

## **Oracle® Identity Manager**

Connector Guide for SAP Enterprise Portal

Release 9.0.4

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# Contents

<b>Preface</b> .....	v
Audience .....	v
Documentation Accessibility .....	v
Related Documents .....	vi
Documentation Updates .....	vi
Conventions .....	vi

## What's New in the Oracle Identity Manager Connector for SAP Enterprise Portal?

vii

Software Updates .....	vii
Documentation-Specific Updates.....	ix

## 1 About the Connector

<b>Reconciliation Module</b> .....	1-2
Lookup Fields Reconciliation .....	1-2
User Reconciliation .....	1-2
Reconciled SAP Enterprise Portal Resource Object Fields .....	1-2
Reconciled Xellerate User Fields.....	1-3
<b>Provisioning Module</b> .....	1-3
<b>Supported Functionality</b> .....	1-4
<b>Multilanguage Support</b> .....	1-4
<b>Files and Directories That Comprise the Connector</b> .....	1-5
<b>Determining the Release Number of the Connector</b> .....	1-6

## 2 Deploying the Connector

<b>Verifying Deployment Requirements</b> .....	2-1
<b>Copying the Connector Files and External Code Files</b> .....	2-2
Downloading the Apache Axis JAR Files.....	2-3
<b>Deploying Web Services on the Target System</b> .....	2-3
<b>Configuring the Oracle Identity Manager Server</b> .....	2-3
Changing to the Required Input Locale.....	2-3
Clearing Content Related to Connector Resource Bundles from the Server Cache .....	2-4
Enabling Logging .....	2-4
<b>Importing the Connector XML File</b> .....	2-6
Defining IT Resources .....	2-7

Configuring the SAP Change Password Function.....	2-9
Configuring SSL to Secure Communication Between Oracle Identity Manager and the Target System.....	2-9
Configuring the Target System for SSL .....	2-10
Configuring Oracle Identity Manager for SSL.....	2-10

### 3 Configuring the Connector

Configuring Reconciliation.....	3-1
Partial Reconciliation .....	3-1
Configuring Trusted Source Reconciliation .....	3-3
Configuring the Reconciliation Scheduled Tasks.....	3-4
Specifying Values for the Scheduled Task Attributes .....	3-4
Lookup Fields Reconciliation Scheduled Task.....	3-4
User Reconciliation Scheduled Task.....	3-5
Configuring Provisioning.....	3-6
Configuring the Connector for Multiple Installations of the Target System .....	3-8

### 4 Testing and Troubleshooting

Running Test Cases .....	4-1
Testing Partial Reconciliation.....	4-2
Troubleshooting.....	4-4
Connection Errors .....	4-4
Create User .....	4-5
Delete User .....	4-5
Modify User .....	4-6
Child Data .....	4-6

### 5 Known Issues

### Index

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# Preface

*Oracle Identity Manager Connector Guide for SAP Enterprise Portal* provides information about integrating Oracle Identity Manager with SAP Enterprise Portal.

## Audience

This guide is intended for users who want to deploy the Oracle Identity Manager connector for SAP Enterprise Portal.

## Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible to all users, including users that are disabled. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

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## Related Documents

For information about installing and using Oracle Identity Manager, see the Oracle Identity Manager documentation library.

For generic information about connectors, see *Oracle Identity Manager Concepts*.

The following Oracle Technology Network page provides links to Oracle Identity Manager documentation:

<http://www.oracle.com/technology/documentation/oim1014.html>

## Documentation Updates

Oracle is committed to delivering the best and most recent information available. For information about updates to the Oracle Identity Manager Connector Pack documentation library, visit Oracle Technology Network at

<http://www.oracle.com/technology/documentation/index.html>

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# What's New in the Oracle Identity Manager Connector for SAP Enterprise Portal?

This chapter provides an overview of the updates made to the software and documentation for the SAP Enterprise Portal connector in release 9.0.4.3.

**See Also:** The earlier release of this guide for information about updates that were new for that release

The updates discussed in this chapter are divided into the following categories:

- [Software Updates](#)

This section describes updates made to the connector software. This section also points out the sections of this guide that have been changed in response to each software update.

- [Documentation-Specific Updates](#)

These include major changes made to this guide. For example, the relocation of a section from the second chapter to the third chapter is a documentation-specific update. These changes are not related to software updates.

**See Also:** *Oracle Identity Manager Release Notes*

## Software Updates

The following sections discuss software updates implemented from release 9.0.4 to the current release of the connector:

- [Software Updates in Release 9.0.4.1](#)
- [Software Updates in Release 9.0.4.2](#)
- [Software Updates in Release 9.0.4.3](#)

### Software Updates in Release 9.0.4.1

The `SAPEPConnector.jar` file has been split into two files, `SAPEPConnector.jar` and `SAPEPRecon.jar`. Corresponding changes have been made in the following sections:

- [Files and Directories That Comprise the Connector](#) on page 1-5
- [Determining the Release Number of the Connector](#) on page 1-6
- [Copying the Connector Files and External Code Files](#) on page 2-2

## Software Updates in Release 9.0.4.2

The following are software updates in release 9.0.4.2:

- [Support for a New Version of the Target System](#)
- [Support for Batched Reconciliation](#)
- [No Requirement for External Code Files](#)
- [Other Software Updates](#)

### Support for a New Version of the Target System

This release of the connector supports SAP Enterprise Portal 7.0 SP15. Versions of the target system supported by earlier releases of the connector are desupported from this release onward.

See ["Verifying Deployment Requirements"](#) on page 2-1 for more information.

### Support for Batched Reconciliation

Batched reconciliation is supported from this release onward. The `BatchSize` attribute has been introduced in the `SAPEP UserRecon` scheduled task. The `FirstTimeReconRecords` attribute has been removed from the scheduled task.

See ["User Reconciliation Scheduled Task"](#) on page 3-5 for more information.

### No Requirement for External Code Files

Earlier releases of the connector required you to copy files from the following directory during the deployment procedure:

`SAPEP_HOME/EP6J/j2ee/j2ee_00/cluster/server/`

This requirement has been removed.

### Other Software Updates

The following are some minor updates made in this release:

- The `CustomizedReconQuery` parameter has been moved from the IT resource to the `SAPEP UserRecon` scheduled task. In addition, the `TrustedResourceObject` attribute has been added to this scheduled task. See ["User Reconciliation Scheduled Task"](#) on page 3-5 for more information.
- In ["Configuring Provisioning"](#) on page 3-6, the `SAP EP Email Modify` adapter has been added to the list of adapters to be compiled when you deploy the connector.
- In ["Testing Partial Reconciliation"](#) on page 4-2, the list of examples for testing partial reconciliation has been modified.
- From the ["Known Issues"](#) chapter, the following point has been removed:  
"The configuration details of the SAP Enterprise Portal database are in plaintext in the `sapum.properties` file, the location of which is available in the IT resource definition. This poses a security threat."

## Software Updates in Release 9.0.4.3

The following is a software update in release 9.0.4.3:

### Resolved Issues

The following are issues that have been resolved in release 9.0.4.3:



Bug Number	Issue	Resolution
7496046	During incremental reconciliation, all the users created on a given day were fetched into Oracle Identity Manager.	This issue has been resolved. Now, during incremental reconciliation, only user records that are added or modified after the timestamp are fetched into Oracle Identity Manager.
8682180	The status of the Delete User task was Rejected when the connector was configured for identity reconciliation (trusted source) mode. In addition, the status of the user remained at provisioned even after the corresponding OIM User was deleted.	This issue has been resolved. After the Delete User operation, the status of the user changes to Revoked and Delete User task changes to Completed.

## Documentation-Specific Updates

The following sections discuss documentation-specific updates from release 9.0.4 to the current release of the connector:

- [Documentation-Specific Updates in Release 9.0.4.1](#)
- [Documentation-Specific Updates in Release 9.0.4.2](#)
- [Documentation-Specific Updates in Release 9.0.4.3](#)

### Documentation-Specific Updates in Release 9.0.4.1

There are no documentation-specific updates in release 9.0.4.1.

### Documentation-Specific Updates in Release 9.0.4.2

The following are documentation-specific updates in release 9.0.4.2:

- In ["Reconciled Xellerate User Fields"](#) on page 1-3, the list of fields has been modified.
- In ["Deploying Web Services on the Target System"](#) on page 2-3, the procedure has been modified.
- In ["Partial Reconciliation"](#) on page 3-1, the row for the UserID to uniqueName field mapping has been removed. Some other changes have been made in the names of attributes for groups and roles.

### Documentation-Specific Updates in Release 9.0.4.3

The following are documentation-specific updates in release 9.0.4.3:

- In ["Configuring the Reconciliation Scheduled Tasks"](#) on page 3-4, the status that Oracle Identity Manager assigns to a task after completing the maximum number of retries has been changed from FAILED to ERROR.
- In the ["Multilanguage Support"](#) on page 1-4, Arabic has been added to the list of languages that the connector supports.
- In the ["Testing Partial Reconciliation"](#) section, a minor change in the example for the CustomizedReconQuery parameter has been made.
- In the ["Defining IT Resources"](#) section, the SOAPAdminUserID and SOAPAdminPassword parameters have been added. These parameters have been supported from release 9.0.4.2. Similarly, the SAPUMLocation parameter has been deleted. This parameter has been deleted from release 9.0.4.2.

- The "[Configuring SSL to Secure Communication Between Oracle Identity Manager and the Target System](#)" section has been added.
- The following item has been removed from the "[Known Issues](#)" chapter:  
The connector does not support Secure Network Communication (SNC) or Secure Sockets Layer (SSL).

---

## About the Connector

Oracle Identity Manager automates access rights management, security, and provisioning of IT resources. Oracle Identity Manager connectors are used to integrate Oracle Identity Manager with external, identity-aware applications. This guide discusses the connector that enables you to use SAP Enterprise Portal either as a managed (target) resource or as an authoritative (trusted) source of identity data for Oracle Identity Manager.

In the account management (target resource) mode of the connector, information about users created or modified directly on the target system can be reconciled into Oracle Identity Manager. In addition, you can use Oracle Identity Manager to perform provisioning operations on the target system.

In the identity reconciliation (trusted source) configuration of the connector, users are created or modified only on the target system and information about these users is reconciled into Oracle Identity Manager.

---

**Note:** It is recommended that you do not configure the target system as both an authoritative (trusted) source and a managed (target) resource.

---

This chapter contains the following sections:

- [Reconciliation Module](#)
- [Provisioning Module](#)
- [Supported Functionality](#)
- [Multilanguage Support](#)
- [Files and Directories That Comprise the Connector](#)
- [Determining the Release Number of the Connector](#)

---

**Note:** In this guide, the term **Oracle Identity Manager server** refers to the computer on which Oracle Identity Manager is installed.

At some places in this guide, SAP Enterprise Portal has been referred to as the *target system*.

---

## 1.1 Reconciliation Module

**Reconciliation** involves duplicating in Oracle Identity Manager the creation of and modifications to user accounts on the target system. It is an automated process initiated by a scheduled task that you configure.

**See Also:** The "Deployment Configurations of Oracle Identity Manager" section in *Oracle Identity Manager Connector Concepts Guide* for conceptual information about reconciliation configurations

This section discusses the elements that the reconciliation module extracts from the target system to construct reconciliation event records. The following are features of these records:

- The default data elements of each reconciliation event record are Organization, User Type, and Employee Type.
- The default labels for the data elements in each reconciliation event record are:
  - Event Linked (for successful reconciliation)
  - No Match Found (for failed reconciliation)

Based on the type of data reconciled from the target system, reconciliation can be divided into the following types:

- [Lookup Fields Reconciliation](#)
- [User Reconciliation](#)

### 1.1.1 Lookup Fields Reconciliation

For user reconciliation to work, the following lookup definitions must be available and the lookup values must be reconciled:

- Lookup.SAP.EP.Country
- Lookup.SAP.EP.Groups
- Lookup.SAP.EP.Language
- Lookup.SAP.EP.Roles
- Lookup.SAP.EP.TimeZone

### 1.1.2 User Reconciliation

User reconciliation can be divided into the following:

- [Reconciled SAP Enterprise Portal Resource Object Fields](#)
- [Reconciled Xellerate User Fields](#)

#### 1.1.2.1 Reconciled SAP Enterprise Portal Resource Object Fields

The following fields are reconciled:

- Street
- City
- State
- Zip

- Country
- TimeZone
- Department
- ValidFrom
- ValidTo
- Locked
- UserID
- Password
- FirstName
- LastName
- EmailID
- Language
- Telephone
- Fax
- Mobile
- Group
- Role

#### 1.1.2.2 Reconciled Xellerate User Fields

If trusted source reconciliation is implemented, then the following additional fields are reconciled:

- UserID
- FirstName
- LastName
- EmailID
- Organization

## 1.2 Provisioning Module

**Provisioning** involves creating or modifying a user's account on the target system through Oracle Identity Manager. You use the Oracle Identity Manager Administrative and User Console to perform provisioning operations.

**See Also:** The "Deployment Configurations of Oracle Identity Manager" section in *Oracle Identity Manager Connector Concepts Guide* for conceptual information about provisioning

For this target system, the following fields are provisioned:

- User ID
- Password
- First Name
- Last Name

- Email ID
- ValidFrom
- ValidTo

---

**Note:** If you create a user in Oracle Identity Manager and do not assign a role to the user, then the user would not be able to view any Portal content after logging in to SAP Enterprise Portal.

---

## 1.3 Supported Functionality

The following table lists the functions that are available with this connector.

Function	Type	Description
Create User	Provisioning	Creates a user in the SAP Enterprise Portal system
Update User	Provisioning	Updates a user in the SAP Enterprise Portal system
Delete User	Provisioning	Deletes a user from the SAP Enterprise Portal system
Reset Password	Provisioning	Updates the user password in the SAP Enterprise Portal system
Lock User	Provisioning	Locks a user in the SAP Enterprise Portal system
UnLock User	Provisioning	Unlocks a locked user in the SAP Enterprise Portal system
Add Role	Provisioning	Adds a role to a user in the SAP Enterprise Portal system
Add Group	Provisioning	Adds a group to a user in the SAP Enterprise Portal system
Remove Role	Provisioning	Removes the role of a user in the SAP Enterprise Portal system
Remove Group	Provisioning	Removes a group from a user in the SAP Enterprise Portal system
List Roles of User	Provisioning	Lists the roles of a user in the SAP Enterprise Portal system
List Groups of User	Provisioning	Lists the groups of a user in the SAP Enterprise Portal system
List All Roles	Provisioning	Lists all the roles defined in the SAP Enterprise Portal system
List All Groups	Provisioning	Lists all the groups defined in the SAP Enterprise Portal system
Reconciliation Insert Received	Reconciliation	Inserts into Oracle Identity Manager the user that is created in the SAP Enterprise Portal system
Reconciliation Update Received	Reconciliation	Updates in Oracle Identity Manager the user that is updated in the SAP Enterprise Portal system
Reconciliation Delete Received	Reconciliation	Deletes from Oracle Identity Manager the user that is deleted from the SAP Enterprise Portal system

## 1.4 Multilanguage Support

This release of the connector supports the following languages:

- Arabic

- Chinese Simplified
- Chinese Traditional
- Danish
- English
- French
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazilian)
- Spanish

**See Also:** *Oracle Identity Manager Globalization Guide* for information about supported special characters

## 1.5 Files and Directories That Comprise the Connector

The files and directories that comprise this connector are in the following directory on the installation media:

Enterprise Applications/SAP Enterprise Portal

These files and directories are listed in the following table.

File in the Installation Media Directory	Description
lib/SAPEPConnector.jar	This JAR file contains the class files that are required for provisioning.
lib/SAPEPRecon.jar	This JAR file contains the class files that are required for reconciliation.
par/ConnectorService.par	This file is used for calling Web Services on the SAP Enterprise Portal system.
Files in the resources directory	Each of these resource bundles contains language-specific information that is used by the connector.  <b>Note:</b> A <b>resource bundle</b> is a file containing localized versions of the text strings that are displayed on the user interface of Oracle Identity Manager. These text strings include GUI element labels and messages displayed on the Administrative and User Console.
test/Troubleshoot/TroubleShootUtility.class	This utility is used to test connector functionality.
test/Troubleshoot/global.properties	This file is used to specify the parameters and settings required to connect to the target system by using the testing utility.
test/Troubleshoot/log.properties	This file is used to specify the log level and the directory in which the log file is to be created when you run the testing utility.

File in the Installation Media Directory	Description
xml/SAPEPResourceObject.xml	<p>This XML file contains definitions for the following components of the connector:</p> <ul style="list-style-type: none"> <li>■ IT resource definition</li> <li>■ SAP User form</li> <li>■ Lookup definitions</li> <li>■ Adapters</li> <li>■ Resource object</li> <li>■ Process definition</li> <li>■ Reconciliation scheduled tasks</li> </ul>
xml/SAPEPXLResourceObject.xml	<p>This XML file contains the configuration for the Xellerate User. You must import this file only if you plan to use the connector in trusted source reconciliation mode.</p>

---

**Note:** The files in the test directory are used only to run tests on the connector.

---

The ["Copying the Connector Files and External Code Files"](#) section on page 2-2 provides instructions to copy these files into the required directories.

## 1.6 Determining the Release Number of the Connector

You can use the following method to determine the release number of the connector:

1. Extract the contents of the `SAPEPConnector.jar` or `SAPEPRecon.jar` file. This file is in the following directory on the installation media:

Enterprise Applications/PeopleSoft Enterprise Applications/PeopleSoft User Management/lib/ScheduleTask

2. Open the `manifest.mf` file in a text editor. The `manifest.mf` file is one of the files bundled inside the `SAPEPConnector.jar` or `SAPEPRecon.jar` file.

In the `manifest.mf` file, the release number of the connector is displayed as the value of the `Version` property.



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## Deploying the Connector

Deploying the connector involves the following steps:

- [Verifying Deployment Requirements](#)
- [Copying the Connector Files and External Code Files](#)
- [Deploying Web Services on the Target System](#)
- [Configuring the Oracle Identity Manager Server](#)
- [Importing the Connector XML File](#)
- [Configuring the SAP Change Password Function](#)
- [Configuring SSL to Secure Communication Between Oracle Identity Manager and the Target System](#)

### 2.1 Verifying Deployment Requirements

The following table lists the deployment requirements for the connector.

Item	Requirement
Oracle Identity Manager	Oracle Identity Manager release 8.5.3.1 or later
Target systems	SAP Enterprise Portal 7.0
Infrastructure requirements	<ul style="list-style-type: none"><li>■ SAP Enterprise Portal 7.0 running on SAP Web Application Server (WAS) 7.0</li><li>■ SAP User Management Engine (UME) 7.0 APIs must be available on the SAP Enterprise Portal 7.0</li><li>■ Apache Axis Web Services Framework 1.3</li></ul>
External code	Apache Axis JAR files  These are listed in the <a href="#">"Files and Directories That Comprise the Connector"</a> section on page 1-5.

Item	Requirement
Target system user account	<p>Create a user account, and assign the following roles to it:</p> <ul style="list-style-type: none"> <li>■ <code>super_admin_role</code></li> <li>■ <code>com.sap.pdk.JavaDeveloper</code></li> </ul> <p>The second role gives the rights to deploy the agent on the target system. For this connector, the agent is the <code>ConnectorService.par</code> file.</p> <p>The <code>SAPUMLocation</code> parameter of the IT resource holds information about this user account. See <a href="#">"Defining IT Resources"</a> on page 2-7 for information about this parameter.</p> <p>If the specified roles are not assigned to this user account, then Oracle Identity Manager cannot connect to the target system.</p>

## 2.2 Copying the Connector Files and External Code Files

The connector files to be copied and the directories to which you must copy them are given in the following table.

**Note:** The connector files listed in the first column of this table are in the following directory on the installation media:

Enterprise Applications/SAP Enterprise Portal

Refer to the ["Files and Directories That Comprise the Connector"](#) section on page 1-5 for more information about these files.

Connector File	Destination Directory
Files in the <code>lib</code> directory	<code>OIM_HOME/Xellerate/SAP_EP/lib</code> <code>OIM_HOME/Xellerate/SAP_EP/JavaTasks</code>
<code>lib/SAPEPRecon.jar</code>	<code>OIM_HOME/Xellerate/ScheduleTask</code>
<code>par/ConnectorService.par</code>	Refer to the <a href="#">"Deploying Web Services on the Target System"</a> section on page 2-3.
Files in the <code>resources</code> directory	<code>OIM_HOME/xellerate/connectorResources</code>
Files in the <code>test</code> directory	<code>OIM_HOME/Xellerate/SAP_EP/test</code>
Files in the <code>xml</code> directory	<code>OIM_HOME/Xellerate/SAP_EP/xml</code>
The <code>axis.jar</code> file from the Apache Web site at <a href="http://ws.apache.org/axis">http://ws.apache.org/axis</a>	<code>OIM_HOME/Xellerate/ThirdParty</code>

---

**Note:** While installing Oracle Identity Manager in a clustered environment, you copy the contents of the installation directory to each node of the cluster. Similarly, you must copy the contents of the `connectorResources` directory and the JAR files to the corresponding directories on each node of the cluster.

---

### 2.2.1 Downloading the Apache Axis JAR Files

Download the Apache Axis JAR files that are required for SOAP communication with the Web service running on the SAP Enterprise Portal 6.0 server. The version of Axis used is `axis-1_3`. You can download the JAR files from

<http://ws.apache.org/axis/>

You must copy these JAR files into the `JavaTasks` directory of Oracle Identity Manager. In a clustered environment, you must copy these JAR files into the `JavaTasks` directory of each node of the cluster.

## 2.3 Deploying Web Services on the Target System

To be able to use Web services with the SAP Enterprise Portal connector, you must deploy the `ConnectorService.par` file as follows:

1. Log in to SAP Enterprise Portal as the administrator.
2. Click the **System Administration** tab, the **Support** secondary tab, select **Portal Runtime** and then select **Administration Console**.
3. In the Archive Uploader region, browse to the `ConnectorService.par` file, and then click **Upload**. After the file is uploaded, an INFO message is displayed.
4. From the list in the Archive Deployment Checker region, select **ConnectorService**, and then click **Refresh**.

## 2.4 Configuring the Oracle Identity Manager Server

Configuring the Oracle Identity Manager server involves performing the following procedures:

---

**Note:** In a clustered environment, you must perform this step on each node of the cluster.

---

- [Changing to the Required Input Locale](#)
- [Clearing Content Related to Connector Resource Bundles from the Server Cache](#)
- [Enabling Logging](#)

### 2.4.1 Changing to the Required Input Locale

Changing to the required input locale (language and country setting) involves installing the required fonts and setting the required input locale.

You may require the assistance of the system administrator to change to the required input locale.

## 2.4.2 Clearing Content Related to Connector Resource Bundles from the Server Cache

While performing the instructions described in the ["Copying the Connector Files and External Code Files"](#) section on page 2-2, you copy files from the `resources` directory on the installation media into the `OIM_HOME/xellerate/connectorResources` directory. Whenever you add a new resource bundle in the `connectorResources` directory or make a change in an existing resource bundle, you must clear content related to connector resource bundles from the server cache.

To clear content related to connector resource bundles from the server cache:

1. In a command window, change to the `OIM_HOME/xellerate/bin` directory.

---

---

**Note:** You must perform Step 1 before you perform Step 2. An exception is thrown if you run the command described in Step 2 as follows:

```
OIM_HOME/xellerate/bin/batch_file_name
```

---

---

2. Enter one of the following commands:

- On Microsoft Windows:

```
PurgeCache.bat ConnectorResourceBundle
```

- On UNIX:

```
PurgeCache.sh ConnectorResourceBundle
```

---

---

**Note:** You can ignore the exception that is thrown when you perform Step 2.

---

---

In this command, `ConnectorResourceBundle` is one of the content categories that you can remove from the server cache. Refer to the following file for information about the other content categories:

```
OIM_HOME/xellerate/config/xlConfig.xml
```

## 2.4.3 Enabling Logging

When you enable logging, Oracle Identity Manager automatically stores in a log file information about events that occur during the course of provisioning and reconciliation operations. To specify the type of event for which you want logging to take place, you can set the log level to one of the following:

- ALL

This level enables logging for all events.

- DEBUG

This level enables logging of information about fine-grained events that are useful for debugging.

- INFO

This level enables logging of messages that highlight the progress of the application at a coarse-grained level.

- WARN

This level enables logging of information about potentially harmful situations.

- **ERROR**

This level enables logging of information about error events that may allow the application to continue running.

- **FATAL**

This level enables logging of information about very severe error events that could cause the application to stop functioning.

- **OFF**

This level disables logging for all events.

The file in which you set the log level and the log file path depend on the application server that you use:

- **Oracle WebLogic Server**

To enable logging:

1. Add the following lines in the

*OIM\_HOME/xellerate/config/log.properties* file:

```
log4j.logger.XELLERATE=log_level
log4j.logger.XL_INTG.SAPEPCONNECTOR=log_level
```

2. In these lines, replace *log\_level* with the log level that you want to set.

For example:

```
log4j.logger.XELLERATE=INFO
log4j.logger.XL_INTG.SAPEPCONNECTOR=INFO
```

After you enable logging, the log information is written to the following file:

*WEBLOGIC\_HOME/user\_projects/domains/domain\_name/server\_name/server\_name.log*

- **IBM WebSphere Application Server**

To enable logging:

1. Add the following lines in the

*OIM\_HOME/xellerate/config/log.properties* file:

```
log4j.logger.XELLERATE=log_level
log4j.logger.XL_INTG.SAPEPCONNECTOR=log_level
```

2. In these lines, replace *log\_level* with the log level that you want to set.

For example:

```
log4j.logger.XELLERATE=INFO
log4j.logger.XL_INTG.SAPEPCONNECTOR=INFO
```

After you enable logging, the log information is written to the following file:

*WEBSPPHERE\_HOME/AppServer/logs/server\_name/startServer.log*

- **JBoss Application Server**

To enable logging:

1. In the *JBASS\_HOME/server/default/conf/log4j.xml* file, locate or add the following lines:

```

<category name="XELLERATE">
  <priority value="log_level"/>
</category>

<category name="XL_INTG.SAPEPCONNECTOR">
  <priority value="log_level"/>
</category>

```

2. In the second XML code line of each set, replace *log\_level* with the log level that you want to set. For example:

```

<category name="XELLERATE">
  <priority value="INFO"/>
</category>

<category name="XL_INTG.SAPEPCONNECTOR">
  <priority value="INFO"/>
</category>

```

After you enable logging, the log information is written to the following file:

*JBOSS\_HOME*/server/default/log/server.log

#### ■ Oracle Application Server

To enable logging:

1. Add the following lines in the *OIM\_HOME/xellerate/config/log.properties* file:

```

log4j.logger.XELLERATE=log_level
log4j.logger.XL_INTG.SAPEPCONNECTOR=log_level

```

2. In these lines, replace *log\_level* with the log level that you want to set.

For example:

```

log4j.logger.XELLERATE=INFO
log4j.logger.XL_INTG.SAPEPCONNECTOR=INFO

```

After you enable logging, the log information is written to the following file:

*OAS\_HOME*/opmn/logs/default\_group~home~default\_group~1.log

## 2.5 Importing the Connector XML File

As mentioned in the ["Files and Directories That Comprise the Connector"](#) section on page 1-5, the connector XML file contains definitions of the components of the connector. By importing the connector XML file, you create these components in Oracle Identity Manager.

To import the connector XML file into Oracle Identity Manager:

1. Open the Oracle Identity Manager Administrative and User Console.
2. Click the **Deployment Management** link on the left navigation bar.
3. Click the **Import** link under Deployment Management. A dialog box for opening files is displayed.
4. Locate and open the *SAPEPResourceObject.xml* file, which is in the *OIM\_HOME/Xellerate/xml* directory. Details of this XML file are shown on the File Preview page.

---

**Note:** The connector version is also displayed on this page.

---

5. Click **Add File**. The Substitutions page is displayed.
6. Click **Next**. The Confirmation page is displayed.
7. Click **Next**. The Provide IT Resource Instance Data page for the SAP EP IT Resource IT resource is displayed.
8. Specify values for the parameters of the SAP EP IT Resource IT resource. Refer to the ["Defining IT Resources"](#) section on page 2-7 for information about the values to be specified.
9. If you want to configure the connector for another instance of the target system, then:
  - a. Click **Next**. The Provide IT Resource Instance Data page for a new instance of the SAP EP IT Resource IT resource type is displayed.
  - b. To define an IT resource for the next instance of the target system, first assign a name to the new IT resource on this page. Then, refer to the ["Defining IT Resources"](#) section on page 2-7 for information about the values to be specified for the parameters of the new IT resource.

Repeat Steps a and b for the remaining instances of the target system.

**See Also:** *Oracle Identity Manager Tools Reference Guide*

10. Click **Skip** after you define IT resources for all the instances of the target system. The Confirmation page is displayed.

**See Also:** If you want to define another IT resource, then refer to *Oracle Identity Manager Administrative and User Console Guide* for instructions.

11. Click **View Selections**.

The contents of the XML file are displayed on the Import page. You *may* see a cross-shaped icon along with some nodes. These nodes represent Oracle Identity Manager entities that are redundant. Before you import the connector XML file, you must remove these entities by right-clicking each node and then selecting **Remove**.

12. Click **Import**. The connector XML file is imported into Oracle Identity Manager.

After you import the connector XML file, proceed to the ["Configuring the SAP Change Password Function"](#) section on page 2-9.

## 2.5.1 Defining IT Resources

You must specify values for the SAP EP IT resource parameters listed in the following table.

Parameter	Description
TimeStamp	<p>For the first reconciliation run, the time-stamp value is not set. For subsequent rounds of reconciliation, the time at which the previous round of reconciliation was completed is stored in this parameter.</p> <p>The following are sample timestamp values:</p> <ul style="list-style-type: none"> <li>■ English: Jun 01, 2006 at 10:00:00 GMT+05:30</li> <li>■ French: juil. 01, 2006 at 10:00:00 GMT+05:30</li> <li>■ Japanese: 6 01, 2006 at 10:00:00 GMT+05:30</li> </ul>
WSDLLocation	<p>This parameter holds the location of the WSDL URL, where the Web service is running in SAP Enterprise Portal 6.0.</p> <p>For example:</p> <p>To determine the WSDL URL:</p> <ol style="list-style-type: none"> <li>1. Log in to SAP EP as an administrator.</li> <li>2. Click the <b>System Administration</b> tab.</li> <li>3. Click the <b>Support</b> tab.</li> <li>4. Select <b>Portal Runtime</b> in the Top Level Areas region. The Portal Support Desk: Portal Runtime page is displayed.</li> <li>5. On this page, click <b>SOAP Admin</b> in the Test and Configuration Tools region. The SOAP Administration page is displayed.</li> <li>6. On this page, select <b>Web Services</b>. All the Web Services are displayed.</li> <li>7. Click <b>com.sap.portal.prt.soap.ConnectorService</b>. All the WSDL files are displayed.</li> <li>8. Click the <b>Present</b> link next to RPC Literal. An XML file is opened.</li> <li>9. In the XML file, search for the tag that starts with the following text:  <pre>&lt;soap:address location=</pre> <p>This tag holds the WSDL URL of the Web service. For example:</p> <pre>&lt;soap:address location="http://mlbpsap02:50000/irj/servlet/prt/so ap/com.sap.portal.prt.soap.ConnectorService?style=r pc_lit" /&gt;</pre> </li> <li>10. Enter the WSDL URL as the value of the WSDLLocation parameter.</li> </ol>
SOAPAdminUserID	<p>User ID of the admin user account that the connector uses to login to the target system.</p> <p>Sample value: admin</p>
SOAPAdminPassword	<p>Password of the admin user account that the connector uses to login to the target system.</p>

After you specify values for these IT resource parameters, proceed to Step 9 of the procedure to import connector XML files.



## 2.6 Configuring the SAP Change Password Function

You can configure the Change Password function to modify password behavior in scenarios such as when a user profile on the target system gets locked or expires. For such scenarios, you can configure the system so that the administrator is not able to reset the password for a locked or expired user profile. This helps prevent discrepancies between data in Oracle Identity Manager and the target system.

To configure the Change Password function:

**See Also:** *Oracle Identity Manager Design Console Guide*

1. Open the Oracle Identity Manager Design Console.
2. Expand the **Process Management** folder.
3. Open the **Process Definition** form.
4. Select the SAP EP Process process definition.
5. Double-click the **Password Updated** task.
6. On the Integration tab, specify values for the following parameters:
  - **ValidityChange:** You can specify either `true` or `false`.
    - **True:** If the user's validity period has expired, then it is extended to the date specified in the `ValidTo` parameter.
    - **False:** If the user's validity period has expired, then it does not extend the validity and the user's password cannot be changed.
  - **lockChange:** You can specify either `true` or `false`.
    - **True:** If the user is locked but not by the administrator, then the user is unlocked before the change of password. If the user is locked by the administrator, then the password cannot be changed.
    - **False:** If the user is locked, then the password cannot be changed.
  - **ValidTo:** Date to which the user's validity must be extended. The date format must be as follows:  
`Apr 1 10 11:18:29 AM`  
 If this field is left empty, then the value is set to 1970-01-01, which is the default date.

---

**Note:** The values specified are case-sensitive and must match the case in the SAP system.

---

## 2.7 Configuring SSL to Secure Communication Between Oracle Identity Manager and the Target System

This section discusses the following topics:

- [Configuring the Target System for SSL](#)
- [Configuring Oracle Identity Manager for SSL](#)

## 2.7.1 Configuring the Target System for SSL

For instructions on configuring the target system for SSL, visit the SAP Web site at

[http://help.sap.com/erp2005\\_ehp\\_04/helpdata/DE/a6/98f73dbc570302e10000000a114084/frameset.htm](http://help.sap.com/erp2005_ehp_04/helpdata/DE/a6/98f73dbc570302e10000000a114084/frameset.htm)

## 2.7.2 Configuring Oracle Identity Manager for SSL

Configuring Oracle Identity Manager for SSL involves importing the certificate that was created on the target system. To import the certificate:

1. Copy the certificate of the target system into the `JAVA_HOME/lib/security` directory of the Oracle Identity Manager host computer.
2. In a terminal window, change to the `JAVA_HOME/bin` directory, and then run the following command:

```
keytool -import -alias ALIAS -file CERT_FILE_NAME -trustcacerts -keystore  
MY_CACERTS -storepass PASSWORD
```

In this command:

- `ALIAS` is the alias for the certificate.
- `CERT_FILE_NAME` is the complete name and path of the certificate.
- `MY_CACERTS` is the full path and name of the certificate store.
- `PASSWORD` is the keystore password.

The following is a sample command:

```
keytool -import -alias sapep_trusted_cert -file  
JAVA_HOME/lib/security/globalsv.crt -trustcacerts -keystore  
JAVA_HOME/lib/security/cacerts -storepass changeit
```

---

## Configuring the Connector

After you deploy the connector, you must configure it to meet your requirements. This chapter discusses the following connector configuration procedures:

---

**Note:** These sections provide both conceptual and procedural information about configuring the connector. It is recommended that you read the conceptual information before you perform the procedures.

---

### 3.1 Configuring Reconciliation

As mentioned earlier in this guide, reconciliation involves duplicating in Oracle Identity Manager the creation of and modifications to user accounts on the target system. This section discusses the following topics related to configuring reconciliation:

- [Partial Reconciliation](#)
- [Configuring Trusted Source Reconciliation](#)
- [Configuring the Reconciliation Scheduled Tasks](#)

#### 3.1.1 Partial Reconciliation

By default, all target system records that are added or modified after the last reconciliation run are reconciled during the current reconciliation run. You can customize this process by specifying the subset of added or modified target system records that must be reconciled. You do this by creating filters for the reconciliation module.

For this connector, you create a filter by specifying values for the CustomizedReconQuery IT resource parameter while performing the procedure described in the "[Defining IT Resources](#)" section on page 2-7.

The following table lists the SAP Enterprise Portal attributes that you can use to build the query condition. You specify this query condition as the value of the CustomizedReconQuery parameter.

SAP EP Attribute	Oracle Identity Manager Attribute
firstname	FirstName
lastname	LastName
department	Department

SAP EP Attribute	Oracle Identity Manager Attribute
email	EmailID
telephone	Telephone
mobile	Mobile
fax	Fax
streetaddress	Street
city	City
zip	Zip
country	Country
state	State
locale	Language
timezone	TimeZone
Group	Group
Role	Role

The following are sample query conditions:

- `firstname=John&lastname=Doe`  
With this query condition, records of users whose first name is John and last name is Doe are reconciled.
- `firstname=John&lastname=Doe|email=test@example.com`  
With this query condition, records of users who meet either of the following conditions are reconciled:
  - The user's first name is John or last name is Doe.
  - The user's e-mail address is test@example.com.

If you do not specify values for the `CustomizedReconQuery` parameter, then all the records in the target system are compared with existing Oracle Identity Manager records during reconciliation.

You must apply the following guidelines while specifying a value for the `CustomizedReconQuery` parameter:

- For the SAP Enterprise Portal attributes, you must use the same case (uppercase or lowercase) as given in the table shown earlier in this section. This is because the attribute names are case-sensitive.
- You must not include unnecessary blank spaces between operators and values in the query condition.

A query condition with spaces separating values and operators would yield different results as compared to a query condition that does not contain spaces between values and operators. For example, the output of the following query conditions would be different:

```
firstname=John&lastname=Doe
```

```
firstname= John&lastname= Doe
```

In the second query condition, the reconciliation engine would look for first name and last name values that contain a space at the start.

- You must not include special characters other than the equal sign (=), ampersand (&), and vertical bar (|) in the query condition.

---

**Note:** An exception is thrown if you include special characters other than the equal sign (=), ampersand (&), and vertical bar (|).

---

- To specify multiple roles and groups in the query, roles and groups must be provided with the comma separator.

You specify a value for the `CustomizedReconQuery` parameter while performing the procedure described in the ["Defining IT Resources"](#) section on page 2-7.

### 3.1.2 Configuring Trusted Source Reconciliation

While configuring the connector, the target system can be designated as a trusted source or target resource. If you designate the target system as a **trusted source**, then both newly created and modified user accounts are reconciled in Oracle Identity Manager. If you designate the target system as a **target resource**, then only modified user accounts are reconciled in Oracle Identity Manager.

---

**Note:** You can skip this section if you do not want to designate the target system as a trusted source for reconciliation.

---

Configuring trusted source reconciliation involves the following steps:

1. Import the XML file for trusted source reconciliation, `SAPEPXLResourceObject.xml`, by using the Deployment Manager. This section describes the procedure to import the XML file.
2. Set the `IsTrustedSource` scheduled task attribute to `True`. You specify a value for this attribute while configuring the user reconciliation scheduled task, which is described later in this guide.

To import the XML file for trusted source reconciliation:

1. Open the Oracle Identity Manager Administrative and User Console.
2. Click the **Deployment Management** link on the left navigation bar.
3. Click the **Import** link under Deployment Management. A dialog box for opening files is displayed.
4. Locate and open the `SAPEPXLResourceObject.xml` file, which is in the `OIM_HOME/Xellerate/SAP_EP/xml` directory. Details of this XML file are shown on the File Preview page.
5. Click **Add File**. The Substitutions page is displayed.
6. Click **Next**. The Confirmation page is displayed.
7. Click **Import**.
8. In the message that is displayed, click **Import** to confirm that you want to import the XML file and then click **OK**.

After you import the XML file for trusted source reconciliation, you must set the value of the `IsTrustedSource` reconciliation scheduled task attribute to `True`. This procedure is described in the ["Configuring the Reconciliation Scheduled Tasks"](#) section on page 3-4.

### 3.1.3 Configuring the Reconciliation Scheduled Tasks

When you perform the procedure described in the ["Importing the Connector XML File"](#) section on page 2-6, the scheduled tasks for lookup fields and user reconciliations are automatically created in Oracle Identity Manager. To configure the scheduled task:

1. Open the Oracle Identity Manager Design Console.
2. Expand the **Xellerate Administration** folder.
3. Select **Task Scheduler**.
4. Click **Find**. The details of the predefined scheduled tasks are displayed on two different tabs.
5. For the first scheduled task, enter a number in the **Max Retries** field. Oracle Identity Manager must attempt to complete the task before assigning the **ERROR** status to the task.
6. Ensure that the **Disabled** and **Stop Execution** check boxes are not selected.
7. In the Start region, double-click the **Start Time** field. From the date-time editor that is displayed, select the date and time at which you want the task to run.
8. In the Interval region, set the following schedule parameters:
  - To set the task to run on a recurring basis, select the **Daily, Weekly, Recurring Intervals, Monthly, or Yearly** option.  
If you select the **Recurring Intervals** option, then you must also specify the time interval at which you want the task to run on a recurring basis.
  - To set the task to run only once, select the **Once** option.
9. Provide values for the attributes of the scheduled task. Refer to the ["Specifying Values for the Scheduled Task Attributes"](#) section on page 3-4 for information about the values to be specified.

**See Also:** *Oracle Identity Manager Design Console Guide* for information about adding and removing task attributes

10. Click **Save**. The scheduled task is created. The **INACTIVE** status is displayed in the **Status** field, because the task is not currently running. The task is run at the date and time that you set in Step 7.
11. Repeat Steps 5 through 10 to create the second scheduled task.

After you create both scheduled tasks, proceed to the ["Configuring Provisioning"](#) section on page 3-6.

#### 3.1.3.1 Specifying Values for the Scheduled Task Attributes

This section provides information about the values to be specified for the following scheduled tasks:

- [Lookup Fields Reconciliation Scheduled Task](#)
- [User Reconciliation Scheduled Task](#)

**3.1.3.1.1 Lookup Fields Reconciliation Scheduled Task** You must specify values for the following attributes of the **SAPEP LookupRecon** lookup fields reconciliation scheduled task.

**Note:**

- Attribute values are predefined in the connector XML file that you import. Specify values only for those attributes that you want to change.
- Values (either default or user-defined) must be assigned to all the attributes. If even a single attribute value were left empty, then reconciliation would not be performed.

Attribute	Description	Sample Value
ITResource	Name of the IT resource for setting up a connection to SAP Enterprise Portal	SAP EP IT Resource

After you specify values for the task attributes, proceed to Step 10 of the procedure to create scheduled tasks.

**3.1.3.1.2 User Reconciliation Scheduled Task** You must specify values for the following attributes of the SAPEP UserRecon user reconciliation scheduled task.

**Note:**

- Attribute values are predefined in the connector XML file that you import. Specify values only for those attributes that you want to change.
- Values (either default or user-defined) must be assigned to all the attributes. If even a single attribute value were left empty, then reconciliation would not be performed.

Attribute	Description	Sample Value
Organization	Default organization assigned to a new user	OIM Users
Xellerate Type	Default type assigned to a new user	End-User Administrator
Role	Default employee type assigned to a new user	Consultant
ITResource	Name of the IT resource for setting up a connection with SAP	SAP EP IT Resource
ResourceObject	Name of the resource object that is used for user reconciliation	SAP EP Resource Object
IsTrustedSource	Configuration for trusted source / target resource  If it is set to True, then it is a trusted source. If it is set to False, then the target is a target resource. By default, the value is false.	False

Attribute	Description	Sample Value
BatchSize	Specifies the number of records that must be included in each batch fetched from the target system  You use this attribute to implement the batched reconciliation feature.	1000
XLDeleteUsersAllowed	Flag that specifies whether or not users are to be deleted in Oracle Identity Manager during user reconciliation	False
CustomizedReconQuery	Query condition on which reconciliation must be based  If you specify a query condition for this attribute, then the search for target system records is based on the query condition.  If you want to reconcile all the target system records, then do not specify a value for this parameter.  The query can include the AND (&) and OR ( ) logical operators.	firstname=John
TrustedResourceObject	Name of the trusted resource object	Xellerate User

After you specify values for these task attributes, proceed to Step 10 of the procedure to create scheduled tasks.

### Stopping Reconciliation

Suppose the User Reconciliation Scheduled Task for the connector is running and user records are being reconciled. If you want to stop the reconciliation process:

1. Perform Steps 1 through 4 of the procedure to configure reconciliation scheduled tasks.
2. Select the **Stop Execution** check box in the task scheduler.
3. Click **Save**.

## 3.2 Configuring Provisioning

As mentioned earlier in this guide, provisioning involves creating or modifying a user's account information on the target system through Oracle Identity Manager. Refer to the "[Supported Functionality](#)" section on page 1-4 for a listing of the provisioning functions that are available with this connector.

---

**Note:** You must perform the procedure described in this section if you want to use the provisioning features of the connector.

---

Adapters are used to implement provisioning functions. The following adapters are imported into Oracle Identity Manager when you import the connector XML file:

**See Also:** The "[Supported Functionality](#)" section on page 1-4 for a listing of the provisioning functions that are available with this connector

- SAP EP Remove Role



- SAP EP Remove Group
- SAP EP Password Change
- SAP EP Modify User Date
- SAP EP Modify User
- SAP EP Delete User
- SAP EP Create User
- SAP EP Add Role
- SAP EP Add Group
- SAP EP Lock UnLock User
- PrePopulate SAP EP Form
- SAP EP Email Modify

You must compile these adapters before they can be used in provisioning operations.

To compile adapters by using the Adapter Manager form:

1. Open the Adapter Manager form.
2. To compile all the adapters that you import into the current database, select **Compile All**.

To compile multiple (but not all) adapters, select the adapters you want to compile. Then, select **Compile Selected**.

---

**Note:** Click **Compile Previously Failed** to recompile only those adapters that were not compiled successfully. Such adapters do not have an OK compilation status.

---

3. Click **Start**. Oracle Identity Manager compiles the selected adapters.
4. If Oracle Identity Manager is installed in a clustered environment, then copy the compiled adapters from the `OIM_HOME/xellerate/Adapter` directory to the same directory on each of the other nodes of the cluster. If required, overwrite the adapter files on the other nodes.

If you want to compile one adapter at a time, then use the Adapter Factory form.

**See Also:** *Oracle Identity Manager Tools Reference Guide* for information about using the Adapter Factory and Adapter Manager forms

To view detailed information about an adapter:

1. Highlight the adapter in the Adapter Manager form.
2. Double-click the row header of the adapter, or right-click the adapter.
3. Select **Launch Adapter** from the shortcut menu that is displayed. Details of the adapter are displayed.

## 3.3 Configuring the Connector for Multiple Installations of the Target System

---

**Note:** Perform this procedure only if you want to configure the connector for multiple installations of SAP Enterprise Portal.

---

You may want to configure the connector for multiple installations of SAP Enterprise Portal. The following example illustrates this requirement:

The Tokyo, London, and New York offices of Example Multinational Inc. have their own installations of SAP Enterprise Portal. The company has recently installed Oracle Identity Manager, and they want to configure Oracle Identity Manager to link all the installations of SAP Enterprise Portal.

To meet the requirement posed by such a scenario, you must configure the connector for multiple installations of SAP Enterprise Portal.

To configure the connector for multiple installations of the target system:

**See Also:** *Oracle Identity Manager Design Console Guide* for detailed instructions on performing each step of this procedure

1. Create and configure one resource object for each target system installation.

The Resource Objects form is in the Resource Management folder. The `SAP_EP_Resource_Object` resource object is created when you import the connector XML file. You can use this resource object as the template for creating the remaining resource objects.

2. Create and configure one IT resource for each resource object.

The IT Resources form is in the Resource Management folder. The `SAP_EP_IT_Resource` IT resource is created when you import the connector XML file. You can use this IT resource as the template for creating the remaining IT resources, of the same resource type.

3. Design one process form for each process definition.

The Form Designer form is in the Development Tools folder. The following process forms are created when you import the connector XML file:

- `UD_SAPEP` (parent form)
- `UD_SAPEPROL` (child form for multivalue attributes)
- `UD_SAPEPGP` (child form for multivalue attributes)

You can use these process forms as templates for creating the remaining process forms.

4. Create and configure one process definition for each resource object.

The Process Definition form is in the Process Management folder. The `SAP_EP_Process` process definition is created when you import the connector XML file. You can use this process definition as the template for creating the remaining process definitions.

While creating process definitions for each target system installation, the following steps that you must perform are specific to the creation of each process definition:

- From the **Object Name** lookup field, select the resource object that you create in Step 1.
  - From the **Table Name** lookup field, select the process form that you create in Step 3.
  - While mapping the adapter variables for the IT Resource data type, ensure that you select the IT resource that you create in Step 2 from the **Qualifier** list.
5. Configure reconciliation for each target system installation. Refer to the ["Configuring Reconciliation"](#) section on page 3-1 for instructions. Note that only the values of the following attributes are to be changed for each reconciliation scheduled task:
- `ITResource`
  - `ResourceObject`
  - `IsTrustedSource`
- Set the `IsTrustedSource` attribute to `True` for the SAP Enterprise Portal installation that you want to designate as a trusted source.
6. If required, modify the fields to be reconciled for the Xellerate User resource object.

When you use the Administrative and User Console to perform provisioning, you can specify the IT resource corresponding to the SAP Enterprise Portal installation to which you want to provision the user.



---

## Testing and Troubleshooting

After you deploy the connector, you must test it to ensure that it functions as expected. This chapter discusses the following topics related to connector testing:

- [Running Test Cases](#)
- [Troubleshooting](#)

### 4.1 Running Test Cases

You can use the testing utility to identify the cause of problems associated with connecting to the target system and performing basic operations on the target system.

To use the testing utility:

1. Specify the required values in the `global.properties` file.

This file is in the `OIM_HOME/Xellerate/SAP_EP/test/Troubleshoot` directory. The following table describes the sections of this file in which you must provide information for running the tests.

Section	Information
SAP Enterprise Portal connection Parameters	Connection parameters required to connect to the target system  Refer to the " <a href="#">Defining IT Resources</a> " section on page 2-7 for information about the values that you must provide.
Create User Parameters	Field information required to create a user profile
Modify User Parameters	This covers multiple sections of parameters that are used to modify user profile information.
Delete User Parameters	Field information required to delete a user profile
Reconciliation information	The From Date time stamp  The To Date is set to the current date and time by default.

2. Add all the JAR files mentioned in the "[Copying the Connector Files and External Code Files](#)" section on page 2-2 to the CLASSPATH environment variable. In addition, you need to add the JAR files in the following directories to the CLASSPATH environment variable:

Sample commands for setting the CLASSPATH environment variable is given in the `global.properties` file.

```
OIM_HOME/xellerate/lib
OIM_HOME/xellerate/ext
```

3. Create an ASCII-format copy of the `global.properties` file as follows:

---

**Note:** You must perform this procedure every time you make a change in the contents of the `global.properties` file.

---

- a. In a command window, change to the following directory:

```
OIM_HOME/Xellerate/sapep/test/Troubleshoot
```

- b. Enter the following command:

```
native2ascii global.properties troubleshoot.properties
```

The `troubleshoot.properties` is created when you run the `native2ascii` command. The contents of this file are an ASCII-format copy of the contents of the `global.properties` file.

4. Perform the following tests:

- Enter the following command to create a user:

```
java
-DTproperties=OIM_HOME/Xellerate/SAP_EP/test/Troubleshoot/troubleShoot.properties
-Dlog4j.configuration=file:/OIM_HOME/Xellerate/SAP_EP/test/Troubleshoot/log
.properties troubleshoot.TroubleShootUtility C
```

- Enter the following command to modify a user:

```
java
-DTproperties=OIM_HOME/Xellerate/SAP_EP/test/Troubleshoot/troubleShoot.properties
-Dlog4j.configuration=file:/OIM_HOME/Xellerate/SAP_EP/test/Troubleshoot/log
.properties troubleshoot.TroubleShootUtility M
```

- Enter the following command to delete a user:

```
java
-DTproperties=OIM_HOME/Xellerate/SAP_EP/test/Troubleshoot/troubleShoot.properties
-Dlog4j.configuration=file:/OIM_HOME/Xellerate/SAP_EP/test/Troubleshoot/log
.properties troubleshoot.TroubleShootUtility D
```

- Enter the following command to test reconciliation:

```
java
-DTproperties=OIM_HOME/Xellerate/SAP_EP/test/Troubleshoot/troubleShoot.properties
-Dlog4j.configuration=file:/OIM_HOME/Xellerate/SAP_EP/test/Troubleshoot/log
.properties troubleshoot.TroubleShootUtility R
```

### 4.1.1 Testing Partial Reconciliation

To test query-based reconciliation, you can specify the following types of query conditions as values for the `CustomizedReconQuery` parameter:

- Simple query with user attributes

Value assigned to the `CustomizedReconQuery` parameter: `firstname=John`

The users with first name John are reconciled.

- Query consisting of '&' or '|' logical operator

---

---

**Note:**

- The query condition cannot contain both '&' and '|' operators. You must use only one of these operators in any particular query.
  - A query condition containing both the '|' operator and the TimeStamp attribute is not supported.
- 
- 

Value assigned to the CustomizedReconQuery parameter:

`firstname=John&lastname=Doe&email=John@example.com`

The users with first name John, the users with last name Doe, and the users with e-mail address John@example.com are reconciled.

- Query consisting of logical operators and lookup code

Value assigned to the CustomizedReconQuery parameter:

`firstname=John&lastname=Doe&email=John@example.com&country=US`

The users with first name John and last name Doe, and the users with e-mail address John@example.com, who are located in the United States, are reconciled.

- Query consisting of roles only

Value assigned to the CustomizedReconQuery parameter: `Role=`

`pcd:portal_content/mycompany/RL_DEMO`

---

---

**Note:** You cannot specify more than one role name in the query condition.

---

---

The users who belong to the `pcd:portal_content/mycompany/RL_DEMO` role are reconciled.

- Query consisting of groups only

Value assigned to the CustomizedReconQuery parameter: `Groups=group01`

---

---

**Note:** You cannot specify more than one group name in the query condition.

---

---

The users who belong to the `group01` group are reconciled.

- Query consisting of the LIKE (\*) operator

Value assigned to the CustomizedReconQuery parameter:

– `firstname=*ohn`

The users having the ohn string in their first name are reconciled.

– `firstname=Joh*`

The users having the Joh string in their first name are reconciled.

---

---

**Note:** The LIKE operator (\*) can be the prefix or suffix. It cannot be used in the middle of the attribute value.

---

---

If you want to use the locale or timezone attributes in the query condition, then provide the Code key value of the `Lookup.SAP.EP.Language` or `Lookup.SAP.EP.TimeZone` lookup definition, respectively.

For example, value assigned to the `CustomizedReconQuery` parameter:

```
locale=ar_iq
timezone=Africa/Abidjan
```

## 4.2 Troubleshooting

The following sections list solutions to some commonly encountered issues associated with this connector:

- [Connection Errors](#)
- [Create User](#)
- [Delete User](#)
- [Modify User](#)
- [Child Data](#)

### 4.2.1 Connection Errors

The following table lists solutions to some commonly encountered connection errors.

Problem Description	Solution
<p>Oracle Identity Manager cannot establish a connection to SAP Enterprise Portal.</p> <p><b>Returned Error Message:</b> SAP Connection exception</p> <p><b>Returned Error Code:</b> INVALID_CONNECTION_ERROR</p>	<ul style="list-style-type: none"> <li>■ Ensure that SAP Enterprise Portal is running and that the <code>sapum.properties</code> file has been correctly configured.</li> <li>■ Ensure that Oracle Identity Manager is running (that is, the database is running).</li> <li>■ Ensure that all the adapters have been compiled.</li> <li>■ Examine the Oracle Identity Manager record (from the IT Resources form). Ensure that the IP address, admin ID, and admin password are correct.</li> </ul>
<p>Target not available</p> <p><b>Returned Error Message:</b> Target Server not available</p> <p>Connection error - unable to create SAP Enterprise Portal Connection.</p> <p><b>Returned Error Code:</b> TARGET_UNAVAILABLE_ERROR</p>	<ul style="list-style-type: none"> <li>■ Ensure that SAP Enterprise Portal is running.</li> <li>■ Ensure that the specified SAP Enterprise Portal connection values are correct.</li> </ul>



Problem Description	Solution
Authentication error <b>Returned Error Message:</b> Authentication error <b>Returned Error Code:</b> AUTHENTICATION_ERROR	Ensure that the specified SAP Enterprise Portal connection user ID and password are correct.

## 4.2.2 Create User

The following table lists solutions to some commonly encountered Create User errors.

Problem Description	Solution
Oracle Identity Manager cannot create a user <b>Returned Error Message:</b> Required information missing <b>Returned Error Code:</b> SAPEP.INSUFFICIENT_INFORMATION	Ensure that the following information has been provided: <ul style="list-style-type: none"> <li>■ User ID</li> <li>■ User first name</li> <li>■ User last name</li> <li>■ User password</li> <li>■ User e-mail address</li> </ul>
Oracle Identity Manager cannot create a user <b>Returned Error Message:</b> User already exists in SAP EP <b>Returned Error Code:</b> USER_ALREADY_EXIST	User with the assigned ID already exists in SAP Enterprise Portal. Assign a new ID to this user, and try again.
Oracle Identity Manager cannot create a user <b>Returned Error Message:</b> Could not create user <b>Returned Error Code:</b> USER_CREATION_FAILED	User could not be created because of any one of the following reasons: <ul style="list-style-type: none"> <li>■ The Change Password function failed.</li> <li>■ Values for mandatory fields have not been specified.</li> </ul>

## 4.2.3 Delete User

The following table lists solutions to some commonly encountered Delete User errors.

Problem Description	Solution
Oracle Identity Manager cannot delete a user. <b>Returned Error Message:</b> Require information missing <b>Returned Error Code:</b> SAPEP.INSUFFICIENT_INFORMATION	Ensure that the required information has been provided. In this case, the required information is the user ID.

Problem Description	Solution
Oracle Identity Manager cannot delete a user.	The specified user does not exist in SAP Enterprise Portal.
<b>Returned Error Message:</b> User does not exist	
<b>Returned Error Code:</b> USER_DOESNOT_EXIST	

## 4.2.4 Modify User

The following table lists solutions to some commonly encountered Modify User errors.

Problem Description	Solution
Oracle Identity Manager cannot update new information about the user.	Generic error. Review the log for more details.
<b>Returned Error Message:</b> Could not modify user	
<b>Returned Error Code:</b> USER_MODIFICATION_FAILED	
Oracle Identity Manager cannot update a user.	The specified user does not exist in SAP Enterprise Portal. Check the user ID.
<b>Returned Error Message:</b> User does not exist	
<b>Returned Error Code:</b> USER_DOESNOT_EXIST	

## 4.2.5 Child Data

The following table lists solutions to some commonly encountered Child Data errors.

Problem Description	Solution
Oracle Identity Manager cannot add a user to a group.	The specified group does not exist in SAP Enterprise Portal. Check the name of the group.
<b>Returned Error Message:</b> Group does not exist	
<b>Returned Error Code:</b> GROUP_DOESNOT_EXIST	
Oracle Identity Manager cannot add a role to a user	The specified role for the user in Oracle Identity Manager does not exist in SAP Enterprise Portal. Check the role name.
<b>Returned Error Message:</b> Role does not exist	
<b>Returned Error Code:</b> SAPEP.ROLE_DOESNOT_EXIST	

Problem Description	Solution
Trying to add a duplicate value to a group or role.	The user has already been added to the particular profile or role.
<b>Returned Error Message:</b>	
Role has already been assigned to user	
Selected group is already assigned to user	
<b>Returned Error Code:</b>	
ROLE_ALREADY_EXISTS	
GROUP_ALREADY_EXISTS	



---

## Known Issues

The following are known issues associated with this release of the connector:

- The connector uses the UME APIs that communicate directly with the data sources on the target systems instead of going through the SAP system. These data sources could be SAP Base, the Database, or LDAP.
- For certain functionality, such as Portal Role lookups, a SAP Enterprise Portal plug-in must be installed on the SAP Enterprise Portal server. Therefore, there is a dependency on the availability of the SAP Enterprise Portal server.
- After the connector is deployed, the first task that can be performed is lookup reconciliation. If the size of the lookup field that is being reconciled is more than 100, then an exception may be thrown. To resolve this issue, you must change the size of the column in the LKV table by running the following commands on the database:
  - `ALTER TABLE LKV MODIFY (LKV_ENCODED VARCHAR2 (300 BYTE)) ;`
  - `ALTER TABLE LKV MODIFY (LKV_DECODED VARCHAR2 (300 BYTE)) ;`
- Suppose a user is created in SAP Enterprise Portal and then locked. If this user is reconciled for the first time, then the user might not get locked because linking in Oracle Identity Manager takes place in an asynchronous manner. If the same user is reconciled for the second time, then the user gets locked.
- During lookup fields reconciliation, the Role field is reconciled in English. This is because SAP Enterprise Portal does not allow you to specify the role ID in non-English languages, although a non-English language can be used for the role name.



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# Index

## A

---

Adapter Manager form, 3-7  
adapters, compiling, 3-6  
additional files, 2-1  
Administrative and User Console, 2-6, 3-3  
attributes  
    lookup fields reconciliation scheduled task, 3-4  
    user reconciliation scheduled task, 3-5

## C

---

changing input locale, 2-3  
child data errors, 4-6  
clearing server cache, 2-4  
compiling adapters, 3-6  
configuring  
    change password functionality, 2-9  
    connector for multiple installations of the target system, 3-8  
    Oracle Identity Manager server, 2-3  
configuring connector, 3-1  
configuring provisioning, 3-6  
configuring SSL, 2-9  
connection errors, 4-4  
connector files and directories  
    copying, 2-2  
    description, 1-5  
    destination directories, 2-2  
    installation directory, 1-5, 2-2  
connector release number, determining, 1-6  
connector testing, 4-1  
connector XML files  
    *See* XML files  
connector, configuring, 3-1  
create user errors, 4-5  
creating scheduled tasks, 3-4

## D

---

defining  
    IT resources, 2-7  
    scheduled tasks, 3-4  
delete user errors, 4-5  
deploying  
    Web service portlet, 2-3

Web services on the target system, 2-3  
deployment requirements, 2-1  
Design Console, 3-4  
determining release number of connector, 1-6

## E

---

enabling logging, 2-4  
errors, 4-4  
    child data, 4-6  
    connection, 4-4  
    create user, 4-5  
    delete user, 4-5  
    modify user, 4-6  
external code files, 2-1, 2-2

## F

---

files  
    additional, 2-1  
    external code, 2-1  
    *See also* XML files  
files and directories of the connector  
    *See* connector files and directories  
functionality supported, 1-4  
functions available, 1-4

## G

---

globalization features, 1-4

## I

---

importing connector XML files, 2-6  
input locale, changing, 2-3  
issues, 5-1  
IT resources  
    defining, 2-7  
    parameters, 2-7  
    SAP EP IT Resource, 2-7

## L

---

limitations, 5-1  
logging enabling, 2-4  
lookup fields reconciliation scheduled task, 3-4

## M

---

modify user errors, 4-6  
multilanguage support, 1-4

## O

---

Oracle Identity Manager Administrative and User Console, 2-6, 3-3  
Oracle Identity Manager Design Console, 3-4  
Oracle Identity Manager server, configuring, 2-3

## P

---

parameters of IT resources, 2-7  
problems, 4-4  
process tasks, 1-4  
provisioning, 1-1  
    fields, 1-3  
    functions, 1-4  
    module, 1-3

## R

---

reconciliation  
    functions, 1-4  
    module, 1-2  
release number of connector, determining, 1-6  
requirements  
    infrastructure requirements, 2-1  
requirements for deploying, 2-1

## S

---

scheduled tasks  
    attributes, 3-4  
    defining, 3-4  
    lookup fields reconciliation, 3-4  
    user reconciliation, 3-5  
server cache, clearing, 2-4  
SSL, 2-9  
supported  
    functionality, 1-4  
    languages, 1-4  
    releases of Oracle Identity Manager, 2-1  
    target systems, 2-1

## T

---

target resource reconciliation, 1-1  
target system, multiple installations, 3-8  
target systems  
    deploying, 2-3  
    supported, 2-1  
test cases, 4-1  
testing the connector, 4-1  
testing utility, 4-1  
troubleshooting, 4-4  
trusted source reconciliation, 1-1

## U

---

user reconciliation scheduled task, 3-5

## X

---

XML files  
    importing, 2-6