

# **SugarCRM Adapter and Plug-in Installation Guide**

For SAP Integration Suite and SAP Cloud Integration

Version 1.0.2 – April 2023

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## 1 Introduction

This is the official guide for the SugarCRM Adapter for SAP Cloud Integration. This guide covers all relevant information for the installation of the SugarCRM adapter and its plug-in where applicable.

Please read this guide carefully before using the SugarCRM adapter.

### Coding Samples

Any software coding and/or code lines/strings ("Code") included in this documentation are only examples and are not intended to be used in a productive system environment. The Code is only intended to better explain and visualize the syntax and phrasing rules of certain coding. We do not warrant the correctness and completeness of the Code given herein.

#### 1.1. Internet Hyperlinks

The documentation may contain hyperlinks to the Internet. These hyperlinks are intended to serve as a hint about where to find related information. We do not warrant the availability and the correctness of this related information or the ability of this information to serve a particular purpose.

## 2 Package Content

This section provides the details of the files that are provided as part of the installation package of the SugarCRM Adapter. It is assumed that the bundle is downloaded from the SAP Marketplace which would contain files listed in Sections 0 and 0.

### Adapter

The SugarCRM Adapter installation package consists of the files below:

| File Name                   | Description       |
|-----------------------------|-------------------|
| sapcpi-sugarcrm-adapter.esa | Adapter .esa File |

### Plug-in

The SugarCRM Adapter plug-in installation package consists of the files below:

| File Name           | Description                           |
|---------------------|---------------------------------------|
| SugarCRM-plugin.jar | The Eclipse Plug-in or workbench file |



### 3 Prerequisites

To use the document, the following aspects are assumed:

- The Adapter bundle is downloaded from the SAP Marketplace.
- You have downloaded and installed the SAP recommended version of Eclipse. Currently, Eclipse Oxygen is preferred. To get the latest SAP recommendation, visit the link: <https://tools.hana.ondemand.com/#cloudintegration>.

### 4 Adapter Installation

Depending on whether your SAP CPI tenant is on Neo or Cloud Foundry, please proceed with either Section 0 or 0.

#### Adapter Installation for Neo

The adapter archive file (.esa) can be found from the ZIP file downloaded from the SAP Marketplace under the folder: /SUGARCRM\_1.00.0/bundles. The file is called “sugarcrm.esa”.

In the Neo environment, before it can be used, the adapter needs to be deployed to the SAP Cloud Integration tenant. You need to have Eclipse installed on your computer to perform the deployment. Note that currently it is recommended to use Eclipse Oxygen. The following high-level activities need to be performed:

1. Configuring Eclipse
2. Deploying the adapter

We discuss each one of the above tasks in the next sections.

#### 4.1.1 Configuring Eclipse

To configure your Eclipse installation, proceed as follows:

- Install SAP Cloud Integration Tools for Eclipse by following the steps specified at: <https://tools.hana.ondemand.com/#cloudintegration>.
- From your Eclipse installation, click on Windows > Preferences to reach a page similar to below. Provide the URL of your Neo tenant, a username, and Password. You can use the Test Connection button to ensure that the provided details are correct.



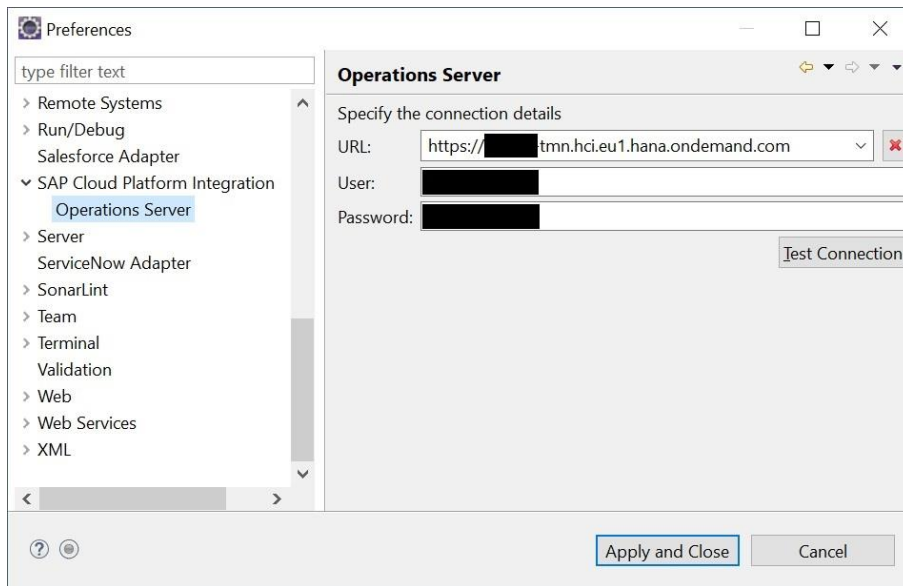



Figure 4-1: SAP Cloud Integration Operations Server Settings

- Click on **Apply and Close** to proceed.

Now that Eclipse is successfully configured, you can deploy the adapter.

#### 4.1.2 Deploying the Adapter

To Deploy the adapter using Eclipse that proceed as follows:

- Change the perspective in Eclipse to Integration Operations by clicking on the Open Perspective icon (  ) on the right corner of Eclipse, then choose the **Integration Operations** perspective.

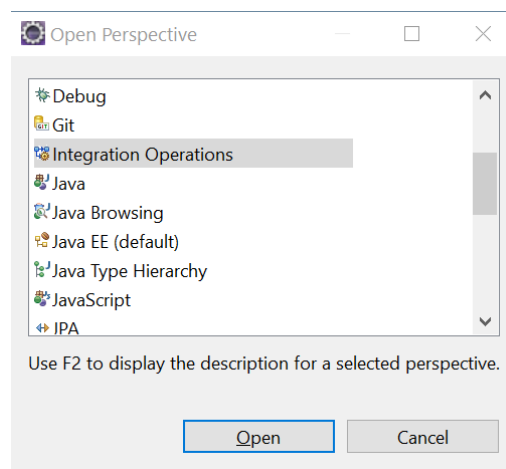


Figure 4-2: Selecting the Integration Operations Perspective



- From the resulting window, double click on your tenant ID. This is the Folder icon (📁) on the right side of the screen, under the Node Explorer tab. You then get a screen with the list of Deployed Artifacts similar Figure 4-3.

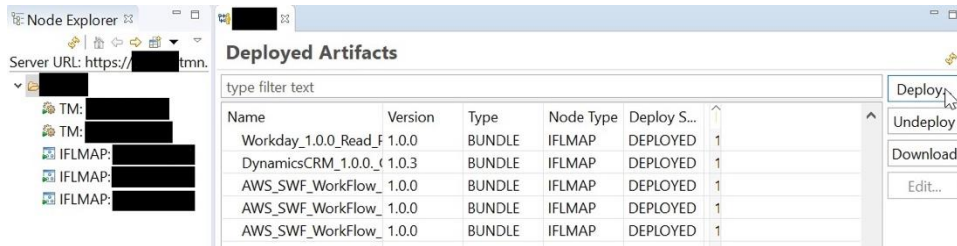


Figure 4-3: Deployed Artifacts

- Click on the **Deploy** button on the right side as shown in Figure 4-3. A new window will then appear similar to Figure 4-4. Select the **Integration Adapter** option and click next.

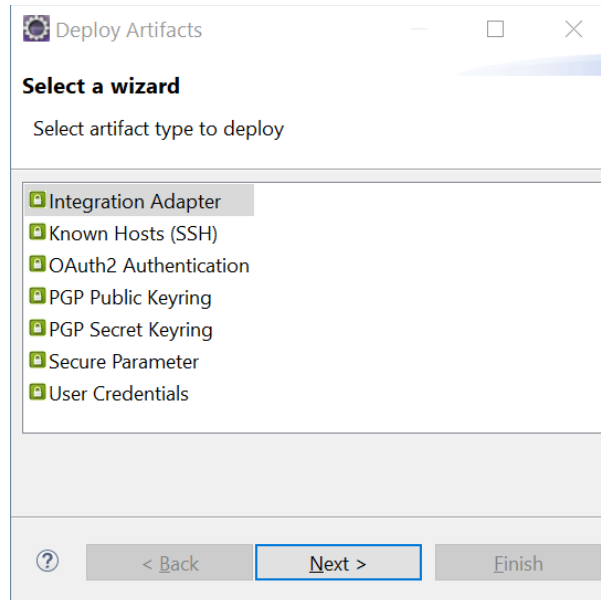


Figure 4-4: Selecting Integration Adapter

- You will be prompted with a subsequent screen, enabling you to select the Bundle or the Adapter file that you downloaded from the bundle with the name sugarcrm.esa; see Figure 4-5. Then click Finish.

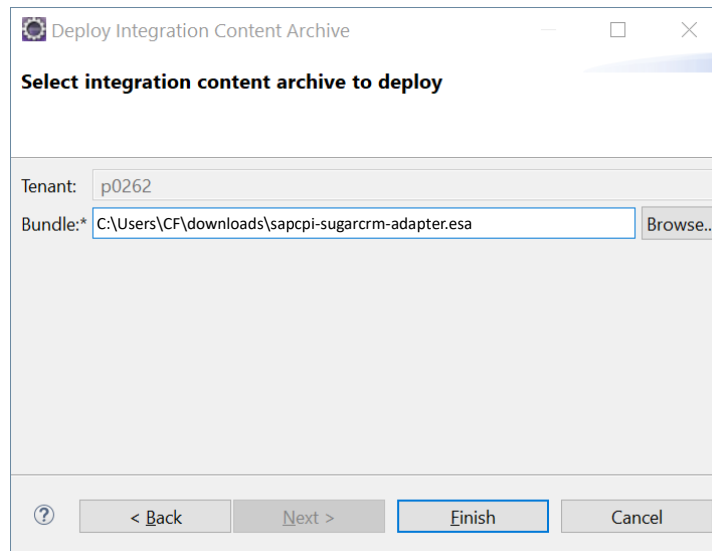


Figure 4-5: Selecting the Bundle to be Deployed.

- After a successful deployment of the adapter, you will receive the message shown in Figure 4-6.



Figure 4-6: Successful Deployment of Integration Content Archive

## Adapter Installation on Cloud Foundry

Before the adapter can be used in the Cloud Foundry environment, it needs to be deployed to the SAP Cloud Integration tenant.

### 4.1.3 Prerequisites

Before installing the adapter using this approach, ensure that the following prerequisites are in place:

- There should not be any .esa file of the SugarCRM Adapter in the SAP Integration Suite Design workspace. In case this package exists, remove the .esa file from the Design workspace.
- The package “SugarCRM Adapter for SAP Integration Suite” should not be in the Design workspace of the SAP Integration Suite tenant. In case this package exists, delete it.



#### 4.1.4 Adapter Installation via the Design Tab

It is important to note that there is no manual way of installing the SugarCRM Adapter. The following procedure explains how the SugarCRM Adapter is migrated from the Discover workspace to the Design workspace of the SAP Integration tenant.

Proceed as follows:

1. Navigate to the Design tab to access the workspace.
2. Select the integration package where the integration flow is to be created.
3. Choose Edit to enable editing of the package.
4. Navigate to the Artifacts tab. Choose Add and elect Integration Flow.

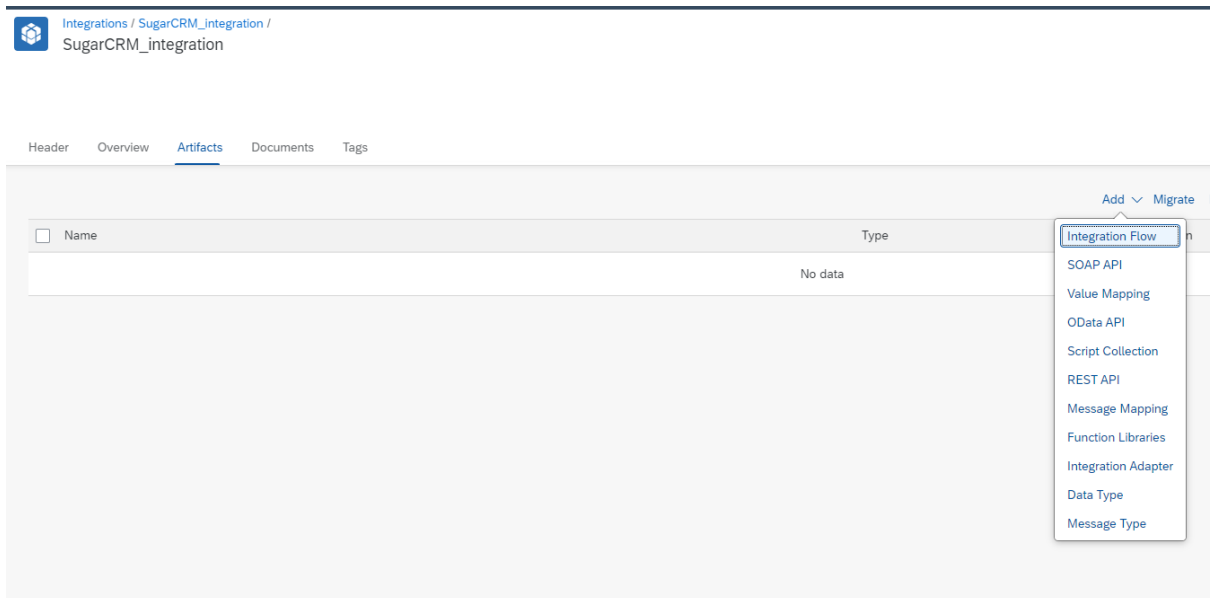
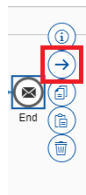


Figure 4-7: Creating an Integration Flow

5. Create an integration flow and supply a name.
6. Proceed to the newly created integration flow and click on Edit.
7. Select End. Choose the arrow-right icon (→).





8. Drag the pointer to the Receiver box.

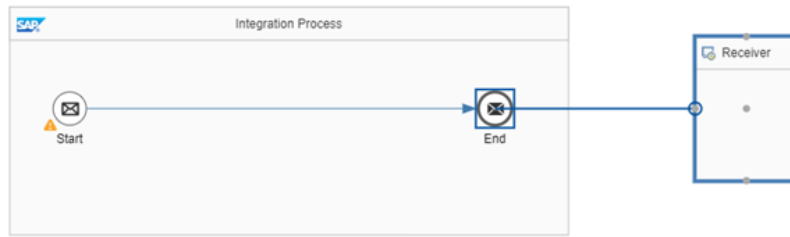


Figure 4-8 Selecting the receiver adapter

9. Select the SugarCRM adapter.

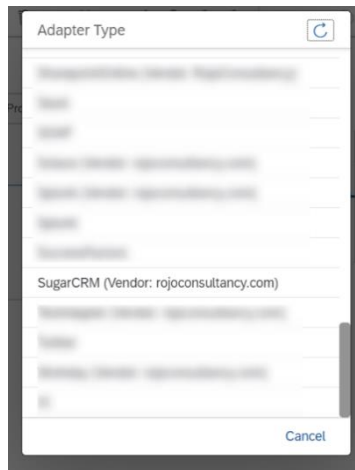


Figure 4-9 Select the SugarCRM Adapter

Note that the SugarCRM adapter is already available in the list of adapters.

10. After selecting SugarCRM Adapter, the Adapter is imported into the Design workspace of the SAP Integration Suite tenant

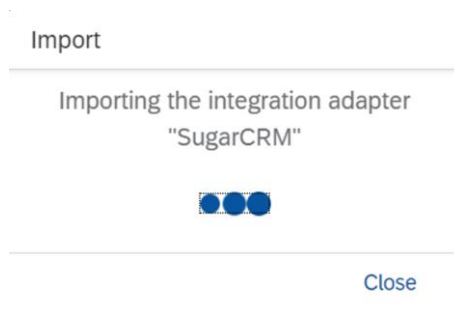


Figure 4-10: Import of SugarCRM adapter

11. Once the package is imported, the adapter deployment is triggered.



Figure 4-11 SugarCRM adapter deployment



12. Once the SugarCRM Adapter is deployed, a success message is displayed.

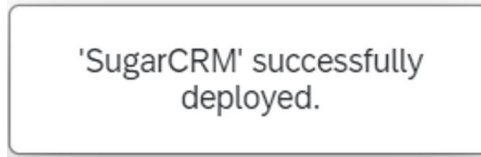


Figure 4-12 Successful deployment message

### 4.1.5 Importing the Adapter without Integration Flow Creation

Alternatively, t



he SugarCRM Adapter can also be imported into the Design workspace without creating an integration flow. This method is useful for scenarios where integration flow packages are migrated from development to a higher environment (Example: Production).

Use Transport Management Service (TMS) to import/transport the SugarCRM Adapter to a higher environment.

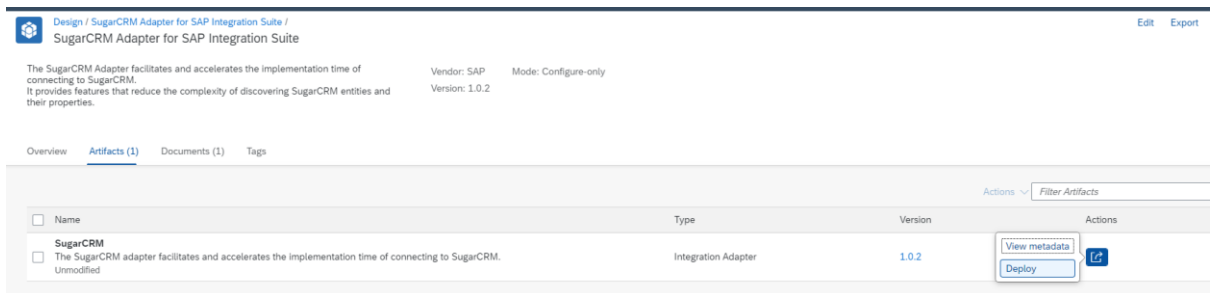
If the TMS option is not available in the landscape, the Adapter Package can be imported from the Discover workspace to the Design workspace via the copy option of the former.

Proceed as follows to copy the integration package and import the SugarCRM Adapter:

1. Navigate to the Discover tab.
2. Using the search box, search for “SugarCRM Adapter for SAP Integration Suite”
3. Select the “SugarCRM Adapter for SAP Integration Suite” package.
4. Navigate to the Copy option. Doing so copies the said package from the Discover workspace to the Design workspace.



5. Navigate to the Design workspace and select the “SugarCRM Adapter for SAP Integration Suite” package.
6. Select Artifacts, and choose the Deploy action to deploy the SugarCRM Adapter.



#### 4.1.6 Monitor the Deployment Status

After deploying the adapter, it is important to check if it has been correctly deployed to your tenant by navigating to “Operations View”, then to “Manage Integration Content”.

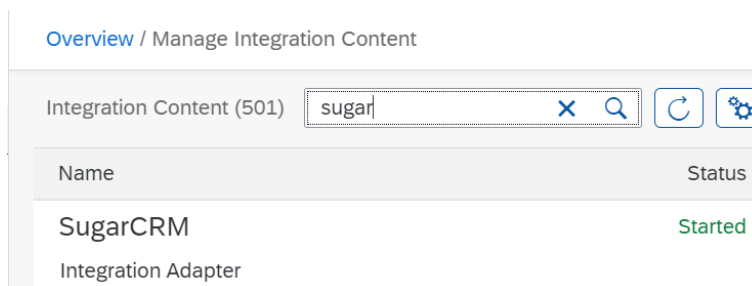


Figure 4-13: Checking the status of the deployed Integration Adapter

## 5 Plug-in Installation Steps

Please follow the steps below to install SugarCRM Adapter in Eclipse Oxygen:

1. Download Eclipse Oxygen 3a from the URL:  
<https://www.eclipse.org/downloads/packages/release/oxygen/3a>
2. Once installed, copy the SugarCRM Plug-in JAR file.
3. Go to your installation folder (e.g.: C:\Program Files (x86)\oxygen\eclipse).
4. Open the Plug-ins folder and paste the SugarCRM Plug-in JAR file. The exact name of the file can be found in Section 0.
5. Open Eclipse Oxygen.
6. Go to Windows > Perspective > Open Perspective > Other (See Figure 5.1).



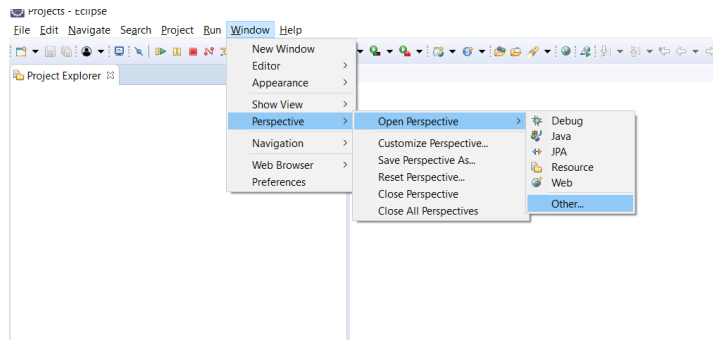


Figure 5-1: Changing perspective

7. Select SugarCRM Workbench and click Open (See Figure 5.2).

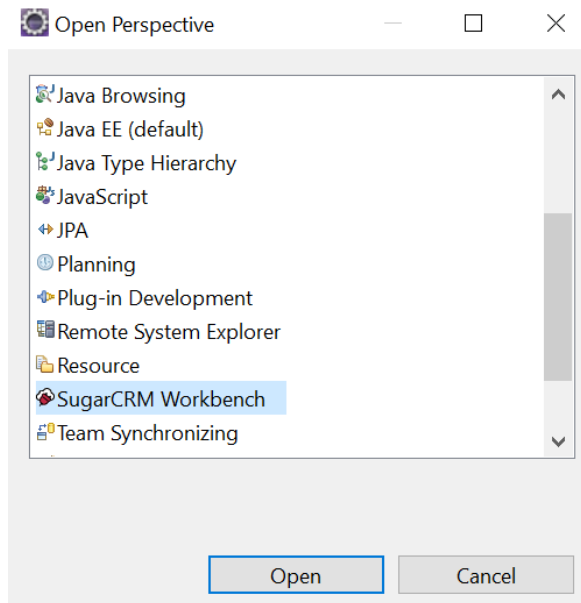


Figure 5-2: Selecting the Adapter Perspective

8. Go to Window > Preferences.

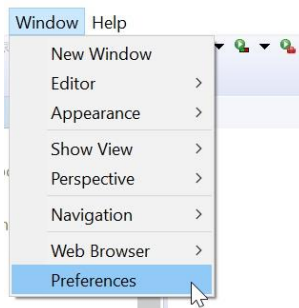


Figure 5-3: Selecting the Preference Option



9. Select SugarCRM Adapter Plug-in. Fill with your SugarCRM Address, Username, Password, and Client ID. These details can be obtained in your SugarCRM tenant.

Figure 5-4: SugarCRM Perspective

The Section 11.1 (Finding SugarCRM Address) of the SugarCRM Adapter Guide explains how to obtain your Address. Furthermore, for the Client ID, you will need to create an app on your SugarCRM tenant. You can find the details about in Section 4 (SugarCRM Configuration) of the SugarCRM Adapter Guide. Validate credentials and if there are no issues, click on **Apply and Close**.

10. If the configuration details are correct, you will get a *Login successful* message as shown in Figure 5-5. Ensure that the connection is successful before proceeding to use the adapter and the plug-ins.

Figure 5-5: Successful Connection of Plug-in

To start using the adapter and the plug-in, refer to the SugarCRM Adapter Guide.

