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# Universal Worklist with SAP NetWeaver® Portal

- ▶ Learn to Easily Execute Business Tasks Using Universal Worklist
- ▶ Explore Expert Insights to Help You Configure UWL Functionality
- ▶ Find In-Depth Advice on how to Make SAP Workflows and Alerts Available
- ▶ Learn how to Include 3rd Party Workflows in SAP NetWeaver Portal

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## 2 Standard Universal Worklist Configuration

In this chapter you're going to learn two things. First, you'll see how easy it is to get the Universal Worklist (UWL) working with an SAP Business Workflow back-end (Section 2.1). Next, you'll see how UWL is configured (Section 2.2), and how to use this configuration to change the UWL's layout (Section 2.3) and to control what happens when users click on a workitem (Section 2.4). These make up the most common activities on any project involving the UWL.

The nerve centre for UWL configuration is in the SAP NetWeaver Portal (called "the portal" from now on) at SYSTEM ADMINISTRATION • SYSTEM CONFIGURATION • UNIVERSAL WORKLIST & WORKFLOW • UNIVERSAL WORKLIST-ADMINISTRATION (see Figure 2.1).

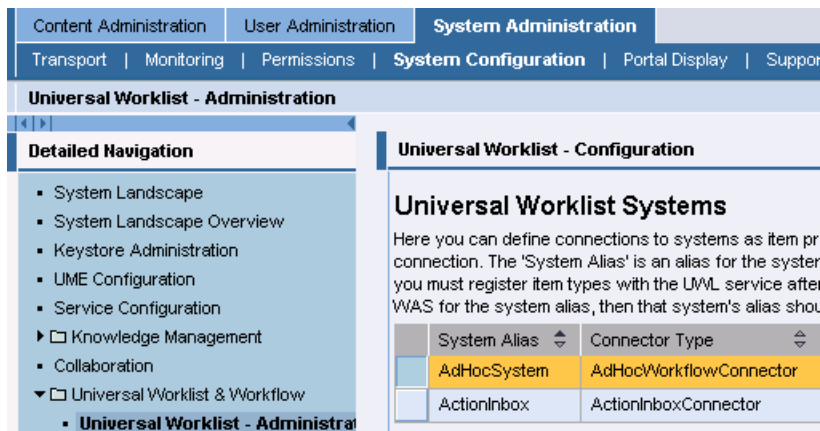


Figure 2.1: Where to find UWL configuration in the SAP NetWeaver Portal

The UWL comes configured out of the box with two connected systems, both based in the Portal. The ADHOCSYSTEM entry refers to the Ad Hoc workflow feature of the Portal (see Section 4.1) which allows users to assign tasks to each other, and the ACTIONINBOX refers to the workflow used for the approval of documents in the Portal's Knowledge Management (KM) component (see Section 4.2). These system entries are spe-

cial cases and hard-coded—you can't create new systems with these types, and you shouldn't change the system types of these entries.

## 2.1 Connecting SAP Systems

Most of the time, the first thing you will want to do with UWL is to connect it to an ABAP-based system so you can bring work items from SAP Business Workflow through to the portal. This is particularly important when you are using the portal to access more than one SAP system's workflow—users don't want to have to log into one system (SAP SRM) to approve purchase requisitions and then log into another system (SAP ERP) to approve the resulting invoices for payment. In this section, you'll see how to set up connections to a workflow system and find out some of the things you have to look out for when you're doing the configuring.

Throughout this section, we'll set up a connection to client 100 of a SAP Business Workflow system "NSP" (a SAP NetWeaver Trial Version instance), which is system number 00 and whose web interface is accessed with the URL *http://workflow.fortybeans.com:8000*.

### 2.1.1 Portal System Definitions

You need to create an entry in the Portal System Landscape entry for each back-end system that you want to get work items from by going to the menu SYSTEM ADMINISTRATION • SYSTEM CONFIGURATION • SYSTEM LANDSCAPE and then right-clicking in the Portal Content Directory (PCD) on the desired location for the system entry and selecting NEW • SYSTEM (FROM TEMPLATE), as shown in Figure 2.2.

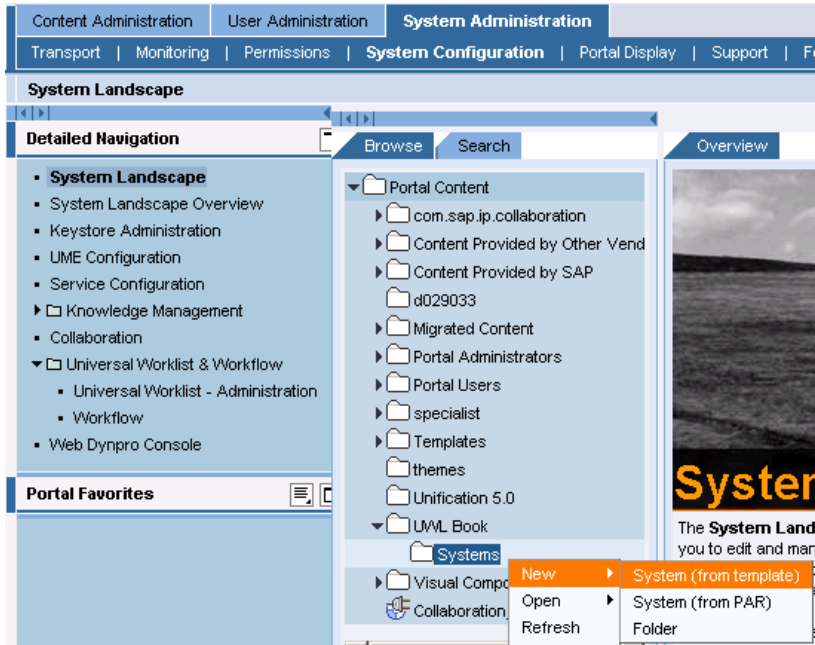


Figure 2.2: Create a system definition in the portal's System Landscape

## Note



The Portal System Landscape is *not* the same as the SAP NetWeaver System Landscape Directory (SLD).

There are three types of system entry which you can use:

- ▶ SAP system using dedicated application server
- ▶ SAP system with load balancing
- ▶ SAP system using connection string

The property categories you need to fill in to work with the Universal Worklist are CONNECTOR (which is used to get the work items from the back end), ITS (to launch back-end based task handlers using the default SAP GUI for HTML or IACs) and WAS (for task handlers using BSP technology or Web Dynpro).

## IAC



IACs are Internet Application Components. You can find more information in IACs in the SAP Help Portal at ITS ADMINISTRATOR'S GUIDE • INTERNET TRANSACTION SERVER (ITS) • INTERNET APPLICATION COMPONENT (IAC).

We'll start by looking at the different ways of setting up connector (depending on the type of system entry you choose) and then we'll move on to setting up ITS and WAS property categories.

## Choosing the right kind of system definition



The template you choose primarily depends on how the portal to back-end communication works for fetching work items. The simplest one to set up for development and testing purposes is usually the SAP SYSTEM USING DEDICATED APPLICATION SERVER template. For productive use, the SAP SYSTEM WITH LOAD BALANCING template will often be the most suitable.

If you have configured the UWL to launch back-end task handlers using the SAP GUI for Windows (see "SAP GUI—Wind, Web, or Java" in Section 2.4) and your users access the back-end system via a SAProuter connection, then you will probably want to use a SAP SYSTEM USING CONNECTION STRING template.

## Connector settings

Figure 2.3 to Figure 2.5 show examples of the minimum information necessary to establish a connection for each of the three templates. Here are the settings you need to use:

### SAP system using dedicated application server

APPLICATION HOST: the host name or IP address of the SAP Business Workflow system, as seen from the portal server

SAP CLIENT: the workflow system's client number

SAP SYSTEM ID (SID)

SAP SYSTEM NUMBER

SYSTEM TYPE: Usually SAP\_R3 unless this is a BW or CRM system, in which case SAP\_BW or SAP\_CRM, respectively.

Property Editor - Application Server	
Property Category:	Connector
▶ Application Host	workflow.fortybeans.com
▶ SAP Client	100
▶ SAP System ID (SID)	NSP
▶ SAP System Number	00
▶ System Type	SAP_R3 ▼

Figure 2.3: Minimal settings for Dedicated Application Server

### SAP system with load balancing:

GROUP: the login group (of application servers) to use

MESSAGE SERVER: the host name or IP address of the SAP Business Workflow system's message server, as seen from the portal server

SAP CLIENT: the workflow system's client number

SAP SYSTEM ID (SID)

SAP SYSTEM NUMBER

SYSTEM TYPE: Usually SAP\_R3 unless this is a BW or CRM system, in which case SAP\_BW or SAP\_CRM, respectively.



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