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SAP HANA 1.0

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English

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**Quick Guide to Install
SAP[®] rapid-deployment
solution for sentiment
intelligence with SAP
HANA[™]**

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Icons

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

Typographic Conventions

Type Style	Description
<i>Example text</i>	Words or characters that appear on the screen. These include field names, screen titles, pushbuttons as well as menu names, paths and options. Cross-references to other documentation.
Example text	Emphasized words or phrases in body text, titles of graphics and tables.
EXAMPLE TEXT	Names of elements in the system. These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.
Example text	Screen output. This includes file and directory names and their paths, messages, source code, names of variables and parameters as well as names of installation, upgrade and database tools.
EXAMPLE TEXT	Keys on the keyboard, for example, function keys (such as F2) or the ENTER key.
Example text	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
< Example text >	Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.

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Quick Guide to Install Sentiment Intelligence

1 Purpose

This Quick Guide helps SAP Partners, consultants and customer project members to implement the SAP Sentiment Intelligence solution with SAP HANA. The document mentions all required steps for a successful implementation of the Sentiment Intelligence solution for analytics with SAP HANA and directs you to more detailed documentation if necessary.

This document is intended for a team who already has knowledge in the following areas:

- SAP BusinessObjects Data Services 4.1
- SAP BusinessObjects BI Platform 4.0 SP04
- SAP HANA Enterprise 1.0 SPS04




Note that the installation of the system landscape is not part of the rapid deployment solution delivery scope.

2 Getting Started

2.1 Technical Prerequisites for Installation

- *The table lists all required software components*

Product	Product Version	Component	Comments
SBOP Business Intelligence Platform	4.0 SP04	Server	
SBOP Explorer	4.0 SP04	Server	Design time for Information Space and Exploration View Set
SBOP Data Services	4.1	Server, including Text Data Processing in EN	With designer tool
SAP HANA Platform	1.0 SPS04	SAP HANA Server SAP HANA Client SAP HANA Studio	Two empty schemas/users are created for use as target database, e.g., Sentiment_Replication and Sentiment_Modeling
SAP CRM	SAP CRM 7.0 or higher	CRM Marketing and Service Professional	Optional
SBOP Client Tools	4.0 SP04	all	Information design tool for connection adaption
Microsoft SQL Server	2008	all	A empty database/user is created for use as local DS repository, e.g., Sentiment_REPO  Customer can also choose

			other existing data base which is supported by BOE server
--	--	--	---

- Follow the instructions in SAP Note 1710619 to download the Sentiment Intelligence package from the SAP Service Marketplace.

Component	Version	Link
SAP RDS DS Content	1.0	www.service.sap.com/~form/handler?_APP=0020068250000001943&_EVENT=DISPHIER&HEADER=N&FUNCTIONBAR=N&EVENT=TREE&TMPL=67838200100200019453&V=INST
SAP RDS HANA Content	1.0	www.service.sap.com/~form/handler?_APP=0020068250000001943&_EVENT=DISPHIER&HEADER=N&FUNCTIONBAR=N&EVENT=TREE&TMPL=67838200100200019113&V=INST
SAP RDS BIP Content	1.0	www.service.sap.com/~form/handler?_APP=0020068250000001943&_EVENT=DISPHIER&HEADER=N&FUNCTIONBAR=N&EVENT=TREE&TMPL=67838200100200019938&V=INST

- Extract the package to C:\, and check the folder structure is correct as follows:

C:\Sentiment Intelligence

C:\Sentiment Intelligence\SAP RDS HANA Content

C:\Sentiment Intelligence\SAP RDS DS Content

C:\Sentiment Intelligence\SAP RDS DS Content\Configuration File

C:\Sentiment Intelligence\SAP RDS DS Content\Data Model

C:\Sentiment Intelligence\SAP RDS DS Content\Python Patch Note

C:\Sentiment Intelligence\SAP RDS BIP Content

2.2 Sentiment Intelligence Components

The Sentiment Intelligence is delivered as a ZIP files that includes all major product components organized in a folder structure. Extract the Zip Files to C:\ and check the folder structure MUST be as follows:

- *SAP RDS HANA Content*
 - *REPO_SENTIMENT_INTELLIGENCE-HCO_SENTIMENT.tgz*
This Model is used to generate the analytic views for Sentiment Intelligence HANA target database.
- *SAP RDS DS Content*
Extract Transformation Load logic including:
 - *RDS_Sentiment_Intelligence_EN.atl*
SAP BusinessObjects Data Services 4.1 ATL file that specifies jobs which generate the HANA source and target tables and perform the data harvesting from twitter, Facebook and SAP Streamwork and text data processing, and integrated CRM data as well and load to the target tables
 - Python Patch Note
This step is only relevant for python version 2.6.2 to enable the proxy over https (e.g. for Facebook API). Download the patch files *issue1424152-py26.diff* from the web page <http://bugs.python.org/issue1424152> and apply this patch file by the

system tool and store the compiled files under <install dir>\SAP BusinessObjects\Data Services\DataQuality\python\Lib.

- Configuration File

Provide the parameters for search APIs

- Data Model

The files in this folder are used to generate the complete target schema for all tables in HANA database. The following files built for the data model could be used for extending and customizing the data model:

- SAP_Tables.DDL
- SAP_Tables_Fields.DDL
- SAP_Tables_Indexs.DDL

- *SAP RDS BIP Content*

- *RDS_Sentiment_Intelligence_EN.lcmbar*

This File contains the Sentiment Intelligence LCMBIAR file (reporting content). These are the Dashboard reports and Exploration View Sets and underlying universes (semantic layer), including connection.

2.3 Information required for connectivity

Use

Make a note of the SAP CRM, BI Platform, Data Services and database connection information (username, password, and so on), and have it available during this procedure. SAP CRM and HANA database connection information are required when setting up connectivity in Data Services Designer.

Procedure

1. Information required for the SAP CRM connection

Field	Value	Comment
SAP Application Server	<application server>	E.g., Uxcirzc
Instance Number (System Number)	< Instance Number>	E.g., 05
Client	<client>	E.g., 100
User	<User Name>	E.g., SA_CRM. For more information on creating the SAP user, see section 3.6 <i>SAP user authorizations</i> in the 'Supplement for SAP' document at http://help.sap.com/bods in the <i>Installation, Upgrade, Deployment</i> section.
Password	<Password>	

2. Information required for FTP connection to CRM Application Server:

Field	Value	Comment
FTP host name	<FTP host name>	For example, uxcirzc
FTP login user name	<FTP login user name>	For example, FTPuser
FTP login password	<FTP login password>	
Working directory on SAP Application server	<Working directory on SAP Application server >	For example, /usr/sap/RZC/SYS/global/sentiment/

3. Information required for the SAP BusinessObjects Business Intelligence platform

Field	Value	Comment
System - host	< System - host>	E.g., vmw5211:6400
User Name	<User Name>	E.g., administrator
Password	< Password>	

4. Information required for the SAP BusinessObjects Data Services

Field	Value	Comment
System - host	< System - host>	E.g., vmw5211:6400
User name	<User Name>	E.g., administrator
Password	< Password>	

5. Information required for the datastore connection to the local DS repository in Data Services (E.g., Microsoft SQL Server)



It is recommended to create an empty database schema/user for use as the Data Services Local Repository. Create one if necessary.

Field	MS SQL 2008	Comment
Repository type	<i>local</i>	local
Database type	<i>Microsoft SQL Server</i>	
Databaser Server Name	<SQL Server name>	
Database Name	<Database name>	E.g., Sentiment_REPO
ODBC data source		
Windows Authentication	<i>No</i>	
User name	< User name>	E.g., sa
Password	< Password>	< Password>

6. Information required for the datastore connection to target database *HANA_Sentiment_DS* in Data Services (SAP HANA 1.x).

Field	Value	Comment
Data Source	< <i>Data Source</i> >	HANA_Sentiment_DS
Database Version	< <i>Database Version</i> >	SAP HANA 1.x
Data Source	< <i>Database name</i> >	E.g., ODBC_HANA
User Name	< <i>User Name</i> >	E.g., Sentiment_Replication
Password	< <i>Password</i> >	



For datastore HANA_Sentiment_DS, ensure that two empty schema/users with SAP HANA Studio are created by HANA system admin.

The first schema/user *Sentiment_Replication* should be created with public role to replicate tables from Data Service to HANA. Please also run the following SQL statement in SQL Editor to grant SQL privilege on schema Sentiment_Replication to _SYS_REPO (see note 1612696);

```
GRANT SELECT ON SCHEMA SENTIMENT_REPLICATION TO _SYS_REPO WITH GRANT OPTION
```

The other user *Sentiment_Modeling* should be created with Modeling and Content Admin role to create views on the tables in schema Sentiment_Replication. This user must also have the session client assigned with SAP CRM client which is used for connection of CRM Datastore in Data Services. Please also run the following SQL statement in SQL Editor to grant SQL privilege on schema Sentiment_Replication to Sentiment_Modeling.

```
GRANT SELECT ON SCHEMA SENTIMENT_REPLICATION TO SENTIMENT_MODELING
```



Ensure that the ODBC Data Source for HANA is also created with user Sentiment_Replication. If not, choose Start → Administrative Tools → Data Source (ODBC), and click System DSN tab and create an ODBC with driver "HDBODBC".

3 Install Data Service Model

3.1 Create Local Repository and Configure Job Server

Prerequisites

Ensure there is an empty database schema/user for use as the Data Services Repository, which database could be SAP HANA or Microsoft SQL Server.

Procedure

1. Login to the Server installed with SAP BusinessObjects Data Services 4.1.
2. From the *Windows* menu, choose *Start* → *Programs* → *SAP BusinessObjects Data Services 4.1* → *Data Services Repository Manager*.
3. In the *SAP BusinessObjects Data Services Repository Manager* dialog box, enter the Information of the database *Sentiment_REPO* as following:

Field	MS SQL 2008	Comment
Repository type	<i>local</i>	local
Database type	<i>Microsoft SQL Server</i>	
Databaser Server Name	<SQL Server name>	
Database Name	<i>as created in section 2.3</i>	E.g. Sentiment_REPO
ODBC data source	<i>N/A</i>	
Windows Authentication	<i>No</i>	
User name	< User name>	E.g., sa
Password	< Password>	

4. Choose the *Create* button, once completed successfully, to close the Repository Manager application, choose the *Close* button.
5. From the *Windows* menu, choose *Start* → *Programs* → *SAP BusinessObjects Data Services 4.1* → *Data Services Server Manager*.
6. In the *SAP BusinessObjects Data Services Server Manager* dialog box, choose the *Configuration Editor* Button.
7. In the *Job Server Configuration Editor* dialog box, choose the *Add* button.
8. In the *Job Server Properties* dialog box, enter the following:
 - In *Job Server name*, enter *Sentiment_JS*.
 - In *Job Server port*, enter *3600* and choose the *Add* button under the *Associated Repositories* section of the screen.
9. In the *Repository Information* area, enter the following information:

Field	MS SQL 2008	Comment
Database type	<i>Microsoft SQL Server</i>	
Databaser Server Name	<SQL Server name>	
Database Name	<i>as created in section 2.3</i>	E.g. Sentiment_REPO
ODBC data source	<i>N/A</i>	
User name	< User name>	E.g., sa
Password	< Password>	

10. Choose the *Apply* button.
11. Choose the *OK* button on the *Job Server Properties* dialog box to close it.
12. Choose the *OK* button on the *Job Server Configuration Editor* dialog box to close it.
13. On the *SAP BusinessObjects Data Services Server Manager* dialog box, choose the *Close and Restart* button, and choose *OK* to restart the *Job Server* service.

3.2 Register Local Repository in the Central Management Console

Prerequisites

Ensure the local repository is created.

Procedure

1. Logging on to the Server installed with SAP BusinessObjects BI platform 4.0, *From the Windows menu, choose Start → All Programs → SAP BusinessObjects BI platform 4 → SAP BusinessObjects BI platform → SAP BusinessObjects BI platform Central Management Console.*
2. In the *Log On* screen, enter the following and choose the Log On button.

Field	Value	Comment
System - host	< System - host >	E.g., vmw5211:6400
User Name	< User Name >	E.g., Administrator
Password	< Password >	
Authentication	<i>Enterprise</i>	

3. On the *CMC Home* screen, choose *DataServices → Manage → Configure repository.*
4. On *Add Data Service Repository* screen, enter the following:

Field	MS SQL 2008	Comment
Repository Name	<Repository name>	E.g., Sentiment_REPO
Description		
Database type	<i>Microsoft SQL Server</i>	
Hostname	<SQL server name>	
Port	<i>1433</i>	
Database name	<i>as created in section 2.3</i>	E.g., Sentiment_REPO
Windows Authentication	<i>No</i>	
User name	< User name >	E.g., sa
Password	< Password >	
Is Profiler Repository	<i>No</i>	

5. Click *Test Connection* button.
6. If the message box prompts that the connection was successful, choose *OK*.
7. Choose *Save*.

3.3 Import Data Services ATL Code File

Prerequisites

Ensure you have an empty Data Services repository for installing Sentiment Intelligence. It is recommended to import the ATL file into an empty Data Services repository.

Use

This activity imports the ATL File.

Procedure

1. From the *Windows* menu, choose *Start* → *Programs* → *SAP BusinessObjects Data Services 4.1* → *Data Services Designer*



For details on importing files, see the Data Services Designer Guide at <http://help.sap.com/bods> in the Installation, Upgrade, Deployment section.

2. In the Log On screen, enter the following and choose the Log On button.

Field	Value	Comment
System - host	< System - host >	
User Name	< User Name >	
Password	< Password >	
Authentication	Enterprise	

3. Select the local repository where you are going to install the Sentiment Intelligence.
4. In the *Open Import File* dialog box, browse to the location of the desired ATL file (*RDS_Sentiment_Intelligence_EN/Atl*) and open it.
5. Ensure following entries are visible:

Field	Value
File name	<i>RDS_Sentiment_Intelligence_EN.atl</i>
Files of type	<i>ATL files [*.atl]</i>

6. Enter Passphrase *sentiment*, and choose *OK*.

Result

This starts the import process. Data Services imports the ATL file, creating all the repository objects required to run Sentiment Intelligence jobs.

3.4 Adjust the Data Stores

Use

By default, the Sentiment Intelligence data stores point to 'dummy' data sources for CRM solution and your HANA databases. You would need to provide proper connectivity and login information for SAP HANA database and CRM solution.

Procedure

1. Open the *Data Services Designer*.
2. From the bottom-left pane, select *Local Object Library* and choose the *Datastores* button
3. Right-click the CRM_DS store and choose *Edit*.
4. On the *Edit Datastores CRM_DS* screen, choose the *Advanced* button, then choose *Edit*.
5. On the *Configurations for Datastore CRM_DS* screen, make the following changes:

Field	Value	Comment
Default configuration	Yes	
User name	<user name>	
Password	<Password >	
R/3 application server	<application server>	
Locate		
Language	<i>E-English</i>	
Code page	<i>Utf-8</i>	
SAP		
ABAP execution option	<i>Generate and Execute</i>	
Client number	<client>	
System number	<system number>	
Execute in background(batch)	<i>No</i>	
Target host	<i>Leave blank</i>	
Job Class	<i>C</i>	
Data transfer method	<i>FTP</i>	
Working directory on SAP server	<working directory>	
Application path to the share directory	<i>N/A</i>	
Local directory	<i>Use an existing folder for storing temporary files.</i>	E.g., C:\Temp
Generated ABAP directory	<i>Use an existing folder for storing temporary files.</i>	E.g., C:\Temp
Security profile	<i>Leave blank</i>	
Number of connection retries	<i>3</i>	
Interval between retries(sec)	<i>10</i>	
Use saprfc.ini	<i>No</i>	
Destination name	<i>Leave blank</i>	
Upload attributes		
Status	<i>T – Test Program</i>	
Application	<i>S</i>	
Development class	<i>\$TMP</i>	
Request ID	<i>Leave blank</i>	
Task ID	<i>Leave blank</i>	
FTP		

Field	Value	Comment
FTP relative path to the SAP working directory	<FTP relative path to the SAP working directory>	
FTP host name	<FTP host name>	
FTP login user name	<FTP login user name>	
FTP login user password	<FTP login user password>	

- Choose *OK*.
- On the *Advanced Window*, choose *Close*. The Datastore dialog box closes without any warnings or errors, indicating successful connection and login to the SAP CRM solutions server.
- Repeat the steps above to edit the *HANA_Sentiment_DS* and *HANA_Sentiment_DS_INIT*, Use the table below as a guide for the Datastore configuration values.

Field	SAP HANA	Comment
Datastore name	<i>HANA_Sentiment_DS/</i> <i>HANA_Sentiment_DS_INIT</i>	
Datastore type	<i>Database</i>	
Database type	<i>SAP HANA</i>	
Database version	<i>HANA 1.x</i>	
Data Source	< Data Source >	
User Name	< User Name >	E.g., Sentiment_Replication
Password	< Password >	
Aliases	<i>SA_USER</i>	E.g., Sentiment_Replication

- Choose *OK*.
- On the *Advanced Window*, choose *Close*. The Datastore dialog box closes without warnings or errors, indicating successful connection to the SAP HANA server.

Result

The datastores have been adjusted.

3.5 Execute the Jobs to generate HANA tables

Use

Execute the Jobs to generate the HANA tables automatically

Procedure

- Open the *Data Services Designer*.
- Select the Job *Sentiment_Data_Model*, goto *Tools* → *Varibales*.
- Check the Global variable *\$G_File_Path*, confirm the value '*C:\Sentiment Intelligence\SAP RDS DS Content\Data Model*'.

- Execute the Job *Sentiment_Data_Model*.

Result

After the Job execution, the HANA tables will be generated in the HANA schema *Sentiment_Replication* automatically. Please check the imported HANA tables referring to Configuration Guide chapter 3.

3.6 Execute the Jobs via DS Job Schedule to retrieve Data

Use

Maintain the schedule for the Job Sentiment Intelligence to execute the Job automatically

Procedure

- From the *Windows* menu, choose *Start* → *Programs* → *SAP BusinessObjects Data Services 4.1* → *Data Services Management Console*.
- In the *User name* and *Password* fields, enter your logon credentials.

Field	Value	Comment
System - host	< System - host >	
User Name	< User Name >	
Password	< Password >	
Authentication	Enterprise	

- Choose *Log on*.
- Choose *Administrator* → *Batch* → *Sentiment_REPO*
- Click *the Batch Job Configuration tab*; the Jobs in the repository *Sentiment_REPO* will be displayed, for example the *Job_Social_Media_Data* and *Job_CRM_EN*.
- Click *Action "Add Schedule"* of Job, and on the schedule job page enter a schedule name and set to *Active* and choose the *Date Service* as Scheduler and select the scheduled days and time.
- Click *Apply* to save the schedule.
- Edit the File *Search.cfg* under *C:\Sentiment Intelligence \SAP RDS DS Content\Configuration File*, and enter the parameters for *Job_Social_Media_Data*, please check Configuration Guide chapter 2.

Result

The Job will be run repeatedly multiple times a day for *Job_Social_Media_Data* or once a day for *Job_CRM_EN* to retrieve data and replicate the extracted Data to SAP HANA.

4 Install the SAP HANA Model

4.1 Import and Activate HANA Model

The procedure of how to import models is described in the [SAP HANA 1.0 Modelling Guide](#). The Importing models of this RDS solution should be done via a server import.

Procedure

1. Download the HANA content package via the link in SAP Note **1710619**.
2. Put the file *REPO_SENTIMENT_INTELLIGENCE-HCO_SENTIMENT.tgz* on HANA server and under folder */usr/sap/<sid>/HDB<inst. Nr>/backup*, make sure that the *<sid>adm* user can read this file.
3. Choose *Start* → *All Programs* → *SAP HANA* → *SAP HANA studio*.
4. From the Quick Launch tab page, select the target HANA system with schema *Sentiment_Modeling*
5. Choose *Import*; choose *SAP HANA Content* → *Delivery Unit*.
6. Click on *Next* and select *File from Server and File name*.
7. Click on *Next*, in the *Import Models* dialog, set the following values:

Field name	Description	User action and values	Comment
Select the filename		<HANA ERP package>	
Overwrite inactive versions		Checked	
Activate objects		Checked	

8. Click *Finish* to import the content.
9. From the Navigator tab, select the system with schema *Sentiment_Modeling* and click right mouse, choose *refresh*.
10. Expand the content folder under this system *sap* → *crm* → *sentiment* → *Analytic Views*, and select the views and redeploy them via right mouse.

Result

The HANA contents have been successfully imported and activated. Please check the imported HANA views referring to Configuration Guide chapter 3.

5 Deploy BOBJ Reporting Contents

5.1 Import the BOBJ Reporting Contents

Use

SAP RDS Sentiment Intelligence comes with their own Reporting Content, supplied as Dashboards reports and universes (semantic layer), Explorer View Set as well. To use the Reporting Content you must first install them to your SAP Business Intelligence platform system and configure a connection to your Sentiment Intelligence HANA database.

If the SAP Business Intelligence platform server is located on a different machine, you need to have the Business Intelligence platform client installed, with connectivity to that server.

The system delivers Reporting Content as a LCMBIAR file, located in the unzipped subdirectory:

- Directory Path: C:\Sentiment Intelligence\SAP RDS BIP Content
- File Name: *RDS_Sentiment_Intelligence_EN.lcmbiar*

Procedure

1. From the Windows menu, choose Start → All Programs → SAP BusinessObjects BI platform 4 → SAP BusinessObjects BI platform → SAP BusinessObjects BI platform Central Management Console.
2. In the *User name* and *Password* fields, enter your logon credentials.

Field	Value	Comment
System - host	< System - host >	
User Name	< User Name >	
Password	< Password >	
Authentication	<i>Enterprise</i>	

3. Click *Log on*.
4. Select *Promotion Management* from CMC home
5. On the tab *Promotion Jobs*, click *Import*, and choose *Import file and select from file system*, browse the LCMBIAR file *RDS_Sentiment_Intelligence_EN.lcmbiar* you want to import, and then click *OK*.
6. Then a tab *New Job1* will be created. The tab *New Job1* will be named as *Sentiment_Intelligence_BIP_Content*.
7. In the *Save Job in* dialog box, click *Browse*, choose *Promotion Jobs* and click *OK*.
8. In *Source* dialog box, select *From File*.
9. In *Destination* dialog box, select *Login to a New CMS* and enter BOE sever logon credentials in popup window.
10. Then click *Create* in the *New Job1* tab for job creation.
11. In the Popup window *Promote - Sentiment_Intelligence_BIP_Content*, you can see the objects list in the LCMBIAR file which will be imported.
12. Then click *Promote*. It will start to run the job to import the semantic contents in LCMBIAR file.



Please check in the History if the import job run successfully. In case of a Partial Success please repeat the import procedure again.

Result


Importing reporting content using the Promotion management is now complete. Please check the imported contents referring to Configuration Guide chapter 4.

5.2 Adapt Universe Connection

Use

You can use the *Information Design Tool* to change the connection in the imported universes to your own HANA box.

Procedure

1. From the *Windows* menu, choose *Start* → *Programs* → *SAP BusinessObjects BI platform 4* → *SAP BusinessObjects BI platform Client Tools* → open *Information Design Tool*
2. In the *Repository Resources* window, click on  to insert Session.
3. In the popup dialog box, enter server, username, password and click on *OK*.
4. Expand the node <hostname: port> -> *Connections* -> *HANA for Sentiment*. Right click on *HANA for Sentiment* and choose *open*.
5. In the right window click *Edit*.
6. In the popup dialog *Edit Relational Connection* window, enter the User name, Password and update your host id and port id with the information provided by your HANA administrator.
7. Click *Test Connection* to test if your setting is okay.
8. Choose *Finish*.
9. Save your setting.

Result

The HANA for Sentiment has been adapted to your own HANA system, and you will be able to run the pre-defined reports with Data from your own HANA system.

5.3 Activate BOBJ Exploration View Set

Use

Adjust the explorer view set report with underlying information space

Procedure

1. Logon to SAP BusinessObjects Explorer with URL <http://<hostname:8080>/explorer/>.
2. In the *User name* and *Password* fields, enter your logon credentials.

Field	Value	Comment
System - host	< System - host >	
User Name	< User Name >	
Password	< Password >	
Authentication	Enterprise	

3. Click *Log on*.
4. Select *Manage Spaces* window, and in *Manage Spaced* tab, choose *Sources SAP HANA appliance* → *HANA for Sentiment*.
5. Choose the each analytic view and select the existing information space, click *index*.
6. Choose *Exploration View Sets*, open the predefined report, and in the dropdown list of *Exploration View*, remove the views which are not required by customer.

Result

The predefined Exploration View Set report has been adapted with Information spaces which are connected to your own HANA system.

5.4 Adjust the Dashboards report

Use

Adjust the Dashboards report with URL link to Exploration View Set

Procedure

1. From the Windows menu, choose Start → All Programs → SAP BusinessObjects BI platform 4 → SAP BusinessObjects BI platform → SAP BusinessObjects BI platform Central Management Console.
2. In the *User name* and *Password* fields, enter your logon credentials.

Field	Value	Comment
System -host	< System - host >	
User Name	< User Name >	
Password	< Password >	
Authentication	Enterprise	

3. Click *Log on*.
4. Choose the Folders → All Folders → Sentiment Intelligence, select the dashboards which you want to use and open Properties via right mouse.
5. Select Flash Variables, choose BOEHostname and enter the value of BOE server <host:port>, e.g., <http://vmw4888.wdf.sap.corp:8080>.
6. If you want to use the dashboards with CRM integration, please also select the Flash Variables *CRMCampaignURL* and/or *CRMServiceURL*, also add the URL link for Campaign and Service Ticket in value box, e.g.,

http://uxcirzc.wdf.sap.corp:50022/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=167&sap-syscmd=nocookie&saprole=MARKETINGPRO&crm-object-type=CPG_CAMPAIGN&crm-object-action=B

http://uxcirzc.wdf.sap.corp:50022/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=167&sap-syscmd=nocookie&saprole=ITSERVICEPRO&crm-object-type=CRM_SRQM_INCIDENT&crm-object-action=B

Result

The predefined Dashboards report has been adapted with link to Exploration View Set and CRM Portal.

6 Reporting

Use

Once the Jobs have been executed in Data Services and the extracted data has been replicated into HANA database. Use SAP Business Objects Information Platform to consume the data.

Procedure

1. From Windows Start menu, choose *Start* → *Programs* → *SAP BusinessObjects BI platform 4.0* → *SAP BusinessObjects BI platform* → *SAP BusinessObjects BI platform Java BI Launch Pad*.
2. Access the *Java BI Launch Pad* by choosing the following navigation options:

Field	Value	Comment
System - host	< System - host >	
User Name	< User Name >	
Password	< Password >	
Authentication	Enterprise	

3. Choose *Log on*.
4. Choose Tab *Documents* → *Folders* → *Sentiment Intelligence*; the reports installed will be displayed, for example the Dashboard *Sentiment Intelligence*.
5. Double-click the report which you would like to open. You could also pin the report to home screen.
6. Right-click the report, and to review the data choose *View*.
7. Choose *Refresh* to get the latest data on the report screen.

Result

You viewed the data generated in Dashboards and Explorer View Set.

7 Data Acquisition and Data Protection Disclaimer

Regarding data acquisition and data protection when using the underlying SAP rapid-deployment solution for sentiment intelligence with SAP HANA the following statements need to be taken into consideration:

1. The RDS is not acquiring nor storing any personal/private, logon protected, or access any un-released data.
2. The RDS provides code templates to utilize public application programming interfaces (API) from Twitter, Facebook and SAP StreamWork for data acquisition.
Therefore the implementation of the actual API calls at the customer site are owned by the customer as SAP cannot guarantee nor take on warranty regarding availability and stability of public API provided by Twitter and Facebook respectively.
Consequently SAP is not obliged to deliver the data after potential changes or withdrawal of the API by Twitter and Facebook.