



SAP CRM and sendQuick Integration Guide

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1.0 INTRODUCTION

This document is prepared as a guide to configure SAP CRM system to integrate with sendQuick SMS gateway for the delivery of SMS messages.

TESTING ENVIRONMENT	
Product Name	
sendQuick AlertPlus	SAP CRM
sendQuick Entera	

2.0 CONFIGURE SENDQUICK SMS GATEWAY

Details of the configuration (eg IP address, hostname etc) is outlined in the sendQuick User Administration Manual.

3.0 CONFIGURE SAPCONNECT (SCOT)

To enable external sending of messages from SAP, configuration need to be made on SAPConnect (SCOT).

Go to **T-code SCOT**. Click on **PAG** (Fig 1)

		Completed	Error	In transit	Waiting	Duration In transit	Duration Waiting
						∅ hh:mm	∅ hh:mm
C11 (100)		845	0	5	0		
FAX	Telefax	0	0	0	0	0:00	0:00
INT	Internet	845	0	5	0	0:00	0:00
	SMTP	845	0	5		0:00	0:00
X40	X.400	0	0	0	0	0:00	0:00
RML	Remote Ma	0	0	0	0	0:00	0:00
PAG		0	0	0	0	0:00	0:00
PRT		0	0	0	0	0:00	0:00

Fig 1

Select **Create** button on the same screen (Fig 2)

	Completed	Error	In transit	Waiting	Duration In transit	Duration Waiting
					∅ hh:mm	∅ hh:mm
C11 (100)	845	0	5	0		
FAX Telefax	0	0	0	0	0:00	0:00
INT Internet	845	0	5	0	0:00	0:00
SMTP	845	0	5		0:00	0:00
X40 X.400	0	0	0	0	0:00	0:00
RML Remote Ma	0	0	0	0	0:00	0:00
PIG	0	0	0	0	0:00	0:00
PRT	0	0	0	0	0:00	0:00

Fig 2

Input Node as **“HTTP”** and type a description such as SMS integration. Click Continue (Fig 3)

Specify a name (max. 6 characters) and a description for the node.
[Click here for further information...](#)

Node:

Description:

Back Continue Cancel

Fig 3

Select “**HTTP Node**”. Click Continue (Fig 4)



Fig 4

Specify the **URL of sendQuick** (Fig 5).

The URL setting for HTTP post in sendQuick is **http://<serverIP>/cmd/system/api/sendsms.cgi**. The server IP is the IP address that is assigned to sendQuick and will be used in all communication between sendQuick and SAP.

The format for sending messages via HTTP must include the parameters as follows:

tar_num – refers to target (handphone) number

tar_msg – refers to SMS message to send

The URL can have the following format eg. `http://<server IP>/cmd/system/api/sendsms.cgi?account=<123456>&password=<password>&tar_num =<reci_addr>&tar_msg=<message>`

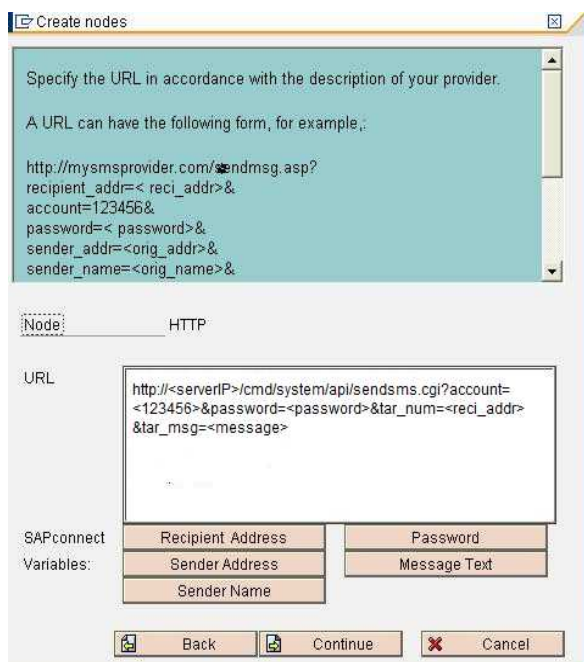


Fig 5

Click "Continue".

Keep the password field blank as URL has been specified earlier. Click "Continue". (Fig 6)



Fig 6

Input **Address area** field as “ * ”. Click Continue. (Fig 7)



Fig 7

Input the maximum waiting time for repeat message sending attempt, for eg 2 minutes. (Fig 8)

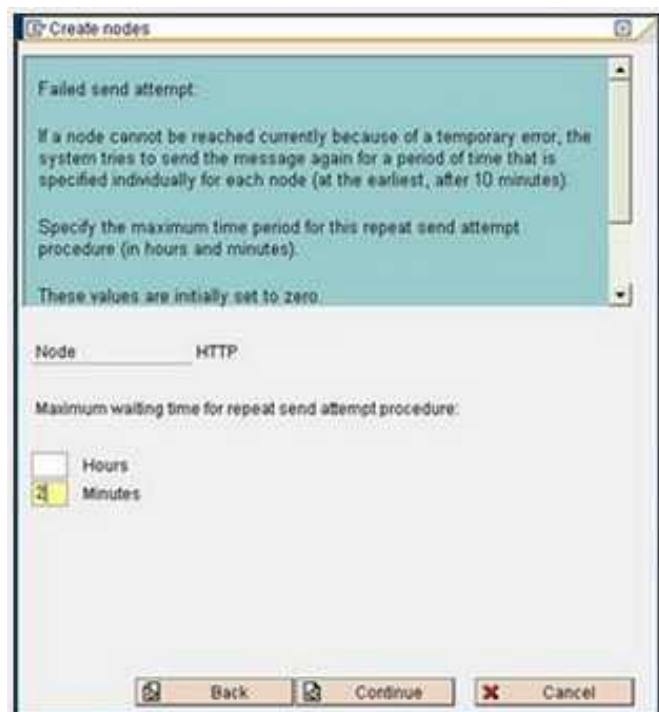


Fig 8

Select “Node is ready for use”. Click continue. (Fig 9)



Fig 9

HTTP service is now configured (Fig 10)

Start of evaluation time: 02.05.2009 00:00

	Completed	Error	In transit	Waiting	Duration In transit	Duration Waiting
					∅ hh:mm	∅ hh:mm
C05(100)	1	0	1	1.116		
FAX Telefax	0	0	0	0	0:00	0:00
INT Internet	0	0	1	1.116	0:00	0:00
SMTP	0	0	1		0:00	0:00
X40 X.400	0	0	0	0	0:00	0:00
RML Remote Ma	0	0	0	0	0:00	0:00
P&G	1	0	0	0	0:00	0:00
HTTP	1	0	0		0:00	0:00
PRT	0	0	0	0	0:00	0:00

Fig 10

4.0 HTTP VIRTUAL HOST CONFIGURATION

SAP transaction SICF is used to maintain services for HTTP communication in the SAP system.

Go to **T-code SICF**. Select “default host” and then “New Sub-Element”. (Fig 11)



Fig 11

Go to **Log-on** tab and provide user name and password for same client (Fig 12)

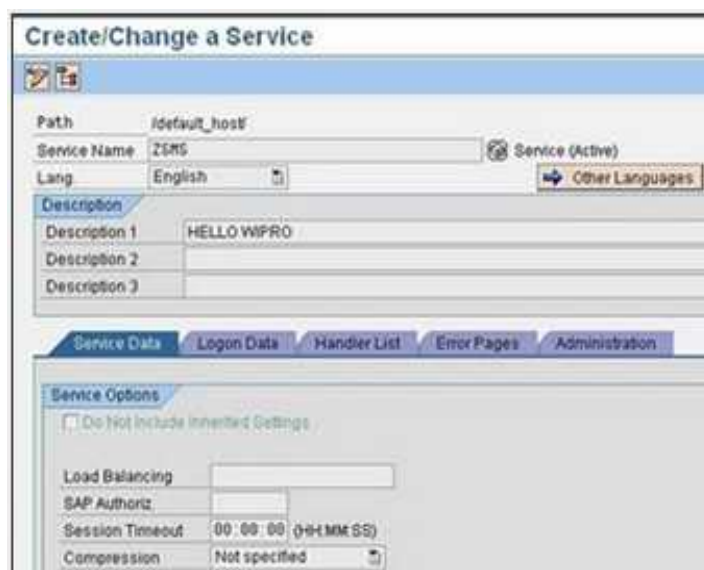


Fig 12

Go to **Handler List** tab and provide the handler list as shown below (Fig 13)

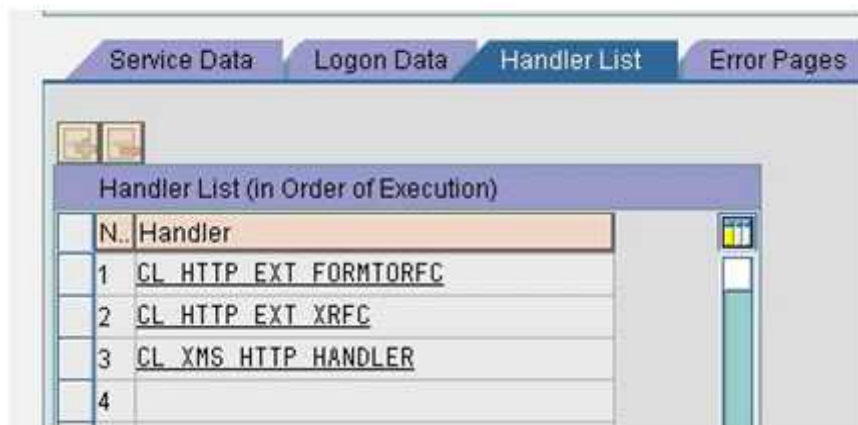


Fig 13

Select **Activate Service**. (Fig 14)

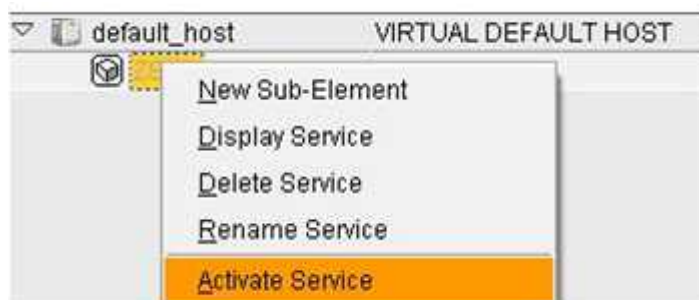


Fig 14

5.0 HTTP CLIENT PROXY SETTING

This configuration determines a proxy for outgoing HTTP requests.

Go to **T-code SICF**. Go to "Proxy Settings". (Fig 15 & 16)

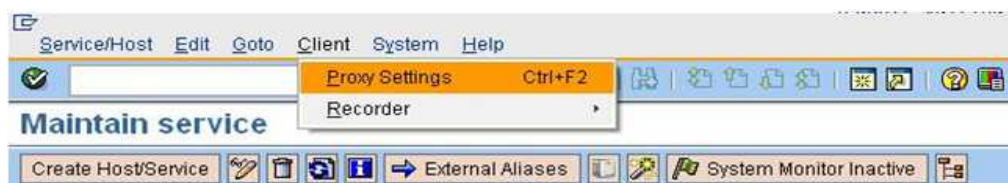


Fig 15



Fig 16

Go to **HTTP Log** tab. Input the proxy details. (Fig 17)



Fig 17

Go to **Maintain Pager Services**
Go to **Client 000** and run **t-code SA14**

Provide detail as shown below (Fig 18):
Pager Serv: "BAL"
Use : "SMS Service"



Fig 18

Go to **SPRO** (SAP Project Reference Object), for customisation of settings.

Go to SAP Web Application Server > Application Server > Basis Services > Address Management > **Define Pager Services** (Fig 19)

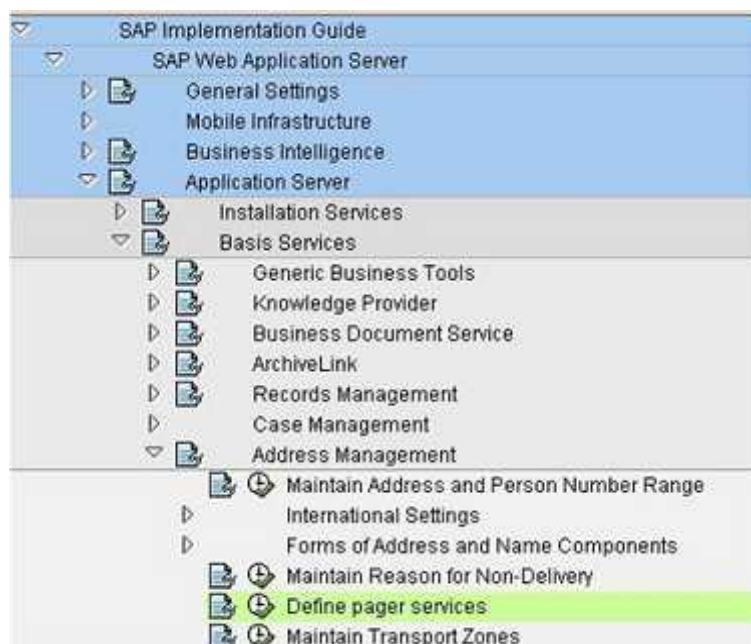


Fig 19

Input the following details (Fig 20):

Pager serv : **SMS**
Pager service : **SMS**
Use : **SMS Service**



Fig 20

6.0 SENDING SMS MESSAGE

Go to T-Code SBWP (SAP Business Workplace). Click on “New Message”. (Fig 21 & 22)

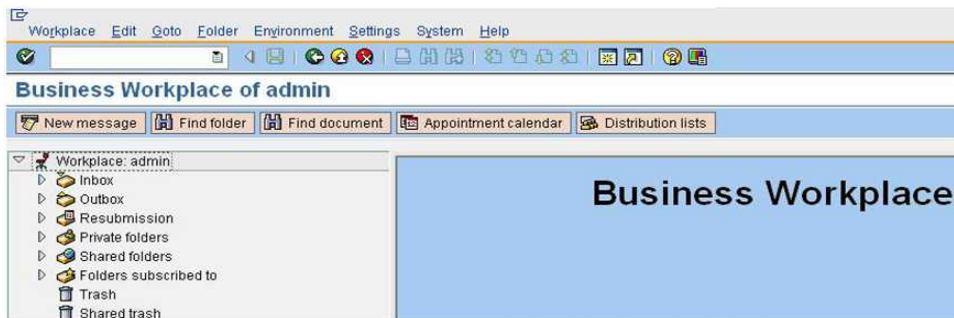


Fig 21

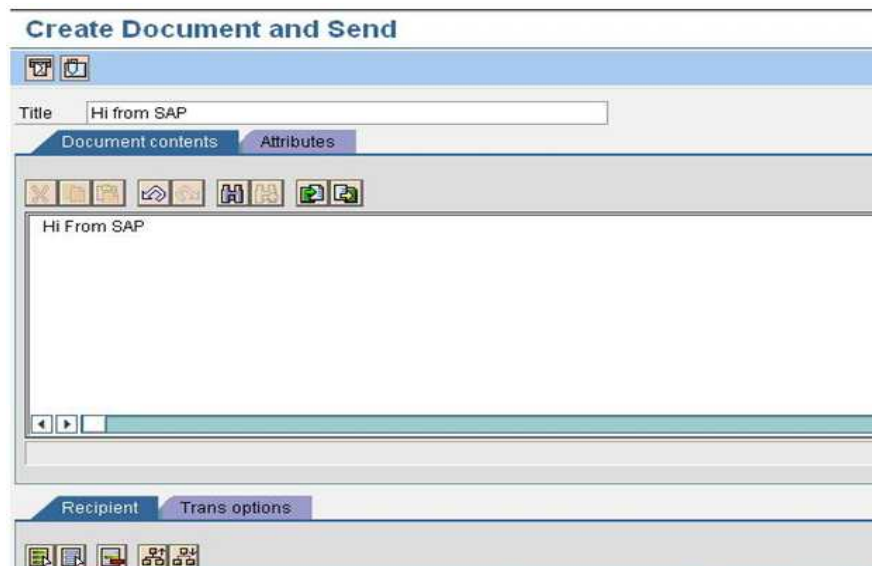


Fig 22

To monitor the status of the SMS message, go to **T-code SCOT**. (Fig 23 & 24)

SAPconnect: Administration (system status)

Start of evaluation time: 02.05.2009 00:00

	Completed	Error	In transit	Waiting
C05 (100)	1	0	1	1.117
FAX Telefax	0	0	0	0
INT Internet	0	0	1	1.116
SMTP	0	0	1	
X40 X.400	0	0	0	0
RML Remote Ma	0	0	0	0
PAG	1	0	0	0
HTTP	1	0	0	
PRT	0	0	0	0

Fig 23

SAPconnect: Transmission Requests from 02.05.2009 to 03.05.2009

Refresh

Period Send status Sender Options

Waiting Further...
 Errors
 Sent Transmitted

Execute Close

Trace Status text

Send Requests (Send Status Sent)

Status	Send Meth	Doc. Title	Sender	Recipient	Send date	Send time	Msg
■	via pager	HI from SAP	admin	SMS:9276902148	03.05.2009	15:50:32	723

Fig 24