



PUBLIC

SAP Enterprise Service Management Integration with SAP S/4HANA Cloud

Table of Contents

1. Purpose	3
2. Preparation	3
2.1. Required Information	3
2.2. Prerequisites	3
3. Configuration	4
3.1. Configuration in SAP Enterprise Service Management	4
3.1.1. Create Communication System	4
3.1.2. Create Communication Configuration	5
3.2. Configuration in SAP Cloud Integration	6
3.2.1. Get the SAP Cloud Integration runtime URL	6
3.2.2. Get the SAP Cloud Integration Client Certificate	6
3.2.3. Upload Client Certificates for Authentication in SAP	6
3.2.4. Copy Integration Package	7
3.2.5. Configure and deploy the iFlows	7
3.3. Configuration in SAP S/4HANA Cloud	10
3.3.1. Setting Up a Communication User	10
3.3.2. Setting Up a Communication System	10
3.3.3. Setting Up Communication Arrangements	12

1. Purpose

These set-up instructions describe the procedure to manually configure the integration between SAP Enterprise Service Management and SAP S/4HANA Cloud using SAP Cloud Integration (SCI).

As these configuration steps are customer-specific, they can't be delivered by SAP, and must be completed by the customer. This document describes the general configuration steps to manually set up the configuration within the existing system landscape.

If you have any queries or feedback about this document, please create a ticket using the component CEC-CRM-FIN.

2. Preparation

In the following sections, we describe the required information and prerequisites.

2.1. Required Information

While performing the activities described in this guide, you need to enter or provide system-specific information. Before you start the integration process, it is recommended that you have the information listed below so it is easily available. The information ensures a smooth and efficient integration of the SAP S/4HANA Cloud and SAP Enterprise Service Management systems.

- SAP S/4HANA Cloud
- SAP Enterprise Service Management
- SAP Cloud Integration

2.2. Prerequisites

- You have access to your SAP S/4HANA Cloud system.
- You have access to your SAP Enterprise Service Management system.
- You have access to your SAP Cloud Integration system, including its client certificate.

3. Configuration

The following sections describe all settings required for this scope item. This can be divided into the following main groups:

- Configuration in SAP Enterprise Service Management
- Configuration in SAP Cloud Integration
- Configuration in SAP S/4HANA Cloud

3.1. Configuration in SAP Enterprise Service Management

3.1.1. Create Communication System

Procedure

1. Log on to SAP Enterprise Service Management.
2. Navigate to the user menu and click on **Settings**.
3. Click on **All Settings > Integration > Communication Systems**.
4. Click on the **Add** icon.
5. Enter *Display ID*.

i Note

Display ID must be the Business System ID of your SAP S/4HANA Cloud system.

6. In the **Inbound** tab, do one of the following:
 - a. Enter the password in **Set Password**Or
 - b. Upload the file in **Certificate File**.

i Note

The communication user is created by default with the creation of communication system. The communication user ID is the same name as the communication system, and the password is the one maintained in the inbound communication tab of the communication system.

7. In the **Outbound** tab, enter **Host Name**, **Authentication Method**, and **Description**.
8. Click on **Save and Activate**.

3.1.2. Create Communication Configuration

Procedure

1. Log on to SAP Enterprise Service Management.
2. Navigate to the user menu and click on **Settings**.
3. Click on **All Settings > Integration > Communication Configuration**.
4. Select the template *ESM Finance Integration With S/4HANA*.
5. Click on the **Copy** icon.
6. Navigate to the **Communication Configuration** page and click on the newly created communication configuration.
7. Edit **Communication System** and select the name of the communication system.
8. Under **Synchronous Outbound Configuration**, select the outbound configurations relevant to your scope.

Synchronous Outbound Configurations
Get Payment Advice Document from S/4HANA
Post Payment Advice Document to SAP S4 HANA
Get Supplier Invoice Document from S/4HANA
Get Supplier Invoice Details Document from S/4HANA

Note

The Target Message Entity API Path must match the respective iFlow endpoints.

3.2. Configuration in SAP Cloud Integration

Note

SAP provides prepackaged, generic integration content called integration flows (iFlows) for the integration of SAP Enterprise Service Management with SAP S/4HANA Cloud.

Prerequisites

To import and deploy iFlows, you need the role `AuthGroup.IntegrationDeveloper` assigned to your user in the SCI tenant.

3.2.1. Get the SAP Cloud Integration runtime URL

The SAP Cloud Integration (SCI) runtime URL is included in the SCI provisioning email. Alternatively, you can get it once one of the iFlow has been deployed:

1. Log on to your SAP Cloud Integration tenant.
2. In the navigation panel, choose **Monitor Integrations**.
3. In the section **Manage Integration Content**, choose the tile **Started**.
4. Select one of the iFlow in the left panel. The first part of the endpoint is the required SCI tenant runtime URL.

Example: <https://<tenant>-iflmap.hana.ondemand.com>

3.2.2. Get the SAP Cloud Integration Client Certificate

In the SAP Cloud Integration (SCI) provisioning email, follow the link under **Certificate Information**. On the next screen, choose **X.509 Certificate** with option **Binary CER**. Download it to your local machine.

3.2.3. Upload Client Certificates for Authentication in SAP

The client certificate that has been downloaded from the client systems (SAP S/4HANA Cloud or SAP Enterprise Service Management) needs to be uploaded to the Keystore in the SAP Cloud Integration tenant.

1. Log on to your SAP Cloud Integration tenant.
2. In the navigation panel, choose **Monitor Integrations**.
3. In the section **Manage Security**, choose the tile **Keystore**.
4. Choose **Add > Certificate**.
5. Give a meaningful **Alias**.
6. Upload the certificate that you've downloaded from the target systems by choosing **Browse**.
7. Choose **Add**. The client certificate of the target system is now uploaded.

i Note

In case you are using basic authentication, upload the Inbound Communication Users of the target systems (for example SAP S/4HANA Cloud, SAP Enterprise Service Management).

8. Enter the communication authentication type you are choosing for SAP S/4HANA Cloud and SAP Enterprise Service Management.
9. In case you are using Basic authentication, maintain the **User Credential** of the target System.
10. In case you are using Client Certificate authentication, maintain the **PV key alias** for the target system.

i Note

The root certificates also need to be uploaded using the same procedure. The root certificates of the target systems can be obtained from the browser of the target system's web application.

3.2.4. Copy Integration Package

1. Log on to your SAP Cloud Integration tenant.
2. In the navigation panel, choose **Discover Integrations**.
3. Click on **All** and search for the package *SAP Enterprise Service Management Integration with SAP S/4HANA Cloud*.
4. Click on the package, then on the package overview page, choose **Copy** on the top-right corner.
5. If the integration package is being created for the first time, then you will see the message *Integration Package Created*.
Otherwise, you can decide to either create a new copy of the package or overwrite the existing integration package content.

3.2.5. Configure and deploy the iFlows

This procedure provides a generic description of iFlow configurations. It mainly consists of specifying details about the sender, receiver, and authentication.

Procedure

1. Log on to your SAP Cloud Integration tenant.
2. In the navigation panel, choose **Design Integrations**.
3. Select the integration package copied. All iFlows are displayed on the **Artifacts** tab of the package.
4. Configure each iFlow mentioned in the table below (one after the other) by choosing **Actions > Configure**.

Name of the iFlow	Direction of the Message Flow
Search Supplier Invoices from S4 HANA Cloud	C4C (Sender) to S/4HANA (Receiver)
Request Supplier Invoice from SAP S4 HANA Cloud	C4C (Sender) to S/4HANA (Receiver)
Post Payment Advice to SAP S4 HANA Cloud	C4C (Sender) to S/4HANA (Receiver)
Request Payment Advice from S4 HANA Cloud	C4C (Sender) to S/4HANA (Receiver)

Configure the sender and receiver system details as follows:

1. In the **Sender** tab fill the following fields:

Parameter	Description
Address	This address must match the Target Message Entity API Path defined in the corresponding Synchronous Outbound Configuration (configured above). As an example, for <i>Post Payment Advice to SAP S4 HANA</i> , the path could be: <i>/mytenant/paymentAdviceCreate</i> (without "http")
Authorization	Select <i>User Role</i> or <i>Client Certificate</i> . If you choose <i>Client Certificate</i> , Browse for the certificate file.

2. In the **Receiver** tab fill the following fields.
For iFlows having more than one Receivers, verify that the same values are entered for all of them.

Parameter	Description
S4 Address	S/4HANA Cloud URL Example: https://mytenant.s4hana.ondemand.com
Proxy Type	Select <i>Internet</i>
Authentication	Select the authentication method. The recommended value is <i>Client Certificate</i> . For some authentication types, Credential Name or Private Key Alias will also have to be entered. These values are maintained in the Security tab of the SCI

3. Choose Save.

5. Before the iFlows can be deployed, the artifacts Integration Scripts and Value Mappings must be deployed.

Click on the Actions button for *Integration Scripts* and select Deploy.

Repeat the same procedure for *Value Mappings for Invoice Document*.

6. Deploy each iFlow listed above.
7. To see the status of the deployed artifacts, navigate to Monitor > Integration Content Monitor.
8. The status of the iFlow should be green for successful deployment.

3.3. Configuration in SAP S/4HANA Cloud

Set up the configuration in SAP S/4HANA Cloud to enable communication with SAP Cloud Integration.

3.3.1. Setting Up a Communication User

Tip

If your solution involves multiple integration scenarios between SAP S/4HANA Cloud and SAP Enterprise Service Management, you can use the same communication user for all your integration scenarios. Skip this step if you have already set up a communication user.

1. In SAP S/4HANA Cloud, log on as an administrator.
2. Under **Communication Management**, choose the **Maintain Communication Users** tile.
3. Choose **New**.
4. On the **Create Communication User** screen, set up the following for your new inbound communication user:
 - Name
 - Description
 - Password
5. Choose **Create**.

3.3.2. Setting Up a Communication System

Tip

If your solution involves multiple integration scenarios between SAP S/4HANA Cloud and SAP Enterprise Service Management, you can use the same communication system for all your integration scenarios. Skip this step if you have already set up a communication system.

1. In SAP S/4HANA Cloud, log on as an administrator.
2. Under **Communication Management**, choose the **Maintain Communication Systems**.
3. Choose **New**.
4. On the **Create Communication System** screen, enter an ID and a name for the target integration system (SAP Cloud Integration).
5. Choose **Create**.

6. Enter the following fields:

Field Name	Description
Host Name	Enter the host name of your SAP Cloud Integration tenant where the integration is deployed (without https://)
Logical System	Enter a name that identifies your logical system (SAP tenant).
Business System ID	Enter the same name as above.
HTTPS Port	Enter 443

7. Under **User for Inbound Communication**, choose **Add (+)** and set up the following on the **New Inbound Communication User** screen.

Field Name	Value
Authentication Method	User Name and Password
User Name	Enter the name for your inbound communication user.

8. Choose **OK**.

9. Under **User for Outbound Communication**, choose **Add (+)** and set up the following on the **New Outbound User** screen.

Field Name	Value
Authentication Method	User Name and Password
User Name	Enter a user with access to SAP Cloud Integration.

10. Choose **Create**.

11. Save your entries.

3.3.3. Setting Up Communication Arrangements

i Note

A separate communication arrangement is required for each integration scenario in your solution.

For the **Payment Advice** scenario:

1. Under **Communication Management**, choose **Communication Arrangements**.
2. Choose **New**.
3. From the **Scenario** list, choose **SAP_COM_0331**.
4. Enter an arrangement name and choose **Create**.
5. Under **Common Data**, in the **Communication System** field, select your communication system.
6. Under **Inbound Communication**, select the **User Name** for the communication system.
7. Save your entries.

For the **Supplier Invoice** scenario:

Repeat all the steps above, and in step 3 choose the scenario **SAP_COM_0057**.

© 2023 SAP SE or an SAP affiliate company. All rights reserved.
See Legal Notice on www.sap.com/legal-notice for use terms,
disclaimers, disclosures, or restrictions related to SAP Materials
for general audiences.

SAP Customer Experience

