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	**Version Name**
sendQuick AlertPlus	20090301 series
sendQuick Entera	20101029 series
SAP CRM	

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)

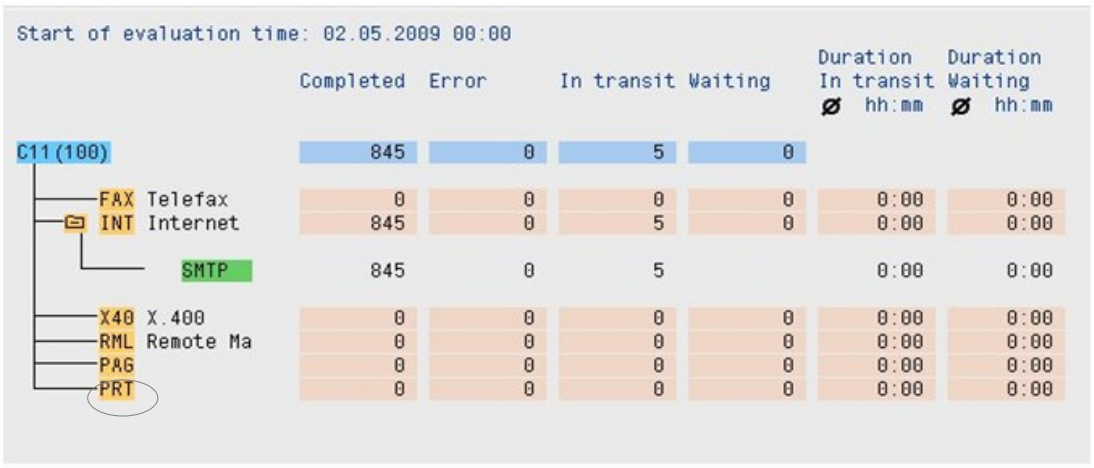

Fig 1

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

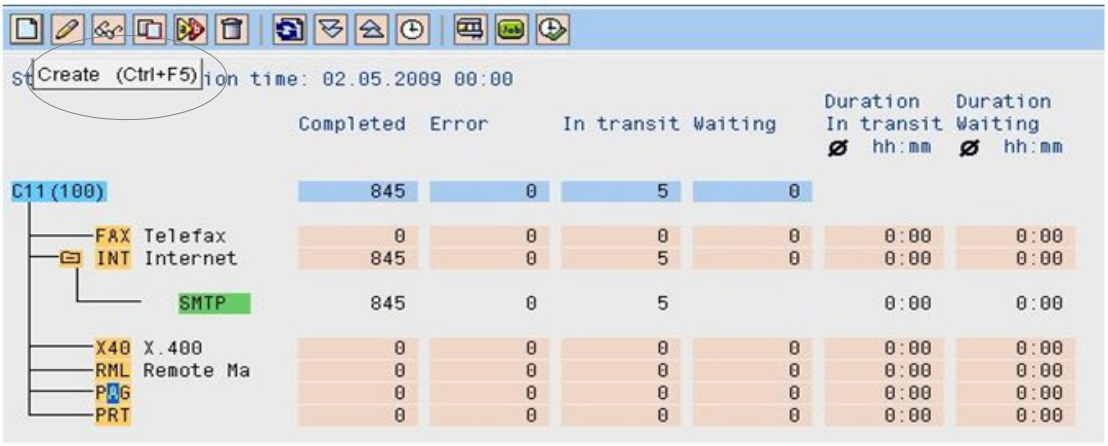

Fig 2

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

Fig 3

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Select **"HTTP Node"**. Click Continue (Fig 4)

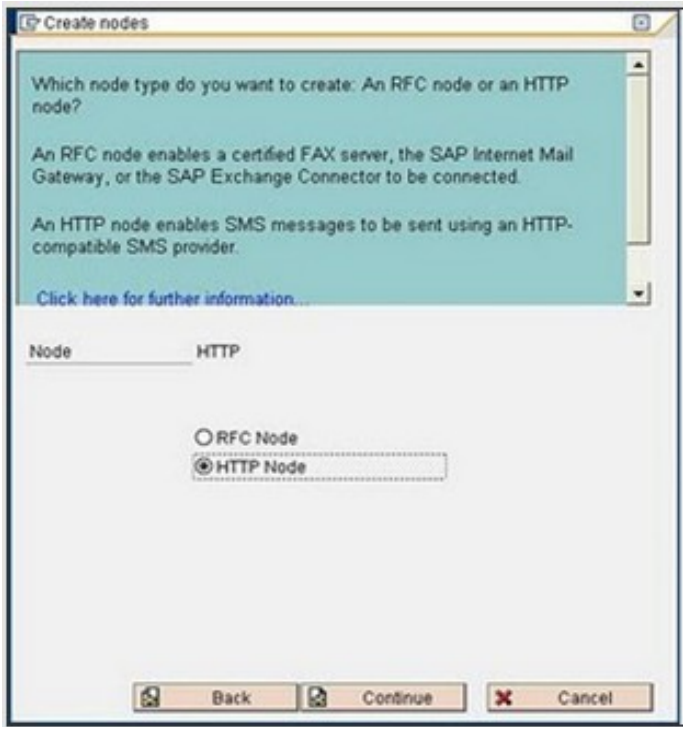

Fig 4

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

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

The format for sending messages via HTTP is determined by the variables that (at least) define the mobile phone number and message body, as follows:
tar_num: target (handphone) number
tar_msg: message to send via modem

For example, the URL parameters will have the following format http://<server IP>/cmd/system/api/sendsms.cgi?tar_num=91234567&tar_msg=how are you. (Fig 2)

More details can be found in sendQuick administration user manual.

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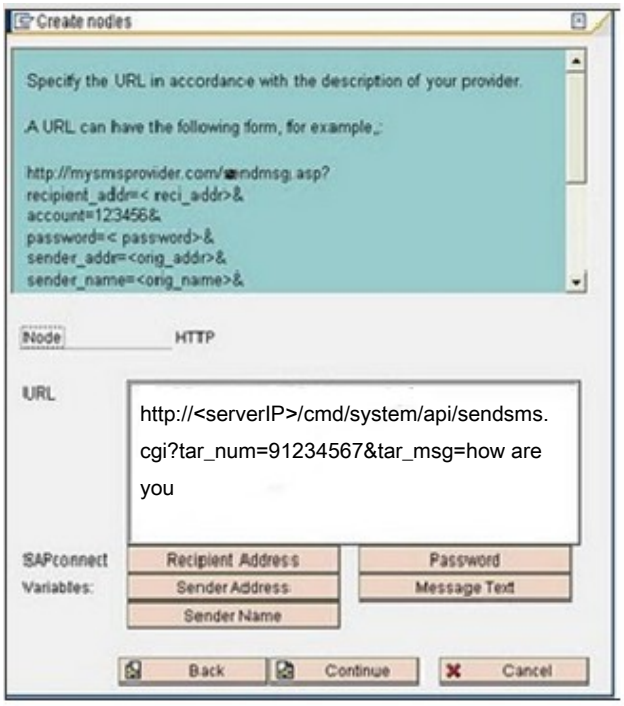

Fig 5

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

Fig 6

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

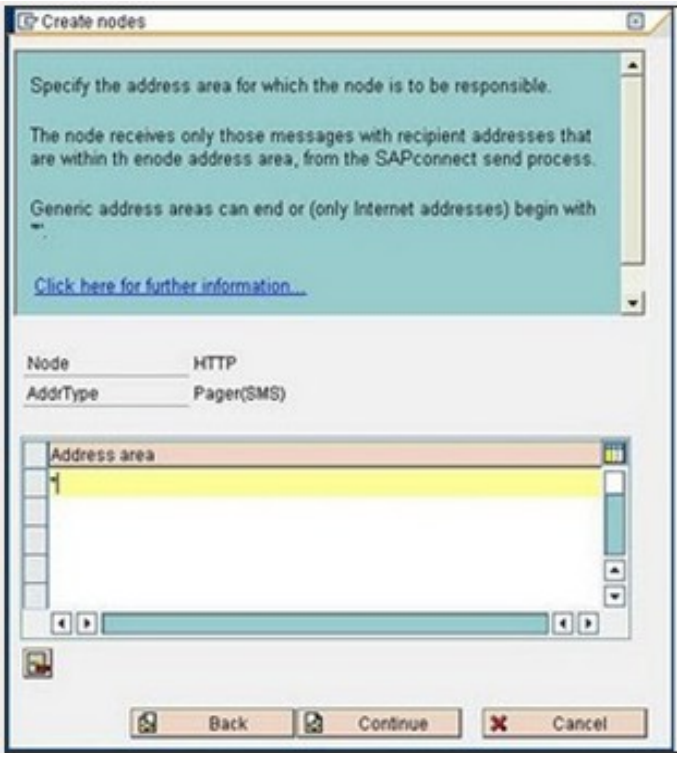

Fig 7

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

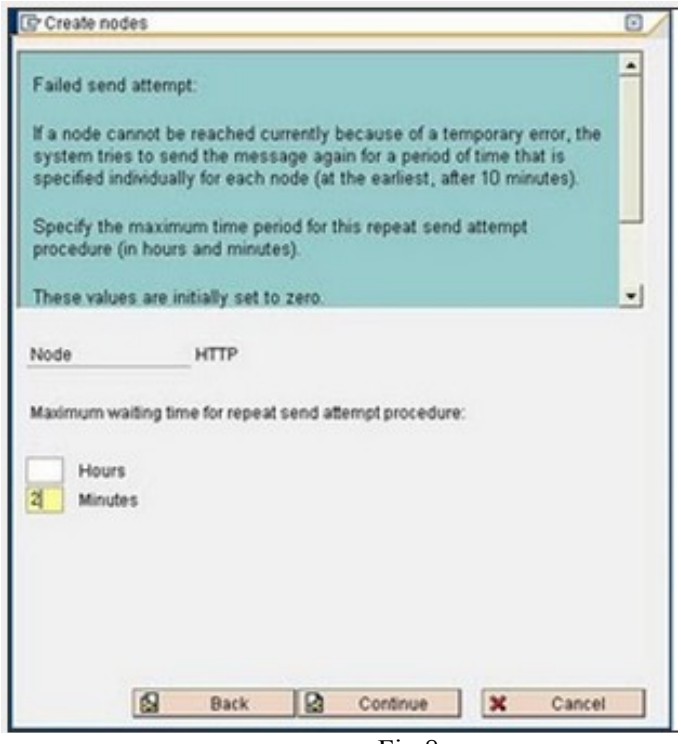

Fig 8

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

Fig 9

HTTP service is now configured (Fig 10)

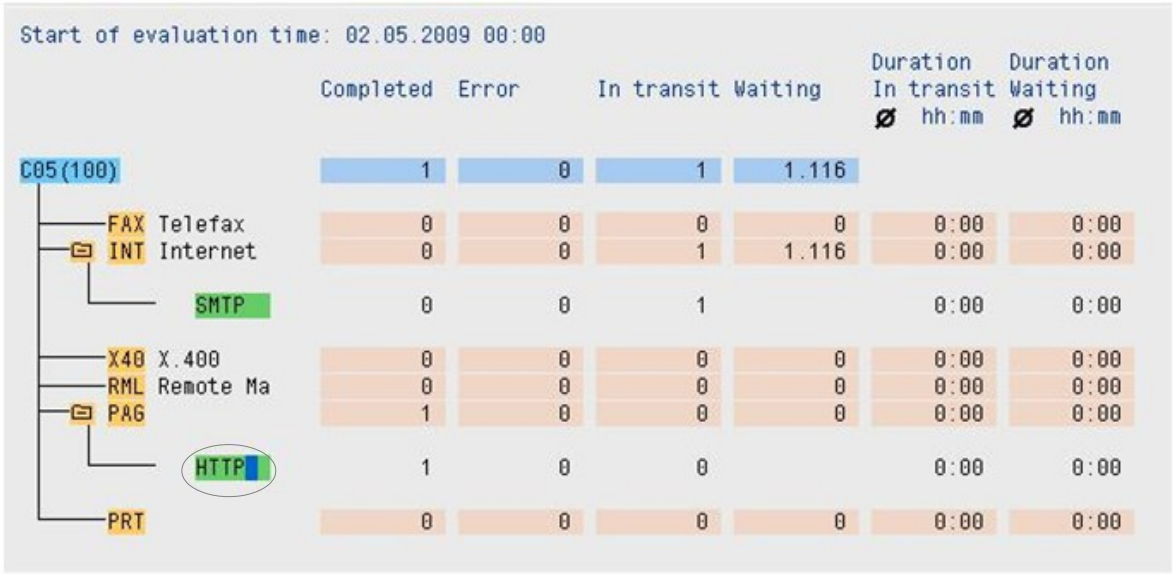

Fig 10

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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)

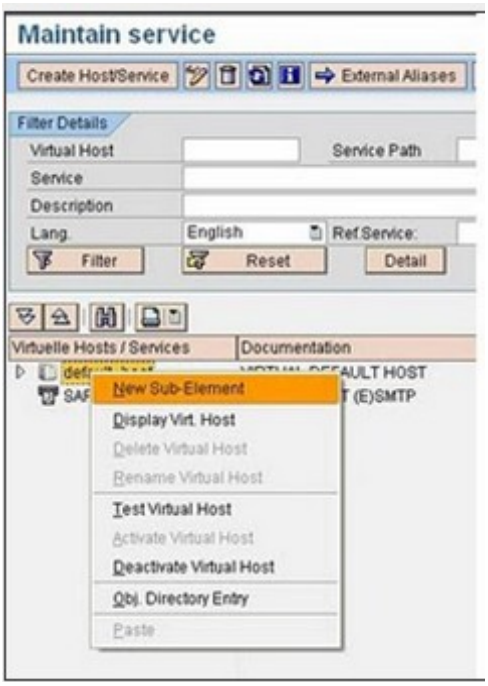

Fig 11

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

Fig 12

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

Fig 13

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

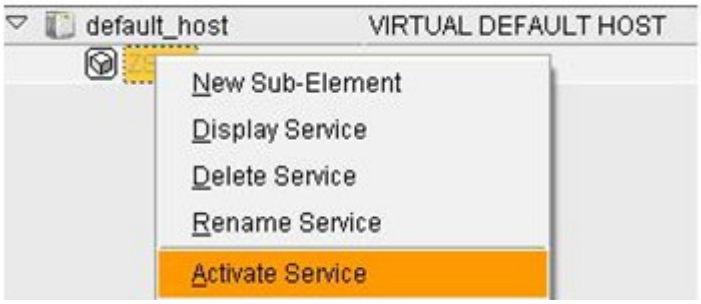

Fig 14

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)

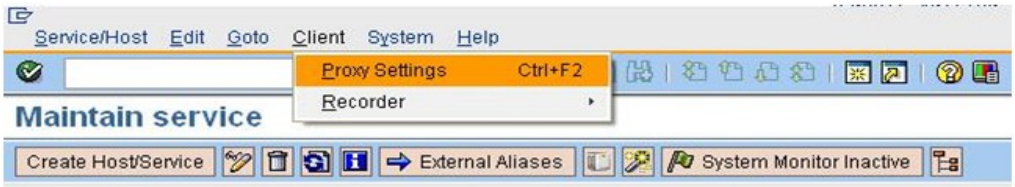

Fig 15

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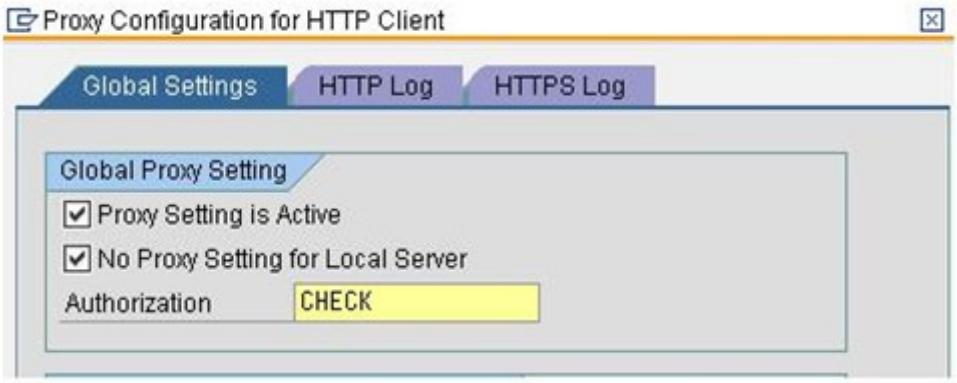

Fig 16

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

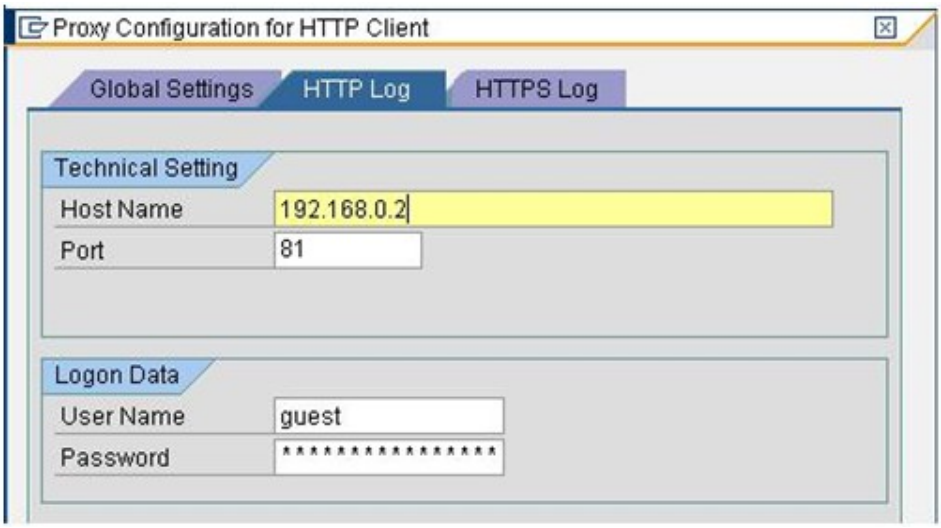

Fig 17

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”

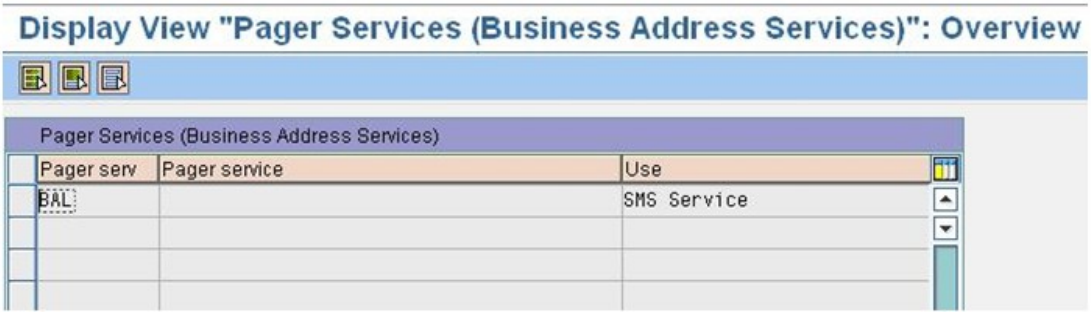

Fig 18

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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)

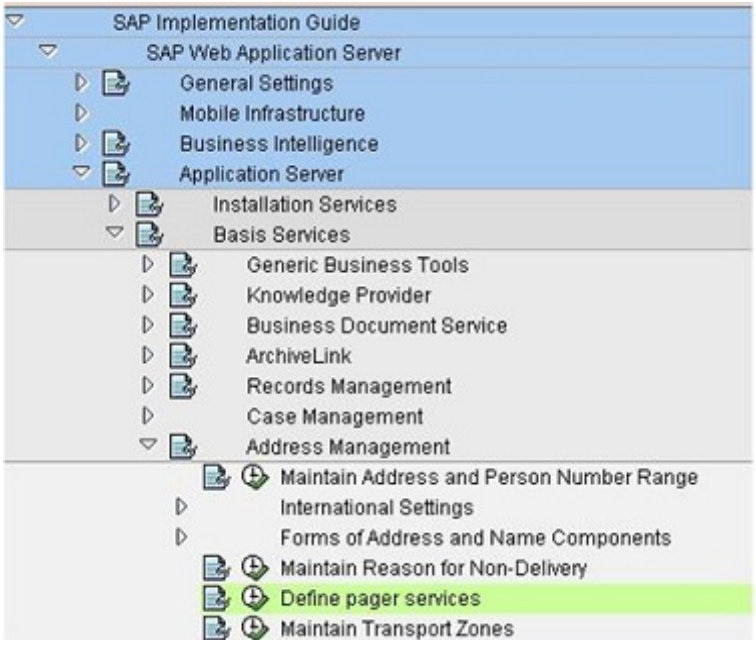

Fig 19

Input the following details (Fig 20):
Pager serv : **SMS**
Pager service : **SMS**
Use : **SMS Service**

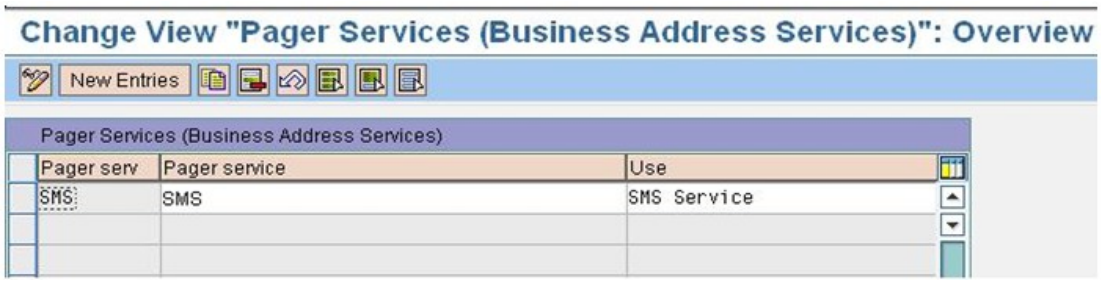

Fig 20

6.0 SENDING SMS MESSAGE

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

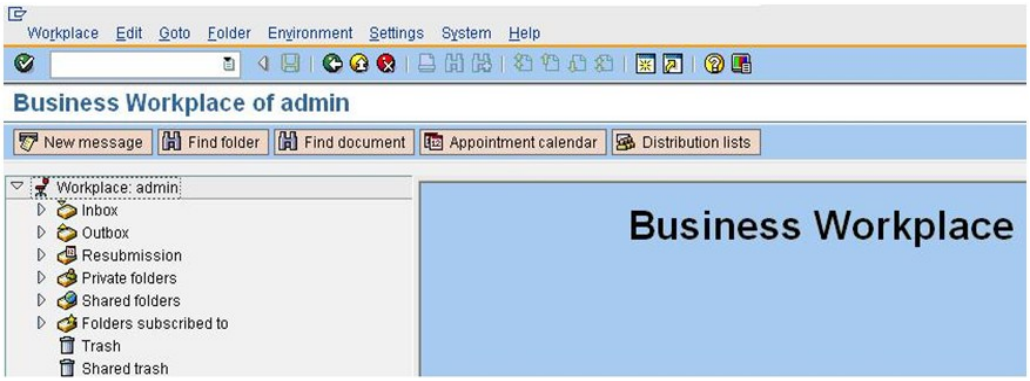

Fig 21

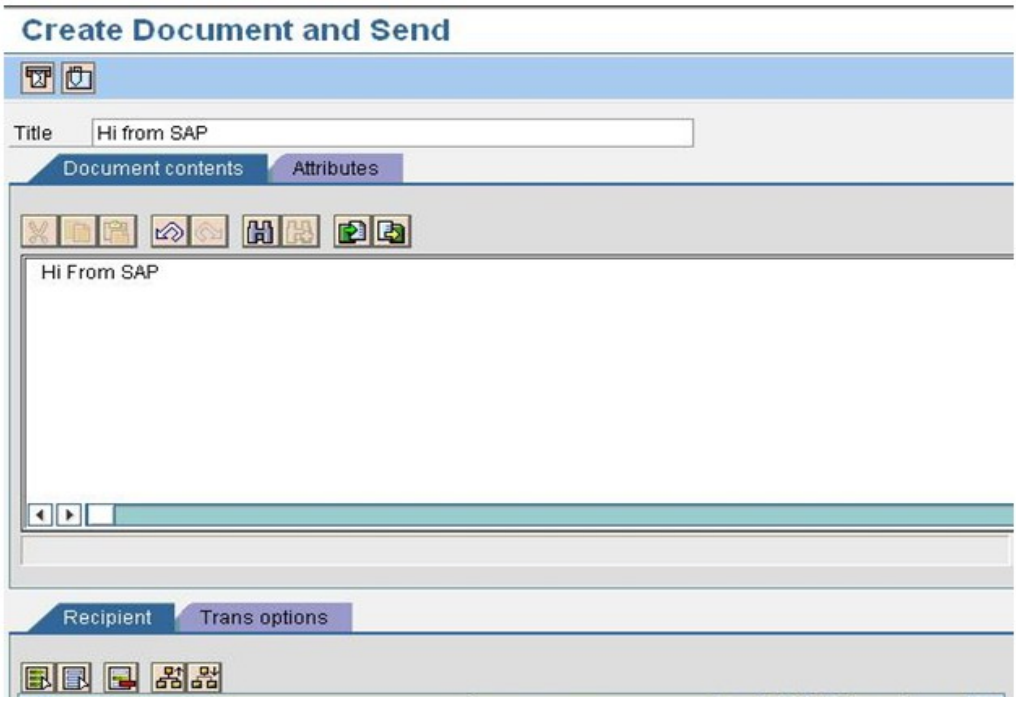

Fig 22

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

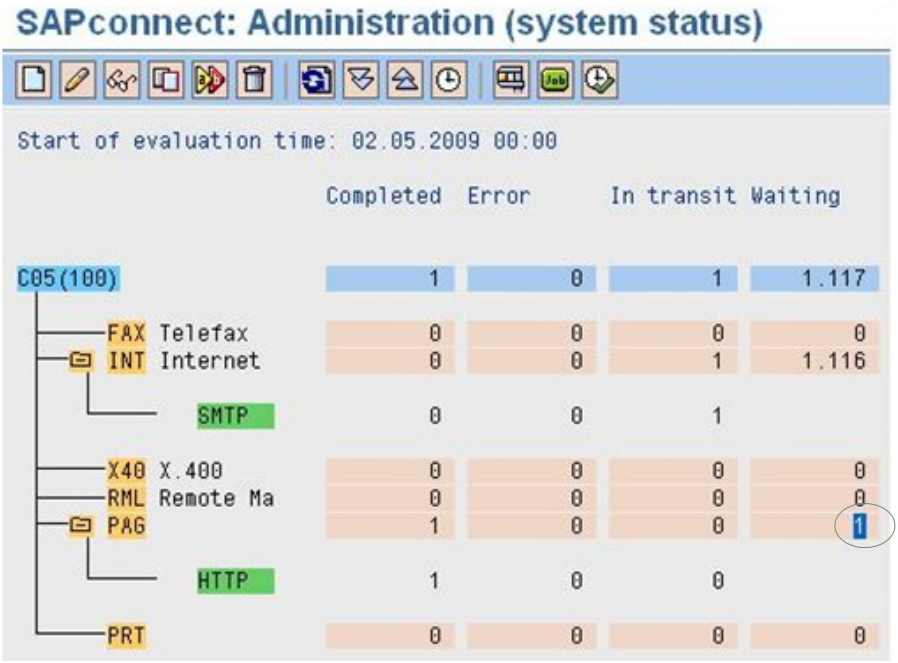
SAPconnect: Administration (system status)
Start of evaluation time: 02.05.2009 00:00
Completed Error In transit Waiting
C05(100) 1 0 1 1.117
FAX Telefax 0 0 0 0
INT Internet 0 0 1 1.116
SMTP 0 0 1
X40 X.400 0 0 0 0
RML Remote Ma 0 0 0 0
PAG 1 0 0 1
HTTP 1 0 0
PRT 0 0 0 0

Fig 23

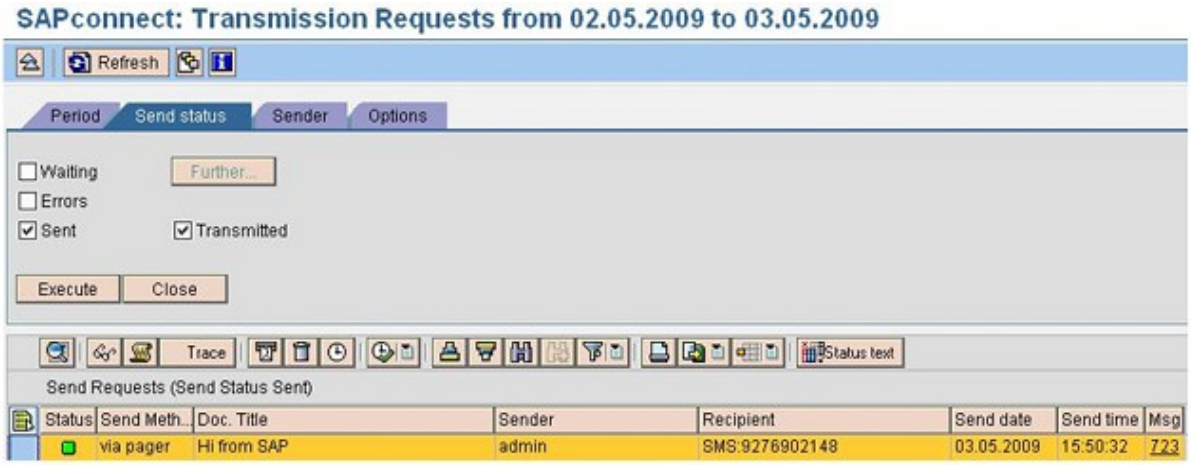
SAPconnect: Transmission Requests from 02.05.2009 to 03.05.2009
Refresh
Period
Send status
Sender
Options
Waiting
Further...
Errors
Sent
Transmitted
Execute
Close
Trace
Status text
Send Requests (Send Status Sent)
Status
Send Meth...
Doc. Title
Sender
Recipient
Send date
Send time
Msg
via pager
Hi from SAP
admin
SMS:9276902148
03.05.2009
15:50:32
723

Fig 24