO via the SAP Logon Ticket, and a dedicated service account (the one you have entered above).

After saving you connection details run the 'Test Connection' button to confirm your settings are correct. If your test fails please investigation the System Log (*Navigation: Reports/System Log*) to diagnose the issue.

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SAP Connection Configuration

Settings ?

Connection Type:	Application Server
Server: *	BI12.sapaccess.com
System No: *	00
Client: *	800
System User: *	B12800006
System User Pwd: *	***** change
Poll SAP every: *: *	5
Browser - Approval Authentication Method: *	User name and pwd
Mobile - Approval Authentication Method: *	User name and pwd

[Save](#) [Test Connection](#)

EMAIL SERVER

Our solutions send approval email notifications to users so valid SMTP server settings re required to be configured. Once you have set up your SMTP server settings enter your email address and press Test to send a test email address to yourself to validate that the Email is working correctly.

Email Server Configuration

Settings ?

SMTP Server: *	smtp.yourcompany.com
Email Address: *	donotreply@yourcompany.com
User Name:	
Password:	
Port:	
Secure Connection:	<input type="checkbox"/>

[Save](#)

Test Email Settings ?

Email Address:	
----------------	--

[Test](#)

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The screenshot shows the ExpressPO web application interface. At the top left is the logo for '10seconds ExpressPO SAP Purchase Approval Solution'. At the top right, the user 'Greg Donaldson' is logged in, with links for 'My Settings' and 'About'. A navigation menu below the header includes 'Purchase Orders', 'My Settings', 'Admin »', and 'Reports »'. The main content area is titled 'Email Server Configuration' and is divided into two sections: 'Settings' and 'Test Email Settings'. The 'Settings' section contains the following fields: SMTP Server (mail.authsmtp.com), Email Address (expresspo@10secondssoftware.com), User Name (ac46368), Password (empty), Port (empty), and Secure Connection (unchecked checkbox). A 'Save' button is located below these fields. The 'Test Email Settings' section contains an 'Email Address' field and a 'Test' button.

Troubleshooting

GENERAL ERROR DIAGNOSIS

If you are getting errors using your 10 Seconds Software solution and there is no obvious on the screen you can investigate further in two locations:

- Our solutions system log (*Navigation: Reports/System Log*)
- Review the Windows Application Event Viewer to see if ASP.Net is reporting any errors associated with the software. The events will be categorized as asp.net warning messages.

APPLICATION NAME ERROR IN EVENTLOG

One error that can be found in the Event Log is the Application Name error. This usually means that the Network Service account does not have required permission. To confirm log onto the server and browse to the Services.asmx page and invoke the AppName service. Then you should see the permissions error e.g. Cannot write to c:\temp. Simply address this by modifying the permissions that the Network Service (which ASP.Net and the application run under) to have permissions to the mentioned resources (directory).

DATABASE IS CASE SENSITIVE

Our solutions are expecting to address the SQL Server Database set to run without case sensitivity. If you receive errors about not recognising a table name or term from SQL server then it may be that your default SQL Server setting is for a case sensitive collation. To amend this execute the following command against your SQL Server:

```
Set to non case sensitive -
```

```
ALTER DATABASE ExpressSC COLLATE SQL_Latin1_General_CP1_CI_AS
```

PROBLEMS RUNNING ON 64 BIT SERVERS

Our solution requires to be run in 32bit mode. If you are running our software on a 64bit server with IIS6.0 you will need to either upgrade IIS or set IIS to run in 32bit mode. The article below is an excellent summary of how to correctly configure a 64 bit machine to run applications on all ASP.Net versions.

<http://www.tino.nl/index.php/2008/03/13/32bit-stuff-on-64bit-windows-server-2003/>

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Additional Information

Support – support@10secondsSoftware.com

Sales Enquiries – sales@10secondsSoftware.com

Frequently Asked Questions – <http://www.10secondsSoftware.com/ExpressPO/faq.aspx> and
<http://www.10secondsSoftware.com/ExpressPR/faq.aspx>

Website: <http://www.10secondsSoftware.com>

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