



Infor CRM Implementation Guide

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Introduction



Infor CRM is a leading customer relationship management solution that enables small to medium-sized businesses to acquire, retain, and develop profitable customer relationships through integrated Sales, Marketing, Customer Service, Accounting Integration, and Support automation solutions.

About This Guide

This is the *Infor CRM Implementation Guide*. It provides step-by-step instructions for installing a full version of Infor CRM in your organization's environment.

- If a version of Infor CRM (Saleslogix) is not already installed in your environment, follow the steps in this guide.
- If you are upgrading from Infor CRM version 8.4 or later, refer to the guide called *Infor CRM v8.5 Release Notes*.
- If you are upgrading from earlier versions of Infor CRM, use the appropriate upgrade documents to first upgrade to version 8.4 or later before upgrading to version 8.5. These documents are available from the Infor Support Portal on the Infor Concierge web site: <https://concierge.infor.com/>

This guide is written for system administrators and information system professionals.

What You Need to Know

The *Infor CRM Implementation Guide* assumes you have a working knowledge of Microsoft Windows operating systems, Microsoft Windows server technology and security, Microsoft Internet Information Services (IIS) Manager, and Web technology. You should also understand the client/server computing environment, especially networking strategies for network and remote users.

You should be familiar with your database platform and its operation and administration. Depending on the selected database platform, a Database Administrator (DBA) may be required for database tuning, maintenance, and customizations.

Choosing Components for Your Implementation

Infor CRM is a feature-rich product with multiple possible installation scenarios. Choose your core installation option (Standard or Custom), and then install the Infor CRM Clients and peripherals based on the needs of your organization. The following table provides an overview.

Component	Available Options
Core components	
Choose one of two installation options.	<ul style="list-style-type: none"> ■ Standard ■ Custom
Clients	
You can install any combination of Infor CRM Clients.	<ul style="list-style-type: none"> ■ Web Client ■ Windows (LAN) Client ■ Mobile Client
Remotes	
Remotes are installations where users have a subset of the Infor CRM database located locally.	<ul style="list-style-type: none"> ■ Offline Web Client ■ Remote Office ■ Remote Users
Synchronization	
Synchronization enables exchange of data between databases. It is only required if your implementation includes Remotes.	
Optional components	
Optional components allow you to extend Infor CRM functionality.	<ul style="list-style-type: none"> ■ Infor CRM Xbar for Microsoft Office ■ Back Office Extension (for integration with Supported ERP systems). ■ CPQ ■ Ming.le ■ LinkIn ■ Infor CRM Contour



The Help symbol precedes online Help topic names, where you can find additional information about features or procedures not detailed in this guide.

Related Documentation

In addition to the Infor CRM *Implementation Guide*, you may find the following documentation helpful.

- Compatibility information for Infor CRM v8.5 is available in the Infor Online Compatibility Matrix (OCM).
 - a. Log on to the Infor Concierge website: <https://conciierge.infor.com/>.
 - b. On the **App Menu** click **Infor Support Portal**.
 - c. Expand the **Environment** menu, and then click **Online Compatibility Matrix**.
Click the Introductory Video link for a video explaining the features of the Online Compatibility Matrix.

- The *Developer Tips* online Help contains information for developers, Webmasters, and IS professionals who are customizing the Infor CRM Web Client or creating custom Web applications. This help file contains conceptual overviews, customization scenarios, code samples, and references to help you develop your Web applications. The Developer Tips Help is available from the Application Architect help system.
- The *Infor CRM Back Office Extension Configuration Guide for ION* provides configuration and implementation information for integrating Infor CRM Back Office Extension functionality with Infor ION. This document describes configuration requirements and provides setup instructions. It describes the ION connection points that are used in the integration and provides information about the business events or user actions in Infor CRM that send Business Object Documents (BODs) to ION Connect. This document is available with the product media and from the Infor Support Portal on the Infor Concierge web site: <https://conciierge.infor.com/>.
- The *Infor CRM Back Office Extension Customization Guide* provides instructions for customizing the Infor CRM v8.5.x Back Office Extension functionality to integrate with your ERP system when using Infor ION Connect. This document is available with the product media and from the Infor Support Portal web site: <https://conciierge.infor.com/>.
- The *LAN Developers Reference* provides VBScript, COM, and SQL functions you can use to customize the Infor CRM Windows (LAN) Client to meet your specific needs. It is available from the Infor Support Portal web site: <https://conciierge.infor.com/>.
- Online Help is available in each Infor CRM application.
- The Infor CRM Web Client online help is available from <https://docs.infor.com/>

Contacting Infor

If you have questions about Infor products, go to Infor Concierge at <https://conciierge.infor.com/> and create a support incident.

If we update this document after the product release, we will post the new version on the Infor Support Portal. To access documentation, select **Search > Browse Documentation**. We recommend that you check this portal periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1

Implementation Checklist

1

This chapter outlines the tasks you must complete to implement Infor CRM. These tasks are designed to help you organize and make decisions regarding your Infor CRM implementation. Any tasks that are recommended, but not required, are designated as 'optional'.

If you are implementing Infor CRM for the first time, read each chapter thoroughly to ensure you have correctly completed the necessary steps.



If you are upgrading from a previous version, do not use this document. Refer to the document called *Infor CRM v8.5 Release Notes* available from the Infor Support Portal on the Infor Concierge web site: [https://concierge.infor.com/..](https://concierge.infor.com/)

Required Tasks

All implementations require the following tasks.

	Task	Page	Computer
1	Set permissions (security and access) for the WebDLL and SLXService users.	14	Administrative Workstation
2	Install and configure your system prerequisites.	16	All computers and servers
3	Create and share the logging folders.	24	Synchronization Server
4	For Oracle installations, create your Infor CRM database. Note: You must run the CreateOracleViews.sql script on your database before you can log into any Infor CRM products. For Microsoft SQL Server, the database is created during the installation.	28, 115	Database Server
5	Install the Infor CRM Server components.	28	All computers and servers
6.	Create Server database connections (if necessary).	31	Infor CRM Server
7	For Oracle installations, create the Net Service Name and Client database connection.	32	Administrative Workstation
8	For 64-bit systems, create a 32-bit OLE DB UDL.	33	Administrative Workstation
9	Add the appropriate Infor CRM licenses.	36	Administrative Workstation
10	Enter your main office information.	36	Administrative Workstation
11	Configure options.	36	Administrative Workstation
12	Understand e-mail integration options.	39	Administrative Workstation

	Task	Page	Computer
13	Add office information for customer service and support. This task applies if your installation uses customer service or support features.	41	Administrative Workstation
14	Add new users and configure user profiles.	60	Administrative Workstation
15	Set user access to Customer Service Management. This task applies if your installation uses customer service or support features.	62	Administrative Workstation
16	Install the Infor CRM Network Client on all Infor CRM user's computers.	75	Infor CRM Client computers
17	Start the Infor CRM Network Client.	76	Infor CRM Client computers
18	Create Area, Category, and Issue lists. This task applies if your installation uses customer service or support features.	76	Infor CRM Client computer
19	Create the Contact Sync group. This task applies if your installation includes Outlook Integration, Sync for Exchange, or Sync for Gmail.	77	Infor CRM Client and Web Client computers

Web Tasks

In addition to the ["Required Tasks" on page 5](#), implementations that include Web components require the following tasks.

	Task	Page	Computer
1	Install the Web Host.	45	Web Host server
2	Build the Web platform.	47	Administrative Workstation
3	Deploy the SlxClient portal.	48	Administrative Workstation
4	Change the user assigned to the Job Service. This task is required for the Web Client but may also apply to LAN Client installations that will include custom jobs for long-running or resource-intensive tasks.	53	Web Host server
5	Understand the SData portal.	53	Web Host server
6	Configure IIS performance settings.	54	Web Host server
7	Enable HTTP Compression.	54	Web Host server
8	Configure Application Pool permissions.	56	Web Host server
9	Define the default document.	56	IIS Server
10	Configure Windows Authentication.	49	Administrative Workstation
11	Test the Web site.	57	Web Host server
12	Configure roles.	62	Web Client computer

	Task	Page	Computer
13	Create a link from your company's Web site (intranet).	67	Company intranet server
14	Configure Web Client user computers.	68	Web Client computers
15	Create the Contact Sync group. This task applies if your installation includes Outlook Integration.	69	Infor CRM Client and Web Client computers

Mobile Client Tasks

In addition to the ["Web Tasks" on page 6](#), implementations that include the Mobile Client require the following tasks.

	Task	Page	Computer
1	(Optional) Enable multi-currency in Mobile.	71	Administrative Workstation
2	(Optional) Change the warehouse mode.	72	Administrative Workstation
3	(Optional) Enable Offline support.	72	Administrative Workstation
4	Deploy the Mobile Client portal.	73	Administrative Workstation
5	Define the default document.	73	IIS Server
6	Test the Web site.	73	Web Host
7	Send the Mobile Client portal URL to users.	73	Administrative Workstation

Customer Portal Tasks

In addition to the ["Web Tasks" on page 6](#), implementations that include Infor CRM Customer Portal require the following tasks.

	Task	Page	Computer
1	Add the Customer Portal User.	80	Administrative Workstation
2	Set user security.	80	Administrative Workstation
3	Deploy the Customer Portal.	81	Administrative Workstation
4	Configure the SpeedSearch Indexes access setting for Public Access (if necessary).	81	Administrative Workstation
5	(Optional) Enable employees to grant access to Customer Portal.	81	Web Host
6	Test the Web site(s).	82	Web Host
7	Create a link from your company's Web site (intranet).	82	Company internet or intranet server
8	Provide instructions to Customer Portal users on how to configure their computers.	82	Customer Portal computers

Synchronization Tasks

In addition to the ["Required Tasks" on page 5](#), the following tasks are required for all implementations that include Remote users or Remote Offices. If your implementation does not include Remotes, the following do not apply.

	Task	Page	Computer
1	Configure synchronization transfer profiles for your selected method of synchronization.	85	Administrative Workstation
2	Start the Synchronization Server.	91	Synchronization Server

Remote User Tasks

In addition to the ["Required Tasks" on page 5](#), the following tasks are required for all implementations that include Remote users. Remote users can access their local database using the Infor CRM Remote Client or Offline Web Client.

	Task	Page	Computer
1	Set synchronization options and assign a synchronization transfer profile to each Remote user.	93	Administrative Workstation
2	Create Remote user databases.	95	Administrative Workstation
3	Deploy the Web site to all Remote Network and Offline Web Clients.	110	Administrative Workstation
4	Install the Infor CRM Remote Client and/or Offline Web Client.	96, 111	Remote user computers
5	Install the Remote user database.	97, 111	Remote user computers
6	Run a synchronization cycle on all Offline Web Client computers.	112	Remote user computers
7	Start the Infor CRM Remote Client and/or Web Client.	98, 112	Remote user computers
8	Instruct Offline Web Client users to download the Office Integration Module.	112	Remote user computers

Remote Office Tasks

In addition to the ["Required Tasks" on page 5](#), implementations that include Remote Offices require the following tasks.

	Task	Page	Computer
1	Configure the Remote Office profile.	101	Administrative Workstation
2	Add users to the Remote Office.	102	Administrative Workstation
3	Create the Remote Office database.	102	Administrative Workstation
4	Install the Web Host at the Remote Office.	103	Remote Office computer
5	Install the Remote Office.	103	Remote Office computer
6	Install the Remote Office database.	104	Remote Office Database Server
7	Deploy Web Portals for the Remote Office.	105	Administrative Workstation
8	Start the Remote Office Sync Client.	107	Remote Office computer
9	Install the Remote Office Clients and/or Web Clients.	107	Infor CRM Client computers

Back Office Integration Tasks

In addition to the ["Web Tasks" on page 6](#), the following tasks are required for all implementations that include Back Office Integration.

	Task	Page	Computer
1	Ensure the pre-requisites are complete: The Supported ERP system must already be installed. Infor ION must already be installed.	140	
2	Enable Multi-currency in Infor CRM. See the “Managing Currency” topic in the Administrator Help or the Web Client help for more information.	140	Administrative Workstation
3	Follow the instructions detailed in Appendix G "Integrations" .	140	Multiple

Integration Configuration Tasks

See [Appendix G "Integrations" on page 137](#) for information about the integrations supported in Infor CRM.

Optional Tasks

After completing the previous tasks, you can begin using Infor CRM. However, you may want to learn more about the following features to further customize your implementation.

Conflict Resolution

You can define the criteria to use during synchronization to determine what changes are kept when more than one user has changed data. Conflict resolution is only necessary if your implementation includes Remotes. See the “Conflict Resolution” topic in the Administrator Help for more information.

Multi-currency

If your company has users in multiple countries using different currencies, you can enable multi-currency support. For more information see the “Managing Currency” topic in the Administrator Help or the Web Client help for more information.



Multi-currency must be enabled prior to configuring and enabling the Infor CRM Back Office Integration.

Monitor Console

The Monitor Console receives and displays information from the Synchronization (Sync) Service. This enables remote monitoring of the status of processes and jobs running on the Sync Server. See the Monitor Console Help for more information.

Sales Processes

Sales Processes are groups of steps and procedures that help users manage their Sales pipeline. A sales process shows users the steps to complete while working to make the sale. Processes can also prompt the user to complete activities, such as making phone calls and writing letters. For information on creating and managing Sales Processes, see the “Managing Sales Processes” topic in the Architect or Infor CRM Client Help.

Teams

After adding and configuring users, you can create teams containing the users who require access to the same set of accounts. Teams customarily reflect the structure of your company, such as corporate regions, sales territories, or departments. See the “Working with Teams” topic in the Administrator Help for more information.

Back Office Integration

Infor CRM Back Office Extension enables Infor CRM to integrate with your supported ERP system when Infor ION is also installed. Data from the ERP system is displayed in the Web Client interface. If your implementation will include enabling Back Office Integration, see the following documents.

The *Infor CRM Back Office Extension Configuration Guide for ION* provides configuration and implementation information for integrating Infor CRM Back Office Extension functionality with Infor ION. This document describes configuration requirements and provides setup instructions. It describes the ION connection points that are used in the integration and provides information about the business events or user actions in Infor CRM that send Business Object Documents (BODs) to ION Connect. Be sure to review and implement the new IOBOX optimization scripts presented in Chapter 4, "Defining the Infor CRM IOBOX". This document is available with the product media and from the Infor Support Portal web site: <https://conciierge.infor.com/>.



Back Office Integration is not supported for Windows Network Clients or Remotes (Offline Web Clients, Remote Offices, or Remote Network Client users).

Part I Administration Tools and Servers

Chapter 2

Preparing Your Environment

2

Before installing Infor CRM, review and address the system prerequisites outlined in this chapter. This will minimize delays and enable your implementation to be successful.



Infor CRM was formerly named Saleslogix. Some installed components and registries have retained the name Saleslogix.

General Requirements

The requirements listed here apply to all Infor CRM installations.

User Rights and Network Permissions

You must have Administrator rights for the computer on which you are installing Infor CRM components. See your Microsoft documentation for instructions on granting administrator rights using one of the following options:

- Add each user to the local machine's Admin group for the duration of the implementation.
- Use a domain user account that is a member of the domain admin group for the duration of the implementation.
- You do not need administrator rights to run the Infor CRM Client, Infor CRM Web Client, or Sync Client.



The Offline Web Client installation does not require administrator rights if all prerequisites are installed prior to installing the Offline Web Client.

- TCP/IP must be installed and configured on every computer running Infor CRM. TCP/IP is required as the network communication protocol.
- No debuggers, programs, or screen savers running. Close all programs and turn off all debuggers, screen savers, or anti-virus programs that may interfere with the installation.

Understanding Commonly-Used User Types

The instructions in this document reference several default users and user types. This section explains these users and provides instructions for creating them where necessary.

Local System Account: This default Microsoft Windows account includes the privileges necessary for Infor CRM services. The Local System user has full rights on the local computer, but not domain access.

If you plan to run Agents, the Local System Account cannot be used to sign in and cycle the Sync Server the first time. You must use a Domain account to sign in and run a manual synchronization cycle for Agents to work correctly.

SLXService User: Create this user if you have modified the default settings for the Local System Account or prefer to specify a different user. See "[Microsoft SQL Server](#)" on page 22 for more information. Although named "SLXService User" in this document, you may give this user any unique name.

WebDLL User: Create this domain user if your installation includes Web components or Job Server. See ["The WebDLL User" on page 15](#) for more information. This user is usually mapped to the Infor CRM Admin user. Although named "WebDLL User" in this document, you may give this user any unique name.

Admin User: This is an Infor CRM user and has full permissions to the Infor CRM product and database. It must be mapped to a user such as the Local System Account, SLXService User or WebDLL User.

Named User (Network or Remote): This is an Infor CRM user. Each license enables a single named user to access any number of copies of any Web, Remote, Mobile, or Infor CRM Network Client software. One license is assigned per user for each named user.



See the help topic "Understanding Users" in the Administrator or Web Client online help systems for more information about the user types available in Infor CRM.

Permissions Required for the SLXService User (without Administrator rights)

If you choose to create the SLXService User, you must assign the following required permissions. These permissions apply to Windows 2012 R2 through Windows 2019. You must sign in as a user with Administrative rights to configure permissions.

To create the SLXService user

1. Log on as a user with Administrative rights.
2. Set "Access this computer from the Network", "Allow log on locally", and "Log on as a service" rights on the Infor CRM Server, SpeedSearch Server, and Sync Server computers.
3. Give the SLXService user **Full** control to the following registry keys,
 - **(After installing Infor CRM)** Sync Service
 - HKLM\Software\SalesLogix
 - SLXService User
 - HKLM\SYSTEM\CurrentControlSet\Services\Eventlog
 - HKLM\SOFTWARE\WOW6432Node\Description\Microsoft\Rpc\UuidTemporaryData
4. Grant the SLXService user security rights to the following directory and file locations:
 - DBEventing Service
 - C:\Windows\Debug\ (Full control)
 - Sync Service and Sync Servers
 - Logging path for each Sync Server (Full control)
 - Library folder (Full control)
 - Documents folder (Full control)
 - Sync Service folder (Full control)
 - Remote Office Sync Logs folder (Full control for Everyone accessing the Remote Office)
 - Remote Office Documents folder (Full control)
 - Remote Office Library folder (Full control)
 - If an alternate location is used for the log files created, then this path must also be enabled for modify (read/write) access.
 - **(After installing Infor CRM)** SpeedSearch Service
 - C:\Program Files\Saleslogix\Speedsearch (Full Control)
 - Microsoft SQL Express
 - Program Files\Microsoft SQL Server\instance name\Data
The Windows user for the Infor CRM Infor CRM Remote Client must be given this access. Access is only required for Remote users with a Microsoft SQL Express database.

The WebDLL User

If your installation includes Web components or the Job Server, you must create the WebDLL user. This user is a valid network sign on name with security permissions that allow the Web Host and the Job Service to access all necessary directories.

The WebDLL user has certain minimum security settings required to run the Web components on Microsoft Windows. The exact settings depend on the requirements of your company. The minimum requirements are detailed in this section.

- Individual Infor CRM users do not require any Windows permissions to be set to use the Web Client. All required access comes from the permissions granted to the WebDLL user. Because the IIS default user, IUSR_<machinename>, is created locally, you should create a new user.



For information on creating users, modifying user groups, and assigning folder permissions, refer to the Microsoft Windows online Help.

Use the following settings to create the WebDLL user without Administrator rights on the Web Host. You must sign in as a user with Administrative rights to configure permissions.

To create

1. Create the WebDLL User in your company's domain where all servers involved in the implementation are located.

Since you must be a domain administrator to do this, typically an IT department creates the user.

- a. For the User name, type **WebDLL**.
Do not use spaces.
- b. Set password options to:
 - **Password never expires.**
 - **User cannot change password.**
2. If selected by default, *clear* **User must change password at next sign on.**
3. Add the WebDLL user to the following user group:
 - IIS_IUSRS
4. Set **Full** permissions to the following registry locations:
 - Service User (WebDLL)
 - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Tracing
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog
5. Set **Read Only** access to the following registry location:
 - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SystemCertificates\Disallowed
6. Set **Read/Write** access to the following locations:
 - Needed for Infor CRM:
 - C:\Windows\Temp folder
 - C:\Windows\SysWOW64\config\systemprofile\
7. **(After installing Infor CRM)** Set **Full** access to the following location: C:\ProgramData\SalesLogix\Profiler\SalesLogix.Profiler.SLXPROFILERINFO.tmp.
8. Grant access to the IIS metabase and other directories used by ASP.NET.
 - a. Open a CMD prompt and navigate to C:\WINDOWS\Microsoft.NET\Framework\v4.0.30319
 - b. Type: **aspnet_regiis -ga domainname\username**
 - c. Press **Enter**.
The following messages will appear:
"Start granting slxapp access to the IIS metabase and other directories used by ASP.NET."
"Finished granting slxapp access to the IIS metabase and other directories used by ASP.NET."

To allow the Job Server to run as non-admin user

The following additional steps assume you have already configured the user as described in ["The WebDLL User" on page 15](#).

1. Use Regedit to set permissions on the following two keys for your domain user:
 - HKLM\System\CurrentControlSet\Services\WinSock2\Parameters - Full Control access
 - HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Perflib - Read access
2. Open a Windows Command Prompt and run the following command (replace domain and username with the domain and username of your user)

```
netsh http add urlacl url="http://+:1895/" user=domain\username
```

Software Requirements

- Latest supported Windows Service Pack. Install the latest supported service pack for your Windows platform, available from Microsoft at www.microsoft.com.
- Microsoft SQL Express installed on the Administrative Workstation. Microsoft SQL Express is required if you have an Oracle database and there will be Remote users or Remote Offices created, if your remote databases are a different Microsoft SQL Server version than the host, or if the Resync utility will be used.
If Microsoft SQL Express is installed with Infor CRM, it installs as a SALESLOGIX instance with the sa password set to SLXMa\$t3r. If you install Microsoft SQL Express from another source, you must set the sa password to SLXMa\$t3r (it is generally blank). To install Microsoft SQL Express with the same configuration settings as Infor CRM, copy the SLXSQLConfig.ini file from the 8.4.0 installation folder to a convenient, local location. This .ini file contains all of the necessary settings for Microsoft SQL Express to be installed with Infor CRM-specific settings. After the .ini file is copied, extract the version of Microsoft SQL Express and complete the installation using a commandline installation.
For example:
C:\SQL20016\extracted\setup.exe/configurationfile=c:\SQL2016\Extracted\SLXSQLConfig.ini.
Because the installation of Infor's version of Microsoft SQL is ignored, you must also install Microsoft SQL 2005 and 2008 Backward Compatibility packages on the machine in question. If you do not, the following error will display "Provider cannot be found, it may not be properly installed".
- The Microsoft SQL Server Native Client must be installed on all computers that connect to the Infor CRM database, when SQL Server is used as the database server.
- Microsoft Windows Installer. Windows Installer is required for use with .NET Framework. The Infor CRM installation automatically installs .NET Framework if it is not detected on the computer where you are installing Infor CRM.
- Microsoft .NET Framework with ASP.NET enabled. .NET Framework with ASP.NET enabled is required for .NET Extensions on the Administrative Workstation, Web Host, and Infor CRM Client computers.
Ensure you install IIS before you install Microsoft .NET Framework; otherwise, ASP.NET is not installed.
- Microsoft Word. You must install Word on the Administrative Workstation (or the computer on which you install Architect) for template management and on each Infor CRM Client and Web Client computer for mail merge.
- SAP Crystal Reports. If you plan to create or edit the Sample reports, you must install Crystal Reports on the Administrative Workstation (or the computer on which you install Architect) for report management.
- A PDF reader is required to view Infor CRM documentation.

- The following table shows the software prerequisites that will be installed if they are not detected during the Infor CRM installation. Installing these prerequisites may require your computer to restart.

Prerequisites	Admin Tools and Servers	LAN Client	Remote Office	Remote Client	Offline Web Client	Web Host
Windows Installer 4.5.1	X		X	X	X	
Microsoft Exception Message Box	X		X	X		
Microsoft .NET Framework 4.8	X	X	X	X	X	X
Microsoft .NET Framework 4.8 Developer Pack	X		X	X	X	X
SQL Server 2005 Backward Compatibility	X		X	X	X	X
Microsoft SQL Server Express 2012 RTM (Optional) ¹	X		X	X	X	
Microsoft Windows Imaging Component	X		X	X	X	X
Microsoft Visual C++ 2010 x86 Redistributable	X	X			X	X
Microsoft Visual C++ 2013 ² Redistributable Package	X					
Microsoft Visual C++ 2012 Update 4 Redistributable Package			X			



- ¹If a version of the Microsoft SQL Server database is already installed, the Microsoft SQL Express, installation will not complete successfully. Decline the option to install if it is offered.
- ²Microsoft Visual C++ 2013 Redistributable Package available also available from <https://www.microsoft.com/enus/download/details.aspx?id=40784> (required for CreateUnicodeDB.exe.)

Web Requirements

- Firewalls disabled on the Web Host (Windows 2008R2 Server). Firewalls can be active if a rule is added to allow inbound from ports 1433, 1025, and your Infor CRM Web site port.
- Windows Firewall port 11211. Open Windows Firewall and add an exclusion for port 11211. Infor CRM installs the Saleslogix Cache Server, which requires access to this port.

Internet Information Services (IIS) Requirements

You must set add IIS as a role in Windows.

To add IIS as a role

1. Open **Server Manager**, expand **Roles**, right click **Web Server (IIS)** and select **Add Role Services**.
2. In the **Select Role Services** list under **Management Tools**, expand **Web Server (IIS)**, expand **Web Server**, expand **Common HTTP Features**, and then select the following:

- **Default Document**
 - **Directory Browsing**
 - **HTTP Errors**
 - **Static Content**
 - **HTTP Redirection**
3. Select each of the following:
Selecting each of these will also select any sub-items.
- **Health and Diagnostics**
 - **Performance**
 - **Security**
4. Expand **Application Development** and select each of the following:
- **.NET Extensibility 4.7**
 - **Application Initialization**
 - **ASP**
 - **ASP.NET 4.7**
 - **CGI**
 - **ISAPI Extensions**
 - **ISAPI Filters**
 - **Server Side Includes**
5. Select **Management Tools** which will select all of the sub-items.

SData Portal Requirements



The Web Host installation automatically sets up IIS configuration. If you prefer to manually set up your web site instead of using the Web Host install, see the steps for configuring IIS before continuing with the installation.

SData provides a standard protocol for reading data from and writing data to business applications, either on-premises (server or desktop based) or on the Web.



If your implementation includes Windows Authentication, Job Service, and/or Mobile, but not the Web components, you must still create the WebDLL user, install the Web Host, and configure the SData portal. See ["Understanding the SData Portal" on page 53](#) for instructions.

SData portal is required for Infor CRM Mobile and Offline Web Client, and Infor CRM Xbar for Microsoft Outlook functionality.

Process Orchestration Server Requirements

Process Orchestration allows you to create a process to be associated with any entity in Infor CRM. Any entity can be associated to multiple processes. Process Orchestration requires the Process Orchestration Host which executes/monitors the process instances in the Web Client. The Process Orchestration Host is installed with the Web Host, and requires the following:

- .NET Framework 4.8 or later. The Process Orchestration Server will not run using .NET Framework versions earlier than 4.8.
- Disabling IIS Integrated Windows Authentication for the ProcessHost Web site.
- An Infor CRM user must be associated with the same Windows user that is assigned to the application pool for Process Orchestration. Typically, this is the Infor CRM admin user.

For steps to associate an Infor CRM user to a Windows user, see ["Configuring the WebDLL User for Windows Authentication" on page 1](#).



If your implementation does not include the Web, you must still create the WebDLL user, install the Web Host, and configure Application Pool permissions for the process orchestration portal (see ["Installing the Web Host" on page 45](#) for instructions). Then refer to the "Implementing Process Orchestration" topic in the Application Architect Help for additional implementation steps.

Windows Authentication Requirements

If you choose to implement Windows Authentication for Infor CRM Client users in your installation, users who are already logged on to Microsoft Windows will be able to access the Infor CRM Clients without having to pass through an Infor CRM Client sign in screen. The Microsoft Windows user must be mapped to an Infor CRM Client user for this to be successful.

Windows Authentication is configured and functions for the Network and Web Clients.

Windows Authentication in the Infor CRM Network Client

In the Infor CRM Network Client, when Windows Authentication is enabled:

- If a Windows user is mapped to a valid Infor CRM Client user, he or she does not see an Infor CRM Client sign in page. The Network Client application simply opens.
- If a Windows user is not found to be mapped to an Infor CRM Network Client user, you can configure either of the following:
 - Display a sign in screen and require the user to sign in manually.
 - Display an error screen.
In this case the user cannot sign in to Infor CRM.

To configure Windows Authentication for the Network Client, you must:

- Ensure the Use Windows Authentication check box is selected on the User Profile General tab for each Infor CRM Client user. For more information see ["Configuring Users" on page 60](#).

Windows Authentication in the Infor CRM Web Client

In the Infor CRM Web Client, when Windows Authentication is enabled:

- If a Windows user is mapped to a valid Infor CRM Client user, he or she does not see a Web Client sign in page. The Web Client application simply opens.
- If a Windows user is not found to be mapped to an Infor CRM Web Client user, the user cannot access the Infor CRM Web Client through this portal. An error message displays.
- To enable users to sign in as the administrator, you must configure and deploy a second SlxClient portal that does not include Windows Authentication.



Ensure the Use Windows Authentication check box is selected on the User Profile General tab for each Infor CRM Client user. For more information see ["Configuring Users" on page 60](#).

Other options for Windows Authentication in the Infor CRM Web Client can be configured by editing the Web.Config file and are:

- Windows Authentication off, SData on
- Windows Authentication off, SData off.

For information about these configuration options, see the "Enabling Windows Authentication Access for Web Client Users" topic in the Administrator Help.

To configure Windows Authentication for the Web Client, you must:

- Configure the WebDLL user. See ["The WebDLL User" on page 15](#).
- Deploy an SData portal. See ["Deploying Infor CRM Client Portals" on page 48](#).
- Configure your Web Server. See ["Configuring the Web Server for Windows Authentication" on page 50](#).
- Configure your Web Client computers. See ["Configure the Web Client Machines for Windows Authentication" on page 67](#).
- In the Administrator, open the User Profile General tab for each Web Client user and ensure the Use Windows Authentication check box is selected.



See the help topic "User Profile General Tab" in the Administrator help.

Windows Authentication in the Infor CRM Mobile Client

In the Mobile Client, users will still see a sign in screen when Windows Authentication is enabled.

To configure Windows Authentication for the Mobile Client, you must:

1. Configure Windows Authentication for the Web Client.
2. Deploy the SData portal.
3. In the Administrator, make sure that the User Profile General tab for each Infor CRM user who will also be a Mobile Client user has the Use Windows Authentication check box selected.



See the help topic "User Profile General Tab" in the Administrator help for more information.

4. Ensure that the Infor CRM user is associated to a Windows Domain user.

Job Service Requirements

The Job Service is a shared service that enables scheduling single and recurring tasks for immediate or delayed execution. This service executes tasks out of process, and so releases worker threads and memory for client sessions.

- Long running tasks offloaded to the Job Server can run asynchronously. When user sessions do not have to wait for long running processes to complete, fewer time-outs occur.
- Processing/memory intensive tasks offloaded to the Job Server eliminate competition for computing resources. The Job Server runs in a different process from the Web Host and consequently has a separate thread pool. It can be located on a separate server if necessary.

Although it is only required for an Infor CRM Web Client installation (including the Offline Web Client and Web Clients deployed at Remote offices), the Job Server can be consumed by any Infor CRM client when custom jobs are created to do so. Consider this service if your organization uses LAN or Mobile and typically has long-running tasks and/or resource intensive tasks. See *An Introduction to Job Server in Infor CRM.pdf* for more information about creating custom jobs.

The SData portal and the Job Server service may reside on separate machines. The Job Server service is commonly installed on the Saleslogix application server where the "Saleslogix Server" service is installed. Installing the Job Server on the Web Server is not recommended for performance reasons.

The Job Service is installed with Admin Tools and Servers and requires the following:

- The Web Host and the SData portal must be installed, built, and deployed. See ["Installing the Web Host" on page 45](#) and ["Understanding the SData Portal" on page 53](#) for more information.
- After installation, you must ensure the default Infor CRM user assigned for the Job Server to sign in as has access to Infor CRM Application Entities and Activities. Use the WebDLL user after associating it with the Infor CRM Admin user. See ["Modifying the Log on User for Job Service" on page 53](#) for more information.

If you prefer, you can change the Job Server Base Directory (the folder root for the file system deployment) from the default setting. You must do this after installation and then modify the SLXJobServer.exe.config file. Refer to *An Introduction to Job Server in Infor CRM.pdf* for details.

Server Requirements

In addition to the ["General Requirements" on page 13](#), ensure the Server computer(s) meet the following requirements.

- Microsoft SQL Server or Oracle. Your database platform must be installed and running on the Database Server.
- When installing Oracle, ensure that the Oracle OLE DB Provider is installed.



By default, Infor CRM uses the OLE DB Provider installed with MDAC v2.8. If your implementation uses the SQL 2005 Native OLE DB Provider, you must install that provider on any computer where Infor CRM is installed.

- Logging Folders. Create and share the logging folders as detailed in ["Logging Access Requirements" on page 23](#).
- Trust relationship. Establish a trust relationship if the Database Server is on a different network domain from some or all of the Infor CRM users and components. Ensure that these domains have a trust relationship with each other and can share data.

Microsoft SQL Server

- SQL Server Sort Orders set to 52 or 54. To check sort order information, type `sp_helpsort` in SQL Server Query Analyzer.
 - Sort Order 52 - Dictionary order, case-insensitive, for use with the 1252 character set.
 - Sort Order 54 - Dictionary order, case-insensitive, accent-insensitive, for use with the 1252 character set.
- SQL Server security set to SQL Server and Windows authentication. Verify this authentication is set on the Infor CRM Database Server.

To change the authentication mode, open SQL Server Management Studio, right-click the appropriate server, and then click Properties. On the Security tab, set the Authentication to SQL Server and Windows.
- (Recommended for best performance) Microsoft SQL Server Client and Server component versions match. For example, if the Connection Manager uses the Microsoft SQL Server 20012 driver, then the Infor CRM Clients should use the 2012 driver.
- SYSDBA user is not assigned the System Administrators role. If the System Administrator's role within Microsoft SQL Server is selected for the SYSDBA user, you cannot sign in to Infor CRM.

Oracle

- Infor CRM Oracle database is placed in its own instance.
- Oracle Provider for OLE DB Components. When installing, ensure that the Oracle Provider version matches your Oracle Server and Oracle Client version.
- Oracle Server, Oracle Client, and Oracle OLE DB Provider component versions match. The major version for all three pieces must be the same or compatibility issues may arise.

Infor CRM Client Requirements

In addition to the ["General Requirements" on page 13](#), ensure the following are set up on each Client computer.

- Microsoft Outlook. You must install Microsoft Outlook if you are using Outlook Integration, Advanced Outlook Integration, or Infor CRM Xbar for Microsoft Outlook (which includes Outlook Sync). Ensure Microsoft Outlook is installed and configured before installing Infor CRM.
- Small Fonts/Normal Size. Ensure the user's Windows' Display settings are set to Small Fonts or Normal Size (the name of the option varies depending on which version of Windows is installed). Access this setting using the Windows Control Panel.
- 1024 x 768 or higher screen resolution. Infor CRM screens are designed for higher resolutions. For optimum viewing, set the monitor resolution to 1024 x 768 or higher.

- (Remote Clients Only) Microsoft SQL Express or Microsoft SQL Server. See the “Microsoft SQL Express installed on the Administrative Workstation” bullet in the ["Software Requirements" on page 16](#) section for installation details.
- (Oracle implementations only) Oracle Provider for OLE DB Components. You must install the OLE DB components on every computer running Infor CRM for database connectivity. When installing Oracle, ensure that the Oracle OLE DB Provider is installed. In addition, your Oracle Server version must match your Oracle Client version.

Web Client Requirements

In addition to the ["General Requirements" on page 13](#), ensure the following are set up on each Web Client user's computer.

- A supported browser. See the Online Compatibility Matrix (OCM) for supported browsers.
- 1024 x 768 or higher screen resolution. Infor CRM screens are designed for higher resolutions. For optimum viewing, set the monitor resolution to 1024 x 768 or higher.
- Microsoft Outlook. You must install Outlook if you are using Web Client Mail Merge and Outlook Send SLX capabilities.

Remote Office Requirements

In addition to the ["General Requirements" on page 13](#), ensure the following requirement is met if your implementation includes a Remote Office.

- Microsoft SQL Server, Microsoft SQL Express, or Oracle. Your database platform must be installed and running on the Remote Office computer.
- IIS. A Web Server is required to host a Web Remote Office.

Logging Access Requirements

Various Infor CRM services and applications need access to the local file system or logging folders to transfer information. The following information applies to both the main office (Host) and any Remote Offices.

- The process running the Saleslogix OLE DB Provider must have Write permissions to the local file system, specifically the “All Users” folder. Write access is necessary for the Provider to write queue files.
- The SLXSystem.exe must have Read/Write permissions to the local file system to read and delete the queue files created by the Provider. This process assumes the rights of the parent process that creates it. Therefore all Infor CRM services or processes that use the Provider or SLXSystem.exe must have local file system access (for example, SpeedSearch Service).
- The SLX Server Service user needs Read/Write permissions to the local file system to write the queue files it receives from the Client SLXSystem.exe. The SLX Server Service also runs the SLXLoggingServer.exe so the service must have Read/Write permissions to the location of the Workgroup Logs.
- The Sync Server, Synchronization Client, and SLXLoggingServer are the only applications that need access to the shared logging path. Network users do not need access to the shared logging path.

Understanding the Logging Folders

The following logging folders must be created and shared for an Infor CRM implementation.

Sync Logs Folder The Sync Logs folder is the root folder for synchronization files. The first time the Sync Server runs, sub folders are automatically created under the Sync Logs folder for synchronization and other functions.

Documents Folder The Documents folder is the root folder for Infor CRM documents and for files attached to accounts, contacts, and opportunities. This folder is also required for Reports in the Infor CRM Web Client.

Library Folder The Library folder is the root folder for the Library system and contains the entire contents of the Library.

SyncService Folder The SyncService folder is used to store the Sync Service configuration file. This folder must be shared with the Administrative Workstation computer and with the computer on which the Synchronization Service is installed. If your implementation does not include Remote users or Remote Offices, you do not need this folder.

Remote Office Sync Logs Folder The Remote Office Sync Logs folder is necessary for implementations that contain a Remote Office. This is the root folder for Remote Office synchronization files. This folder must be shared to allow access by everyone (including the SLXService user).

Remote Office Library Folder The Remote Office Library folder contains all Library documents that Remote Office Network users have access to.

Remote Office Documents Folder The Remote Office Documents folder contains all documents that Remote Office Network users have access to.

Creating the Logging Folders

If your implementation does not include synchronization, the logging folder (Sync Logs) is usually located on the Administrative Workstation (the computer where you install the Administrator). In installations that use synchronization, the Sync Logs folder is best located on the Synchronization Server if it is a dedicated server. If you have a Document server, you can use it for the Library and Documents folders.

To create

1. In Windows Explorer, create the SyncService folder (for example, \\ServerName\SyncService).
If your implementation does not include Remote users or offices, you do not need to create this folder.
2. In Windows Explorer, create the Sync Logs folder (for example, \\ServerName\Sync Logs).
Ensure the Logging folder is shared and all Network and Remote users have network access to it. The path must also follow universal naming conventions (UNC), and you must be able to browse to it.
If you are using synchronization, and more than one Sync Server is required, create separate folders for each sync server (for example, \\ServerName\Sync Logs1, \\ServerName\Sync Logs2).
3. In Windows Explorer, create the following folders:
 - Library (for example, \\ServerName\Library).
 - Documents (for example, \\ServerName\Documents).

The next step...

- If your implementation includes a Remote Office, create the Remote Office folders detailed in the following section.
- If your implementation does not include a Remote Office, share the logging folders as described in ["Sharing Folders and Granting Access Rights" on page 25](#).

Creating the Remote Office Folders

A Remote Office contains a central set of shared folders used for synchronization, library files, and documents. If your implementation includes a Remote Office, you must create the Remote Office folders at the Remote Office site.

Typically, the synchronization folder (RemOffice Sync Logs) is located on the Remote Office Synchronization Client. However, you can create the synchronization folder on a separate file server. The Library and Documents folders can be created on the Remote Office Synchronization Client or a separate document server.

To create

1. In Windows Explorer, create the Remote Office Sync Logs folder (for example, \\ServerName\RemOffice Sync Logs) to store the synchronization sub folders.
2. In Windows Explorer, create the following.
 - Library (for example, \\ServerName\Library).
 - Documents (for example, \\ServerName\Documents).

Sharing Folders and Granting Access Rights

The Infor CRM folders must be shared before users can connect to them from the network.

When sharing folders, select one of the methods described in the following sections:

- ["Granting Full Access Rights to All Users"](#)
- ["Sharing Folders and Granting Rights to User Groups"](#)

Granting Full Access Rights to All Users

To share folders and assign access rights to everyone, you must:

- Enable file and print sharing.
- Assign the folders to be shared. This includes the SyncService, Documents, Library, Sync Logs, and Remote Office Sync Logs folder.
This share includes the SLXService user. The SLXService user must have permissions set to Full Control for the Infor CRM folders.

Refer to Microsoft documentation for instructions to share folders and enable file and print sharing.

Sharing Folders and Granting Rights to User Groups

User groups allow you to manage permissions to the Infor CRM folders by group, rather than by individual users. For example, you can create a group of Remote users and assign access rights to the entire group. When a new user is created, you add that user to the group, and the permissions are already defined. This saves time when administering a large number of users.

Creating User Groups

Should you decide to grant access rights by group, you must create global groups on the Windows Server. A global group is available in its own domain, as well as any trusting domain you may have.

Refer to Microsoft documentation for instructions to create user groups. The following user groups are recommended.

User Group	Represents
SixAdmin	System Administrator and SLXService user
SixNetwork	Infor CRM Network users
SixSync	Synchronization Server
SixRemote	Infor CRM Remote users



If Remote users need direct access to the main office database, include those users in both the SixNetwork and SixRemote user groups. For example, this would be necessary if users work remotely and also dock their laptop when in the office.

Sharing Folders by Group

After creating user groups, you must set the folder sharing rights and permissions for each group. Refer to Microsoft documentation for instructions to set folder permissions. The following user group access is recommended.

User Group	Type of Access
SlxAdmin	Full Control
SlxNetwork	Change
SlxSync	Change
SlxRemote	Change

Running Infor CRM as a Restricted User

To control security at a user level, you can create restricted users for Infor CRM. Since Admin rights to the local Windows computer are not required to run the Infor CRM Client, a restricted user with limited rights has full functionality.

Although Admin rights are not required to run Infor CRM, users need permissions to access specific directories on the local computer. You can set permissions using one of the following methods:

- Add the user to the local machine's Power User's group. Although this allows more than the minimum required rights, it requires less administration.
- Set permissions to specific directories. This grants the minimum required permissions but requires more administration. Set permissions to the following:
 - (Read/Write Access) Program Files\Microsoft SQL Server\instance name\Data folder - this folder is only needed for Remote users running Infor CRM on a Microsoft SQL Express database.
- (Citrix users only) Copy the contents of the Business Objects folder to the Windows\System32 folder.
 - Restricted users cannot register custom ActiveX objects contained in some Infor CRM Client views. A user with Admin rights must license and install the necessary components on each Infor CRM Client computer.
 - In Microsoft Windows 2012, assign full control permissions for the local SpeedSearch Directory to users running Infor CRM as a restricted user.

Running Infor CRM on a 64-Bit System

When installing Infor CRM on 64-bit systems, be sure you have made the following adjustments to installation.

- The Web Host requires IIS. When Web Host is installed on a 64-bit server, IIS must be running in 32-bit mode. For the Web Host, this setting is applied as part of the installation.
- If you are running Infor CRM on a 64-bit system, you must run the Data Link Manager in 32-bit mode. See ["Creating a 32-bit OLE DB UDL" on page 33](#).
- When setting permissions for the WebDLL user, read the steps under ["The WebDLL User" on page 15](#) carefully to ensure you have enabled access to the locations required in a 64-bit system.
- When your Microsoft Office installation is 64 bit, the Office Integration is not available.
- Although Export to File is supported in a 64-bit environment, in the Infor CRM Windows Client, Export to Excel requires integration with 32-bit Microsoft Office. In a 64 bit environment, it appears as unavailable.
- In the Infor CRM Infor CRM Network Client, Mail Merge requires integration with 32-bit Microsoft Office.

After completing this chapter...

You have completed tasks 1-3 of the ["Required Tasks" on page 5](#). Proceed with [Chapter 3, "Installing Infor CRM"](#).

Chapter 3

Installing Infor CRM

3

Before beginning this chapter...

Verify you have installed the prerequisites and created the logging folders as described in [Chapter 2, "Preparing Your Environment"](#).

If you are installing Infor CRM on Oracle, ensure you have created the installing Infor CRM database as described in [Appendix A "Creating a Database for Oracle"](#).



Use the instructions in this chapter to...

Install administration tools and server components. These components are required for all installing Infor CRM installations.

Understanding Infor CRM Databases

Your Infor CRM Implementation provides two databases: blank (for use as your production database), and evaluation (containing dummy data you can use for demonstrations and evaluations).



Do not use the evaluation database as your production database.

Microsoft SQL Server

Unless you have specified a different default data directory, the databases are installed to the same location as the Master.mdf (typically in the Microsoft SQL Server Data folder. The Data folder is a sub folder under your SQL instance name folder.) If the Infor CRM installation does not find SQL Server and you opt not to allow the Infor CRM installs to install SQL Express, or a Infor CRM database already exists, the databases are not installed.



- If you are using a Microsoft SQL Server database that was installed prior to installing Infor CRM, ensure that the sysdba user exists and is enabled, otherwise the databases may not install correctly. You can use SQL SQL Management tools for this.
- Also be sure to add sysdba to 'master' db and run the 'sysdbafix' script before trying to install the databases.

SalesLogix.mdf: This is your production database. The user name for this database is *admin*; the password is *password*.

SalesLogix_Eval.mdf: This database contains accounts, contacts, tickets, defects, and so on, for demonstration or testing purposes. You can sign in as admin, Lee, Dan, or any other regular user in the database. No password is required.



Creating a database on SQL Server with a name beginning with a number is not supported as a regular identifier, and therefore, not recommended. If you create a Host database using a name that begins with a number, you will receive errors when attempting to create a Remote user or Remote Office database.

The Standard installation installs the Microsoft SQL Server databases if Microsoft SQL Server is detected on the computer on which you are installing the Infor CRM Server.

Oracle

The SLX_Blank.dmp and SLX_Eval.dmp files are used to import data and the database structure to the CRM database.

SLX_Blank.dmp: This DMP file provides data that serves as your production database. The user name for the Infor CRM database created from the DMP file is *admin*; the password is *password*.

SLX_Eval.dmp: This DMP file imports accounts, contacts, tickets, defects, etc., to your evaluation database for demonstration or testing purposes. You can sign in to the Infor CRM database created from this DMP file as admin, Lee, Dan, or any other regular user in the database. No password is required.

If you have an Oracle database, you must create your database manually using the steps outlined in [Appendix A, "Creating a Database for Oracle"](#).

Installing Infor CRM

Install Infor CRM directly from the Infor CRM media or from a network drive. To install from a network drive, copy the entire contents of the media to a shared network directory. The installation steps outlined in this guide assume the main installation browser is active. If the installation program does not start automatically, locate and double-click Setup.exe.



The Infor CRM installations create folders and apply permissions necessary for Infor CRM to function. To avoid unexpected results, Infor recommends contacting Technical Support or your Business Partner before changing default settings on these folders.

Running the Administrative Tools and Servers installation

Depending on your implementation, you may need to run the installation on multiple computers. Use the following instructions to install all components necessary for your implementation (for example, Infor CRM Server, Administrative Workstation, Sync Server, and so on).



If you are installing the CRM database on a separate Database Server instead of the same computer as the Infor CRM Server, run the Server Installation > Install SQL Databases installation on the Database Server before running any other Infor CRM installation on the Infor CRM Server and other computers.

To install

1. On the **Infor CRM Installation** screen, click **Server Installation**.
2. On the **Server Installation** screen, click **Required Administrative Tools and Servers**.



If the installation does not detect the necessary prerequisites, (such as SQL Express) you will be prompted to install them. Installing prerequisites may require your computer to restart.

- Click **Install** to allow Infor CRM to install the required components.
- Click **Cancel** to stop the installation.

For some prerequisites, you may have the option to bypass their installation but still continue installing Infor CRM.


3. On the **Welcome** screen, click **Next**.

4. On the **Setup Type** screen, select an installation type, and then click **Next**.

Depending on your configuration, you may need to run the Administrative Tools and Servers installation on multiple computers..

- Select **Complete** to install all program features and the Microsoft SQL Server databases. Selecting this option installs Infor CRM using the Local System Account. To set a different user, particularly if SpeedSearch indexes include files located on another computer, select the Custom option.
- Select **Custom** to install only certain components or to change the installation location. Use the **Custom Setup** screen to enable or disable items for installation.
 - **Infor CRM Server** - installs the components that primarily handle logging and licensing for Infor CRM. This is required for all installations.
 - **Administrator** - installs the Windows-based administration tool. This is required for all installations and is the only interface for entering Infor CRM licenses.
 - **Architect** - installs the component used to customize the Infor CRM Client.
 - **Application Architect** - required to configure and customize the Infor CRM Web components and portals.
 - **Job Server** - installs the service used for scheduling tasks for immediate or delayed execution. This service is required by the Web and Mobile clients for features such as rolling over activities, updating support contracts, opportunities, and leads, reporting, and Export to Excel.
 - **Messaging Event Server** - enables communication between Infor CRM service components. This is required for all installations.
 - **Cache Server** - stores Web data which allows the cache to be real-time. This is required for all installations. Install on the machine that will accommodate the Web Host, or on the Application Server. Do not install on the SpeedSearch Server, and be sure to install only once per implementation.
 - **SpeedSearch Server** - installs the SpeedSearch Service.
 - **Synchronization Server** - required if your installation will include remote users or a remote office.
 - **.NET Extensions** - install if your Network Client customizers will want to distribute, license, release and deploy Network Client customizations written in the Microsoft .NET Framework.
 - **Utilities** - multiple applications to aid with customization and database maintenance.

5. Depending on your installation type, you will be prompted to enter some or all of the following information on the installation screens:

- **Use Local System Account** - Select this option if the local user account has the correct security permissions to install Infor CRM. If you clear this option, set the information for the SLXService user you created as described in ["Permissions Required for the SLXService User \(without Administrator rights\)" on page 14](#).
If SpeedSearch indexes include files located on another computer, do not use the Local System Account. SpeedSearch requires a Network user to access information on other computers.
 - **Domain** - Type the network domain where you created the SLXService user.
 - **User Name** - Type the name of the SLXService user (for example, SLXService).
 - **Password and Confirm** - Type the SLXService user's password.
 - **Port Change** button - Changes the port number used for communication between the Clients and Infor CRM Server. In most implementations, the default port number does not need to be changed. However, if you have another application or service using port 1706, you should change the port number to an unused port.
 - **Install Blank and Eval databases if they don't already exist (SQL Server Only)** - This check box appears if you selected the option to install the Infor CRM Server, or the Complete installation. Unless you previously ran the Install SQL Databases installation, select this check box to ensure the databases are created.
 - **Password required for external read-only access** - If necessary, type a password used to allow third-party applications to import Infor CRM data but not allow changes to the Infor CRM database.
 - **Password required for external read/write access** - If necessary, type a password used to allow third-party applications to import Infor CRM data and make changes to the Infor CRM database. For more information on password settings for third-party applications, see the "Understanding Third-Party Access Scenarios" topic in the Connection Manager Help.
-  For more information on password settings for third-party applications, see the "Understanding Third-Party Access Scenarios" topic in the Connection Manager Help.
- **SQL Server sa password** - If you have a password set on the sa account on the Microsoft SQL Server, type the sa password. The installation requires this password to install and attach the Infor CRM databases.
 - **SQL Server sysdba password** - Type your Microsoft SQL Server sysdba password. The installation must validate the password of the sysdba user to create a valid connection string for the Infor CRM database.



If you do not enter the sa and/or sysdba password, the databases are not installed.

6. On the remaining screens, click **Install** and **Finish** to complete the installation.

If your database platform is Microsoft SQL Server and your database is installed on the same machine as the Infor CRM Server, select the Launch Administrator option and proceed with [Chapter 4, "Configuring the Infor CRM System"](#). Otherwise, do not select this option and continue with the following sections to create database connections.

7. If necessary, restart your computer.

Creating Database Connections

If you ran the Custom Installation and installed the Infor CRM Server on the Database Server (Microsoft SQL Server only), Infor CRM automatically creates your database connections.

If your installation includes one of the following scenarios, you must create your database connection manually or modify the default connection. Generally you will create a connection to the blank and evaluation databases.

- If your database platform is Microsoft SQL Server 2014, 2016, or 2019, you must modify the default database connections.
- If your database platform is Microsoft SQL Server, and you are installing the Infor CRM Server and Infor CRM database on different computers, you must manually create database connections.
- If your database platform is Oracle, you must manually create database connections.
- If you are running Infor CRM on a 64-bit system, you must run the Data Link Manager in 32-bit mode. See ["Creating a 32-bit OLE DB UDL" on page 33](#).

To create

1. Open the **Connection Manager**.
For example, on the **Start** menu, point to **Programs**, point to **Saleslogix**, and then click **Connection Manager**.
2. In the **Connection Manager**, do one of the following:
 - Click **Add** to create a new connection.
 - Select an existing connection and click **Edit**.
3. In the **Connection Name** box:
 - a. In the **Name used to refer to this connection** box, type a name for the connection.
The connection name can be a maximum of 32 characters and may include spaces. Duplicate names are not permitted.
 - b. (Optional) To restrict third-party client access through this connection, set the **Read/Write password for this connection**, and if necessary, the **Read-Only password for this connection**. (Click the Change button next to the appropriate box to set the password.)
 - c. Click **OK**.
4. On the **Provider** tab in the **Data Link Properties** dialog box, select the appropriate provider for your database platform, and then click **Next**.
 - a. *Microsoft SQL Server 2014*: select **SQL Native Client 11**
 - b. *Microsoft SQL Server 2016*: select **SQL Native Client 11**
 - c. *Microsoft SQL Server 2019*: select **SQL Native Client 11**
 - d. *Oracle*: select **Oracle Provider for OLE DB**
If the Oracle Provider for OLE DB is not listed on the Provider tab, ensure you have installed the Oracle OLE DB Provider. See ["Windows Authentication Requirements" on page 19](#) for more information.
5. On the **Connection** tab:
 - a. For *Microsoft SQL Server 2014, 2016, or 2019*: In the **Select or enter a server name** box, type the name of the Saleslogix Server.
For *Oracle*: In the **Data Source** box, type the Net Service name for your database.
 - b. Under **Enter information to sign into the server**, ensure **Use a specific user name and password** is selected.
 - c. In the **User name** box, type the user name used to sign in to the Database server (for example, sysdba).
 - d. In the **Password** box, type the user password (for example, Ma\$t3rk3y).
Passwords are case-sensitive.
 - e. Select the **Allow saving password** check box. You must select this option or the connection fails.
 - f. For *Microsoft SQL Server*: specify the database to connect to:
 - For *Microsoft SQL Server 2014, 2016, or 2019* select the **Select a database** option, and then select the database from the list.

- g. Click **Test Connection** to verify the connection.
If you cannot connect to the database, verify that the settings are correct (passwords are case-sensitive). Also verify that the database platform service is running on your Database Server.
6. **(Microsoft SQL Server 2014, 2016, and 2019)** On the **All** tab:
 - a. Double-click **Persist Security Info**.
 - b. In the **Property Value** drop-down list, select **True**.
 - c. Click **OK**.
 - d. Double-click **Integrated Security**.
 - e. Click **Reset Value**.
Data may exist that does not display in the Value field. This value must be reset to ensure that all data is removed.
 - f. Click **OK**.
7. **(Oracle Only)** On the **All** tab:
 - a. Double-click **Extended Properties**.
 - b. In the **Property Value** box, type `chunksz=5000`.
You must set the Property Value if you plan to create custom views that will be included when you create a remote database. If the value is not set, the SQL View is truncated on the remote database.
 - c. Click **OK**.
8. Click **OK** to save the information and close the **Data Link Properties** dialog box.
9. Click **OK** to save the information and close the **Saleslogix Connection Manager** dialog box.

Creating Client Database Connections for Oracle

After installing a Client application (Administrator, Infor CRM Client, etc.) on Oracle, you must create a Net Service Name in the Oracle Net Configuration Assistant and a database connection in the Data Link Manager.

Creating a Net Service Name

You must create the Net Service Name (also called database alias) on the computer on which you installed a Client application. The Data Link Manager uses this alias to connect to the Infor CRM database.



Ensure that the database connection name is the same for every connection you create on all your Infor CRM Client computers. The names must match exactly for all connections to work.

Refer to the Oracle documentation for instructions to create a database alias.

Creating a Client Database Connection

The Data Link Manager is used to create a connection from the Client computer to the Infor CRM Server. This connection is configured automatically for Microsoft SQL Server installations. However, you must create a connection manually on each computer running Infor CRM on Oracle.

To create

1. Click **Start**, point to **Programs**, point to **Saleslogix**, and then click the application you want to sign in to (for example, Administrator).
2. In the **Please sign in** dialog box, click the ellipsis button in the **Log on to** box.
3. In the **Data Link Manager**, click **Add**.
4. On the **Provider** tab of the **Data Link Properties** dialog box, select the **Saleslogix OLE DB Provider** and then click **Next**.

5. In the **Select or enter the Infor CRM Server** box, select the computer on which you installed the Infor CRM Server.
For Remote users, enter the computer name on which the Remote user's database is installed.
6. In the **Select database name** box, select the name of the connection configured for your database using the Connection Manager.
See ["Creating Database Connections" on page 31](#) for more information.
7. In the **Infor CRM User Name** and **Infor CRM Password** boxes, type the user name and password used to sign in to Infor CRM.
 - When logging on to a third-party application using the Saleslogix OLE DB Provider, these fields allow you to sign in using Infor CRM security.
 - If you are not using a third-party application, the user name and password are used to test the connection.
8. Select the **Allow Saving Password** check box. You must select this option or the connection fails.
9. Click **OK**.

Creating a 32-bit OLE DB UDL

If you are running Infor CRM on a 64-bit system and you have installed the provider extensions, you must run the Data Link Manager in 32-bit mode. Use the following steps to configure the Data Link Manager for a 64-bit system.



Both 32-bit and 64-bit machines must run the Data Link Manager and access the Saleslogix OLE DB Provider in 32-bit mode.

To create

1. Using Notepad create a blank UDL file named "test.udl".
2. Save the UDL file to your C: drive.
3. Open the blank UDL file doing one of the following:
 - For a 64-bit machine, run the following command: `C:\Windows\syswow64\rundll32.exe "C:\Program Files (x86)\Common Files\System\Ole DB\oledb32.dll",OpenDSLFile C:\test.udl`
 - For a 32-bit machine, double-click the file in the file manager and run `C:\Windows\system32\rundll32.exe "C:\Program Files\Common Files\System\OLE DB\oledb32.dll",OpenDSLFile <Infor CRM install folder>\test'.udl`
4. With the blank UDL open, open the Data Link Manager.
you.
To open the Data Link Manager, open a Infor CRM application and click the ellipsis button in the **Log on to** box.
5. In the Data Link Manager, create a new database connection and make sure you select the Saleslogix OLE DB Provider on the Provider tab.
6. Save the connection.
7. Move the UDL file to all computers that require a connection to Infor CRM.
By default, the file should be stored in C:.

Running the OracleFixes.sql script

If your database is Oracle, instruct your Oracle DBA to run the OracleFixes.sql script. This script alters the TargetResponse table.

The script can be run as the sys or sysdba user.

To run the script

1. Open Oracle SQL *Plus Worksheet or SQL Developer.
2. On the **File** menu, click **Open**.
3. Browse to the **OracleFixes.sql** script.
The script is located in the Oracle folder.
4. To load the script into the Query section, click **Open**.
5. To run the script, click **Execute**.

After completing this chapter...

You have completed tasks 4-8 of the "[Required Tasks](#)" checklist.

Proceed with [Chapter 4, "Configuring the Infor CRM System"](#).

Chapter 4

Configuring the Infor CRM System

Before beginning this chapter...

Install Infor CRM as described in [Chapter 3, "Installing Infor CRM"](#).

Ensure you have set permissions as described in ["Permissions Required for the SLXService User \(without Administrator rights\)"](#) on page 14.



Use the instructions in this chapter to...

Configure the Infor CRM system components and set up your main office. These tasks are required for all Infor CRM installations.

Once you have installed the server components, you must sign in to the Administrator and complete the following tasks:

- Add licenses.
- Enter Office information.
- (Oracle Only) Apply the Service Pack bundle.
- (Optional) Configure SpeedSearch.
- Configure Infor CRM options.
- Add Customer Service and/or Support information (if you are using the customer service and/or support features).

Logging On to the Administrator

The following steps are also used when logging on to other Infor CRM Client applications.

To sign in

1. Open the Administrator.
For example, on the **Start** menu, point to **Saleslogix**, and then click **Administrator**.
2. In the **Please sign in** dialog box:
 - a. In the **Username** box, type **admin**.
 - b. In the **Password** box, type the corresponding password for the user name.
The initial admin password for your production (blank) database is *password*. Passwords are case-sensitive and cannot contain spaces.
 - c. In the **Log on to** box, ensure the correct database connection name displays (for example, Infor CRM_Server).
If necessary, you can add a new connection or change an existing connection using the Connection Manager.
3. Click **OK**.
If you cannot connect to the database, ensure that the database path is correct in the Data Link Manager.

Understanding the Setup Assistant

The Setup Assistant is used to simplify the installation of licenses, to simplify the configuration of your office information, and to create users based on a Windows user list or pre-configured system templates.

Adding Licenses

Licenses determine the servers, offices, and users you can add to Infor CRM. See the [Appendix C "Understanding Infor CRM Licenses" on page 125](#) for a description of each available license.

You can add licenses by typing the license number, using copy and paste from a text file, or by loading them directly from a file (right-click, and then click Load from file).

All implementations require an Infor CRM license (Standard, Advanced, or Premier).

The Web Host requires the Infor CRM Web Server license.

To open the License Wizard from the Systems view

1. On the **Navigation Bar**, click **Systems**.
2. Click the **Licenses** tab.
3. Right-click, then click **Add License**.
4. Follow the instructions in the wizard dialog boxes to enter your licenses.



See the "Using the License Wizard to Add Licenses" topic in the Administrator Help for more information about adding licenses.

Entering Office Information

After adding licenses, use the Setup Assistant to enter your main office information. This information includes your primary address, shipping address, and phone numbers.

To enter

1. In the Setup Assistant, select **Step 2 - Enter Office Information**, and then click **Run Selected Step**.
2. Type your company information such as division name (if applicable), primary and shipping addresses, and telephone numbers. Only the Company Name is a required field.
3. Click the **Sync Options** tab.
4. In the **Shared Paths** section, make sure the **Sales Library** and **Attachments** paths are correctly mapped to the folders you created when configuring logging access. See "[Creating the Logging Folders](#)" on page 24 for details



If your implementation includes the Web Client, the Attachment path must be set correctly or your Web Client users will not be able to run reports.

5. Click **OK**.

The last step of the Setup Assistant simplifies the process of adding Infor CRM users. The process for adding users is detailed in [Chapter 6, "Configuring Infor CRM Users"](#).

Configuring Infor CRM Options

You can configure the appearance of the Administrator and Infor CRM Client, set default password and Remote database options, and configure other custom options. The options required for a successful implementation are detailed in the following sections.



Refer to the "Configuring Infor CRM Options" topic in the Administrator Help for information on other options.

Setting Accounting Options

Accounting options contain system-level information that allows Infor CRM to communicate with external accounting applications. This information must be configured before database transfer between Infor CRM and the accounting application can take place.

- ❓ ■ See the “Setting Accounting Options” topic in the Administrator Help for details.
- For Infor CRM Back Office Extension, see the *Infor CRM Back Office Extension Installation Guide* and the *Infor CRM Configuration Guide for Infor ION* guide available from <https://concierge.infor.com/>.

Setting Database Options

Database options allow you to configure the default settings used when creating Remote user or Remote Office databases. If you have a Microsoft SQL Server database and your implementation does not include Remotes, you do not need to set database options.

To set

1. On the Administrator **Tools** menu, click **Options**, and then click the **Database** tab.

The screenshot shows the 'Options' dialog box with the 'Database' tab selected. The 'Databases Used' section has 'Microsoft SQL Server' checked. The 'Host DB Owner ID' is 'sysdba', 'Host DB Owner password' is masked with asterisks, 'Host DB Admin ID' is 'sa', and 'Host DB Admin password' is masked. The 'Current Remote SA Password' is 'SLXMaster' and the 'New Remote SA Password' field is empty. The 'Server Name' is 'MYDOMAIN\SQLEXPRES' and the 'Create Remote DB in server directory' is 'S:\RemoteDatabases'. The 'Prepare remote DB and create it immediately' radio button is selected. A 'Create Database Properties...' button is at the bottom left, and 'OK', 'Cancel', and 'Help' buttons are at the bottom right.

Option	Action
Databases Used	Select your database type(s) for the main office and Remotes. The database type defaults to Microsoft SQL Server. You must set your database type(s) before using DB Manager.
Site Codes begin with these characters	Type a one- or two-digit prefix for Remote site codes. If you do not use this feature, site codes are randomly generated. Forcing a prefix helps identify the source of a particular file, such as a Remote Office.
Allow Unicode field types	This setting is no longer applicable. As of Infor CRM version 8.4 all databases are Unicode.
Host DB Owner ID	Type the user name of the Remote database owner. This must be set to sysdba.
Host DB Owner password	Type the sysdba password used by the host database. This is configured automatically when logging on to Infor CRM.
Host DB Admin ID	Type the user name of the database system administrator. This is usually sa, but may be any admin level SQL Server user identity. If the Host database is Oracle, then it must be set to sa.
Host DB Admin password	Type the password corresponding to the Host DB Admin ID user name. For Oracle, leave this field blank.
Sync Global Remote SA Password for existing databases	<p>Select this option to send a new password to a remote database through synchronization. This check box is only available to users who have logged on as admin. During synchronization, if the password set in the Current Remote SA Password box matches the password on the Remote Microsoft SQL Express instance, then the password is changed to the password set in the New Remote SA Password box. The new password is sent to remotes during the next synchronization cycle.</p> <p>If the SQL Express instance was installed from the Infor CRM media, and you correctly set the SAPWD property, the default instance password is SLXMa\$t3r.</p>
Server Name	<p>Displays the machine name of the server.</p> <p>This field is Read Only for a SQL Server host, and is blank for an Oracle host. For Oracle, set this value to a computer where Microsoft SQL Express is running (for example, the administrator's computer).</p>
Create Remote DB in server directory	<p>Type the path to the location where Remote databases will be created.</p> <p>The location of the folder can be on the Database Server, the Administrative Workstation's Microsoft SQL Express instance, or any Microsoft SQL Server where the appropriate permissions have been provided (for the sa or similar user). Use the format drive letter:\shared_folder_path. Do not include the computer name.</p> <p>The folder must be shared.</p> <p>If you are creating remote databases on the Microsoft SQL Server Host, ensure the permissions for Creator Owner are set to a minimum of Change.</p>
Prepare Remote DB and create it immediately	Creates and runs the DTS file. The DTS file creates the remote database. This is the recommended option.
Prepare Remote DB and wait for Administrator	Creates and saves the DTS file. This enables you to run the DTS file and create the database at a later time. This setting is not recommended unless you are an experienced Microsoft SQL DBA. This method requires a user interface and scheduler to connect to the database and run the DTS package.

2. Click **OK**.

Understanding E-Mail Integration

Infor CRM is integrated with Microsoft Outlook to allow users to share information between the two applications.

Feature and Availability	Allows users to:	Availability
Standard Outlook Integration	Add Infor CRM Contacts to Outlook	Windows only
	Use the Send to CRM button in Outlook to record information to Infor CRM	Windows and Web via Xbar
	Save Outlook attachments to Infor CRM	Windows and Web via Xbar
	Record to Infor CRM History from Outlook in one click	Windows and Web via Xbar
	Drag and drop from the Outlook Inbox to Infor CRM History	Windows and Web via Xbar
	Use the Infor CRM Address Book in Outlook	Windows and Web via Xbar
	Attach documents from the Infor CRM Library to an Outlook e-mail	Windows and Web via Xbar
	Attach a Infor CRM Contact vCard in Outlook	Windows only
	Use the Outlook Calendar in Infor CRM	Windows only
	Flag Outlook e-mail received from Infor CRM Contacts	Windows only
Advanced Outlook Integration	Use Outlook Attendee availability in Infor CRM Schedule meeting requests in Infor CRM and Outlook (even for non-Infor CRM users)	Windows only. Advanced Outlook Integration is not available for the Web. Requires 32-bit versions of Microsoft Office.
Outlook Sync	Synchronize contacts and leads between Infor CRM and Outlook Synchronize calendar items between Infor CRM and Outlook	Windows and Web via Xbar

Activating Advanced Outlook Integration



Advanced Outlook integration is only supported for 32-bit versions of Microsoft Office.

When Advanced Outlook Integration is activated, the following features are enabled. All other Advanced Outlook Integration features require no activation.

- The Attendee Availability tab appears when a user schedules a meeting or phone call in the Infor CRM Client, which automatically places the request on the users' Infor CRM and Outlook calendars.

Internet Only Mode is not recommended for Advanced Outlook Integration.

To activate

1. On the Administrator **Tools** menu, click **Options**, and then click the **Outlook** tab.
2. Select the **Activate Advanced Outlook Integration** check box.

Setting Send to CRM options

To set

1. On the Administrator **Tools** menu, click **Options**, and then click the **Outlook** tab.
2. Select how attachments using Send SLX are saved with a history record.
 - **Save attachments as individual files** - Attachments to e-mail are saved as individual files on the Attachments tab for the e-mail activity record (in History). If the user answers “Yes” to the prompt which asks if the user would like to save attachments to the account or contact that is associated to the e-mail, the individual files are saved as attachments.
 - **Bundle attachments with e-mail message (MSG format)** - The e-mail is attached as an MSG file to the history record. If the user answers “Yes” to the prompt which asks if the user would like to save attachments to the account or contact that is associated to the e-mail, the MSG file is saved as an attachment.
3. Configure Internet domains that should be excluded from some of the features of Advanced Outlook Integration.
4. When you add a domain, e-mail messages are not recorded to history for users in that domain and e-mail messages from users in the domain do not contain the “Flag for Follow up.”
 - a. Click **Add**.
 - b. In the **New Domain Entry** dialog box, type the domain name.
Use the format company.com or employee@company.com. Domain exclusion settings are case-sensitive.
 - c. Click **OK**.
After you add a domain exclusion, you can deactivate, edit, or delete it by selecting the domain and clearing the check box or clicking the appropriate button.

Additional configuration is required for Standard Outlook Integration. Configuration steps are detailed in [Chapter 7, "Configuring the Web Client"](#) and [Chapter 9, "Installing Network Clients"](#).

Adding Address Lists to the Outlook Addressing Tab

Adding Infor CRM Address Lists to the Outlook Addressing tab allows users to perform contact name resolution. Contact name resolution occurs when a user types a contact name in the To, Cc, or Bcc fields in an e-mail message. Outlook then reconciles the contact name with the information in the Infor CRM Address List. In addition to contact names, you can add Account and/or Opportunity Address Lists to reconcile Infor CRM account, opportunity, ad-hoc groups, and user names.



This section applies to Standard Outlook Integration in a Network environment. The following steps are not required if you are implementing Advanced Outlook Integration or Standard Outlook Integration on the Web.


To add

1. In Microsoft Outlook, on the **Tools** menu, click **Address Book**.
The Address Book dialog box appears.
2. On the **Tools** menu, click **Options**.
3. In the **Addressing** dialog box, click **Add**.
4. In the **Add Address List** dialog box, scroll to the Infor CRM Address Book listing, and select an address list (for example, Contacts).
5. Click **Add**.
6. Continue adding the appropriate Infor CRM address lists, and when finished, click **Close**.
7. In the **Addressing** dialog box, click **OK**.
8. Close the **Address Book** dialog box.

Adding Customer Service and Support Information

If you are using customer service and/or support features, you must complete the Service/Support tab on the Office Information dialog box. Use this tab to set the hours of operation for your business and to determine how tickets are assigned.


To add using the Administrator


1. On the Administrator Navigation Bar, click **Systems**.
2. Click the **Offices** tab, double-click your main office in the grid, and then click the **Service/Support** tab.
3. In the **Open** and **Close** boxes, select the time your normal business hours start and end.
The Hours of Operation area defines the time used for certain reports and follow-up activities.
4. In the **Time units in minutes** box, type the smallest billable time unit to use for tracking the time spent on a ticket.
5. If your company includes the weekend as part of the regular work week, select the **Work weekends** check box.
6. In the **Ticket Assignment Options** area, select one of the following:
 - **Unassigned** - Tickets are left unassigned until a user views the call and assigns it.
 - **Logged-in user** - Tickets are assigned to the user that saves the ticket.
 - **Auto-assignment** - Tickets are assigned to the user or team associated with an Area. If an Area has no associated user or team, the ticket is left unassigned. Area values are configured in "[Creating Area, Category, and Issue Lists](#)" on page 76.
7. Select the **Default user or team assigned to account overrides Ticket Assignment Options** check box if you want the Default User/Team selected on the Infor CRM Client > Account > Notifications tab to override the Ticket Assignment Option.
For example, if you set the Ticket Assignment Option to Logged-in user, and select this check box, any tickets created for an account that has a Default User/Team set in the Infor CRM Client will be assigned to the defined user/team. Any accounts that do not have a Default User/Team set, will be assigned to the logged-in user. If this check box is cleared, new tickets for an account are assigned to the logged-in user even if the account has a user/team selected as the default for new tickets.
8. Under **SpeedSearch**, choose whether or not to use an approval process to determine which new tickets and defects are added to SpeedSearch.
 -  Refer to the "Understanding the SpeedSearch Approval Process" topic in the Administrator Help for more information.
9. Click **OK**.

To add using the Web Admin

1. On the Web Client Navigation Bar, click **Administration** and then click **Office Profiles**.
2. Click the **Office Profiles** tab, double-click your main office in the grid.
3. Set your office hours:
 - a. Click the **Office Hours** tab.
 - b. In the **Open** and **Close** boxes, select the time your normal business hours start and end.
The Hours of Operation area defines the time used for certain reports and follow-up activities.
 - c. In the **Time units in minutes** box, type the smallest billable time unit to use for tracking the time spent on a ticket.
 - d. If your company includes the weekend as part of the regular work week, select the **Work weekends** check box.


4. Set your Service and Support options
 - a. Click the **Service/Support** tab.
 - b. In the **Ticket Assignment Options** area, select one of the following:
 - **Unassigned** - Tickets are left unassigned until a user views the call and assigns it.
 - **Logged-in user** - Tickets are assigned to the user that saves the ticket.
 - **Auto-assignment** - Tickets are assigned to the user or team associated with an Area. If an Area has no associated user or team, the ticket is left unassigned. Area values are configured in "[Creating Area, Category, and Issue Lists](#)" on page 76.
5. Under **SpeedSearch**, choose whether or not to use an approval process to determine which new tickets and defects are added to SpeedSearch.

 Refer to the "Understanding the SpeedSearch Approval Process" topic in the Administrator Help for more information.
6. Click **Save**.


 To set the Default User/Team to override the Ticket Assignment Option, you must do so in the Administrator as described in "[Adding Customer Service and Support Information](#)", under "To add using the Administrator" step 7.

Understanding SpeedSearch

SpeedSearch allows users and external customers to search for information stored in the Infor CRM database, such as tickets, standard problems, procedures, attachments, Library documents, and external documents on your network. An index is a collection of files or records that a user can search against.

 The Advanced SpeedSearch license is required to search the History and Activity indexes.

Typical implementations include only one SpeedSearch Service. However, if your implementation includes multiple Infor CRM Servers and databases, you should install additional instances of the SpeedSearch Service on separate machines. Then, you must use a configuration utility to match each SpeedSearch Service with the appropriate Infor CRM Server and database connections.

-  If you have more than one SpeedSearch Server or for more SpeedSearch information, see the following topics in the Administrator Help.
- To configure SpeedSearch for multiple databases, see "Updating the SpeedSearch Service Configuration".
 - For a description of the default indexes, see "Standard SpeedSearch Indexes".
 - For detailed steps on creating new file system and database indexes, see "Managing SpeedSearch Indexes".
 - To change the default index schedules or create new schedules, see "Managing SpeedSearch Schedules".
 - To understand how SpeedSearch information synchronizes with Remotes, see "Understanding SpeedSearch and Remotes".

Maintaining Database Security

After installing and configuring Administrator, you should change passwords to maintain maximum security. For security reasons:

- Change the administrator user password when you configure your users.
 - ❓ See the “Changing a User’s Password” topic in Administrator Help for more information.
- Change your database password using SQL Server Management Studio or DBA Studio. After changing the sysdba password in SQL Server Management Studio or DBA Studio, you must change the password in the Connection Manager on the Infor CRM Server. See the Connection Manager Help for detailed instructions.

After completing this chapter...

You have completed tasks 9-13 in the "Required Tasks" checklist. If your implementation includes the Web components or the Job Server, proceed with [Chapter 5, "Installing the Web Components"](#).

If your implementation is Windows only but your users will require access to the Infor CRM Address Book, insert VCard, insert ContactCard, and insert Library doc in Microsoft Outlook, you must install the Web Host and build and deploy portals. Proceed with [Chapter 5, "Installing the Web Components"](#).

Otherwise, proceed with [Chapter 6, "Configuring Infor CRM Users"](#).

Chapter 5

Installing the Web Components

Before beginning this chapter...

Ensure the Admin Tools and Servers network components are installed, configured, and working correctly as detailed in Part I of this guide.



Use the instructions in this chapter to...

Install server components and deploy your Web site. These tasks are required for all Infor CRM Web installations, including Remote Offices and Offline Client Users.

The Infor CRM Web components provide the infrastructure supporting the portals needed for the following functionality:

- Infor CRM Web Client
- Infor CRM Xbar for Microsoft Outlook (includes Outlook Sync)
- Web Client reporting
- Job Service
- SData
- Infor CRM Mobile

The Infor CRM Web components are:

- Web Host: required for users to access Infor CRM functionality via the Web
- Cache Server: stores Web data which allows the cache to be real-time. Installation for this piece is located in the Admin Tools and Servers install. You can install it on the machine that will accommodate the Web Host, or on the Application Server. and it can be installed before the Web Host is installed. Do not install on the SpeedSearch Server, and be sure to install only once per implementation.

Installing the Web Host

The Web Host enables users to access Infor CRM functionality via the Web. Larger implementations require additional Web Hosts and/or virtual servers. (For more information, see ["Scaling the Web Implementation" on page 133.](#))

This installation:

- Installs the Web components and Web content files.
- Automatically creates a Web site if you select the Create Web Site check box during the installation.

To install

1. You must sign in as the local administrator to install the Web components on each machine.
2. On the **Infor CRM Installation** screen, click **Server Installation**.

3. On the **Server Installation** screen, click **Web Host on IIS**.



If the installation does not detect the necessary prerequisites, you will be prompted to install them. Click **Install** to allow Infor CRM to install the required components or **Cancel** to stop the installation.

4. On the **Welcome** and **License Agreement** screens, read the information, accept the agreement, and then click **Next**.

5. On the **Setup Type** screen, select an installation type, and then click **Next**.

- Select **Complete** to install the Web Host.
- Select **Custom** to install only the Web Host. Use the **Custom Setup** screen to change the installation location.



The Cache Server is part of the Admin Tools and Servers installation, but is usually installed on the Web Host. If you install the Cache Server on a server other than the Web Host, you must manually configure the web.config file to access the Cache Server computer. See the "Configuring the Cache Server" topic in the Application Architect help for details.

6. Depending on your installation type, you will be prompted to enter some or all of the following information on the installation screens:

- **Use an existing web site** - If you want the installation to use an existing Web site, click this button and select the Web site name.
- **Create Web Site** – Select this check box if you want the installation to automatically create a Web Site. Selecting this check box creates a Web site you can use to deploy the Web portals. If you prefer to perform Web site configuration manually, clear the Create Web Site check box and follow the instructions in [Appendix F, "Advanced Web Host Configuration"](#).
- **Enter a Web site name** – Type the name of the Web site that will appear in IIS. The default name is Infor CRM.
- **Port** – Enter the port number that the Infor CRM Web site will use. Note the port number for future reference. You must use port number 1025 or greater. The default is 3333.
- **Domain** – Enter the network domain where you created the WebDLL user as described in ["The WebDLL User" on page 15](#).
- **User Account** – Enter the name of the WebDLL user. The default value is *WebDLL*. If you used a different name, type it exactly as you did when you created it.
- **Password** and **Confirm Password** – Type the WebDLL user's password.
- **Configure Infor CRM Database** - Clear this check box if you do not want to connect to the Infor CRM database, but still want to create a Web site. When you clear this check box, the other options on this screen are disabled.
 - **Infor CRM Server** – Select or type the name of the computer on which you installed the Infor CRM Server.
 - **Saleslogix Database Alias** – Select or enter the name of the connection to the Infor CRM database.
 - **Search for servers on port** - Enter a port. By default, this is set to port number 1706.
 - **User Name** – Enter a Infor CRM Server user name (such as Admin).
 - **Password** – Enter the Infor CRM Server password for the Infor CRM user.

7. On the remaining screens, click **Install** and **Finish** to complete the installation.

Enabling single sign-on using Infor Ming.le

Infor Ming.le is an application framework that provides a common user interface for integrated Infor applications. It provides drill-back capability among Infor applications so that users can navigate from one application to another to track transactions, the transfer of data, and report updates.

When Infor Ming.le has been configured for the Infor CRM Web, you can also choose to enable single sign-on for the Infor CRM Mobile Client versions 3.5 and later.

For instructions on enabling Infor Ming.le, see the appropriate document for your environment:

- When Infor Ming.le is the Cloud version, see the document named *Integrating Infor CRM with Infor Ming.le - Cloud Edition*.
- When Infor Ming.le is installed in your environment (on-premises), see the document named *Integrating Infor CRM with Infor Ming.le - On- premises Edition*.

These documents are available from the Infor Support Portal on the Infor Concierge website: <https://conciierge.infor.com/>

Understanding informational messages

If your implementation includes integration with Infor Ming.le, users may encounter the following informational messages while working in the Infor CRM Mobile Client.

Request for Approval

If Infor Ming.le integration has been enabled and the "Request for Approval" message appears during sign in, instruct users to do one of the following:

- Choose **Allow** to enter the Infor CRM Mobile Client.
- Choose **Don't Allow** to reject the request and be redirected to a 'no access' index page.

Access to Ming.le is about to refresh

Periodically, users may see the following message:


"Access to Ming.le is about to refresh. If you are inserting or editing data, save your changes immediately to avoid data loss."

This occurs when the Infor Ming.le token is about to be refreshed. When this message appears, users are strongly encouraged to save their changes immediately. There is typically a five-minute window between when the warning displays and when the refresh occurs.

Building a Web Platform

You must build the Web platform before you configure or deploy Web application files.

To build

1. Open the Application Architect.
2. On the **View** menu, click **Project Workspace Manager**.
The Project Workspaces window opens and the default Infor CRM Web project workspace appears (*VFS on server:saleslogixdb*).
 The server is the name of your Web server, and the Infor CRM DB is the name of your Infor CRM database.
3. Double-click the default project workspace.
The Project Explorer window opens and the project you selected appears in a tree view.
4. Click the project, and then on the **Build** menu, click **Build Web Platform**.
Failure to build the Web platform before deploying will result in errors.
5. If necessary, on the **View** menu, click **Output Window** to view the build status.


Deploying Infor CRM Client Portals

The Application Architect Deployment Explorer allows you to create deployments that consist of Targets (destinations) and Portals (configurations). A deployment is used to configure a portal, or Web application, for deployment to a specific target or destination.

Typically, Web portals are deployed to localhost on IIS. However, you have the option of deploying the Web portals to a Web site you create during Web Host installation or to a Web site you create using IIS.

To deploy

1. On the Application Architect **View** menu, click **Deployment Explorer**.
2. Expand **Deployments**, and then double-click the appropriate deployment name. The following default portal groups are available:
 - **Core Portals** - contains the SlxClient, ProcessHost, SData, and SlxJobService portals. The ProcessHost and SlxClient portals are dependent on each other; although the Process Host is not necessary for the Web Client to function. The SlxJobService portal requires the SData portal.
 - **Customer Portal** - contains the Infor CRM Customer Portal portal.
 - **Mobile Client portal(s)** - contains the Mobile Client portal. If this portal is not visible, select Core Portals, right-click IIS, select the Mobile Client portal and then click **OK**.
Be sure to deploy both the Mobile portal and the ICBOE for Mobile portal if your installation includes ICBOE for Mobile.
 - **Remote Sales Client** - contains the SlxClient portal and the SData portal. You must deploy this portal if your implementation will include Remote Clients or Remote Offices.
3. (Optional) Select the **Use this deployment for debugging** option to set this deployment as your default deployment.
This option allows you to use the Run button on the toolbar to perform a one-click deployment of all portals you designate in a default deployment.
4. In the **Deployment Targets** tree view, click **IIS**.
The IIS Target Settings appear.
 - a. In the **Server** box, type the name of your Web Host server.
By default, this is localhost; however, you can deploy to any Web Host server.
 - b. In the **Base Directory** box, type the location where the files generated for the Web server will be saved.
The default is ...inetpub\wwwroot. If necessary, click the ellipsis button to browse for and select a different directory path.

 The Job Server default Base Directory is %ALLUSERSPROFILE%\Sage\Scheduling\Tenants. If you change this default, you must change the tenantRoot key value in the SLXJobServer.exe.config file. Refer to *An Introduction to Job Server in Infor CRM.pdf* for details.
 - c. In the **Port** box, type the port number for your Web Host server. It must match the port for the Web site. For example, if you used the default port 3333 during Web Host installation, the port is 3333.
 - d. In the **App Pool** box, type the name of the application pool for your Web site.
This name corresponds to the associated application pool for your Web site. For example, if you used the default Infor CRM Web site, the App Pool is Saleslogix. For the Process Host portal, you can use the same IIS application pool used by the Infor CRM Client portal.
 - e. Ensure the **Deploy Target** check box is selected. This indicates the target is active and should be deployed.
 - f. (Process Host and SData only) Ensure the **Restore Virtual Directory Settings on Update** option is cleared.
5. Click the **SlxClient** tab:
 - a. In the **Virtual Directory** box, type the alias name for the virtual directory. The default Virtual Directory is the portal name. For example, SlxClient, SLXCustomerPortal, and so on.
If you are configuring the SData portal, do not change the virtual directory value.
 - b. In the **Sub Directory** box, type the folder name where all portal files will be copied under the target's base directory.

- c. Select the **Deploy Portal** option.
This indicates the portal is active and should be deployed.



When the Inherit from Target check box is selected, the deployment uses the port and application pool settings of the current target to deploy the portal (these settings are specified under IIS Target Settings). If necessary, clear this check box and set a different Port and App Pool for the portal.

6. When deploying the Core Portals, repeat step 7 or the ProcessHost and SData portal tabs.
7. In the **Deployment Targets** tree view, click **SlxJobService (File System)**.
 - a. In the **Base Directory** box, type the location where the files generated for the Job Service will be saved.
 - b. The default is ...%ALLUSERSPROFILE%\Sage\Scheduling\Tenants. If necessary, click the ellipsis button to browse for and select a different directory path.
8. On the **SlxJobService** tab:
 - a. In the **Sub Directory** box, type the folder name where all portal files will be copied under the target's base directory.
 - b. Select the **Deploy Portal** option.
This indicates the portal is active and should be deployed.
9. Click **Save**.
10. Click **Deploy All**.

When the Output Window indicates the deployment is finished, define the default document for the Web site.



For more Process Orchestration information, refer to the “Implementing Process Orchestration” topic in the Application Architect help.

Configuring Password Self-Service

Password self-service is available for the Infor CRM Client and for the Customer Portal. This feature allows users to reset their own passwords and request their usernames.

The default setting at installation is off. To enable Password self-service you must edit the appSettings.config file.

When editing the appSettings.config file, be sure to do so in the VFS. If you edit it in the file system, your changes may be overwritten if the appSetting.config file is redeployed.

To enable password self-service

1. Open the **Application Architect** and expand the **Project Explorer**.
2. Expand **Portal Manager>SlxClient>Support Files**, and then double-click **appSettings.config**.
3. Scroll through the file to locate “**Defines the settings for sending email**”.
4. Edit using the instructions in the appSettings.config file for guidance.
5. Save your edits.
6. Deploy the SlxClient portal.
7. If necessary, repeat these steps to turn Password Self-service on for the Customer Portal.



To use such email services as Gmail and Hotmail, the enableSSL setting must be set to True both in the appconfig settings and also on the mail service being used.

Configuring Windows Authentication

Windows Authentication allows Web users to automatically sign in to the Web Client using their Microsoft Windows logon credentials. This method uses a cryptographic exchange with the user's Web browser to confirm the identity of the user.

When Windows Authentication is enabled:

- Users do not see an Infor CRM Web Client sign in page.
- To enable users to sign in as the administrator, you must configure a second Web Client implementation that does not include Windows Authentication.

Ensure the Use Windows Authentication check box is selected on the User Profile General tab for each Web Client user. For more information see ["Configuring Users" on page 60](#).

To configure Windows Authentication you must:

- Configure the WebDLL user
- Configure your Web Server
- Configure your Web Client computers

The following instructions configure Windows Authentication for Web Client users to prevent logging on manually if the Windows user is not mapped to a user in Infor CRM. This method is referred to as "Forms". It attempts to log the user on automatically but displays an error message if the user information is not found. For additional configuration scenarios, see the "Enabling Windows Authentication Access for Web Client Users" topic in the Administrator Help.

Configuring the WebDLL User for Windows Authentication

You must configure the WebDLL user for Windows Authentication to allow the Infor CRM Web Client to open a connection to the CRM database. This task must be completed even in installations that do not include Windows Authentication for Infor CRM Network and Web Client users.

To configure

1. Open the Administrator.
2. On the Navigation Bar, click **Users**.
3. In the **Users** view, double-click the **Admin** user name, and then click the **General** tab.
4. Select the **Use Windows Authentication** check box.
5. In the **Windows ID** box, click the Find button.
The Please select a Windows user to match the Infor CRM user dialog box appears.
6. In the **Add Name** box, type your server name and WebDLL user name, and then click **OK**.
For example, servername\WebDLL.
7. In the **Import user data** box, click **No**, and then click **OK**.
8. Set permissions to allow the WebDLL user to alter the DNS on the domain.
To configure Windows Authentication for Web Client users, setspn commands must be executed by a user that has rights to modify the active directory. This permission can be removed from the WebDLL user after running the setspn commands.
If you have a DNS admin user with proper permissions, you can omit this step.


Configuring the Web Server for Windows Authentication

The following instructions configure Windows Authentication for Web Client users.

To configure

1. On the Web Server computer, sign in as a domain administrator or as a user with rights to modify the Active Directory.
This user should be the Application Pool user.
2. Add the WebDLL user to the IIS_IUSRS group.
3. Make sure all Infor CRM Web Client users who will be using Windows Authentication have the following permissions to the SixClient and SData folders:

- Read
 - Write
 - Execute
4. Add Windows Authentication security.
 - a. In the Server Manager, under **Web Server (IIS)**, click **Add Role Services**.
 - b. In the tree view under **Security**, select **Windows Authentication**.
 - c. Click **Install**.
 5. Run `setspn.exe` to manually modify the service account's SPN information to run correctly with Windows Authentication.
Service Principal Names (SPNs) are used to locate a target principal name for running a service. The `setspn.exe` is included in Windows 2012 and higher.
 - a. Open a Command Prompt window.

 Do not use a colon or second forward slash in the following `setspn` commands. Type the commands exactly as documented.

 - b. At the command prompt, type the following command. `setspn -A http/server.domain.com domain\username`
The `server.domain.com` is the fully qualified machine name, the domain is the Infor CRM domain, and the user name is the user that has rights to modify the active directory. Use the username created in ["Configuring Application Pool Permissions" on page 56](#).
 - c. At the command prompt, type the following command. `setspn -A http/server domain\username`
The server is the machine name, the domain is the Infor CRM domain, and the user name is the user that has rights to modify the active directory. Use the username created in ["Configuring Application Pool Permissions" on page 56](#).
 - d. At the command prompt, type the following command. `setspn -L username`
This step checks to ensure the SPN entries created in steps **b** and **c** have been registered correctly. If you do not see the two entries, repeat steps **b** and **c**.
 6. On the Web Server computer, enable Windows Authentication in IIS. This method restricts Web Client user from logging on if the user is not found in Infor CRM.
 - a. Open **IIS Manager**, expand **Sites**, expand **Saleslogix**, and then select the **SlxClient** portal.
 - b. in the **Actions** pane, click **Advanced Settings**.
 - c. In the **Advanced Settings** dialog box, click the **Physical Path Credentials** ellipsis.
 - d. In the **Connect As** dialog box, select **Application user (pass-through authentication)**, and then click **OK** twice.
 - e. Double-click **Authentication** and verify that only **Windows Authentication** is enabled.
By default, Infor CRM uses Basic Authentication.
 - f. Right-click **Windows Authentication**, and then click **Advanced Settings...**
 - g. Ensure that the **Enable Kernel-mode authentication** check box is not selected.
 - h. Click **OK**.
 - i. Modify the Web.config file.
 - i. In Application Architect, make the following edits in the web.config file in the SlxClient portal. For more information about editing the web.config file see the "Editing Configuration Files" topic in the Application Architect Help.
 - ii. Search for `<!--Forms Authentication-->` and add comment mark up to each of the Forms Authentication sections beginning with `<add name="PreFormsAuthentication"`, `<add name="FormsAuthentication"`, and `<add name="PostFormsAuthentication`.
 - iii. Scroll to the next section, `<!--Windows Authentication-->` and remove comment mark up from each of the Windows Authentication sections beginning with `<add name="WindowsAuthentication"`, `<add`

name="PostWindowsAuthentication", <add name="TimeZoneModule".

- iv. Save your changes.
 - j. (Optional) Remove the Infor CRM Sign in screen.
When a user signs out of Infor CRM, a Sign in button displays that allows the user to sign back in. To remove this button, you must edit the Logoff.aspx file.
Change the line:

```
<div id="LogoffFormButtonPanel"><a href="~/Login.aspx" id="loginLink"
runat="server"><%= GetLocalResourceObject("ReturnToLoginMessage") %></a></div>
```


To

```
<div id="LogoffFormButtonPanel"><a href="~/Default.aspx" id="loginLink"
runat="server"><%= GetLocalResourceObject("ReturnToLoginMessage") %></a></div>
```
7. Enable Windows Authentication for the SData Portal.
- a. Open **Internet Information Services (IIS) Manager**.
 - b. Select the **SData** virtual directory, and click **Advanced Settings**.
 - c. In the **Advanced Settings** dialog box, click the **Physical Path Credentials** ellipsis button.
 - d. In the **Connect As** dialog box, select **Application user (pass-through authentication)**, and then click **OK**.
 - e. Click **OK** to close the Advanced Settings dialog box.
 - f. Double-click **Authentication** and set the following:
 - Disable anonymous access.
 - Enable Windows Authentication.
 - Enable Basic Authentication
By default, Infor CRM uses Basic Authentication.
 - g. Right-click **Windows Authentication**, and then click **Advanced Settings**.
 - h. In the **Advanced Settings** dialog box, verify that **Enable Kernel-mode authentication** is not selected, and then click **OK**.
 - i. Under the **SData** folder, open and modify the **Web.config** file.
 - i. Search for `<!--Basic Authentication-->` and add comment mark up to

```
<authentication mode="None">
<forms name=".SLXAUTH" />
</authentication>
```
 - ii. Scroll to the next section, `<!--Windows Authentication-->` and remove comment mark up from

```
<!--
<authentication mode="Windows">
<forms name=".SLXAUTH" />
</authentication>
-->
```
 - iii. Save your changes.

Modifying the Log on User for Job Service

The Job Service must be able to sign in as an Infor CRM user, and that user must have access to Infor CRM Application Entities (such as Leads and Opportunities) and Activities. By default, the user assigned to the Job Service is the Local System Account user. After installation, you must set the Job Service to sign in as the WebDLL user after making sure the WebDLL user is mapped to the Infor CRM Admin user. If your implementation includes Remote Office(s), ensure there is a trust relationship between the domain at the Main office and the domain at the Remote office.



If you are using the WebDLL user and have already completed "[Configuring Password Self-Service](#)", begin at step 8.

To configure

1. Open the Administrator.
2. On the Navigation Bar, click **Users**.
3. In the **Users** view, double-click the **Admin** user name, and then click the **General** tab.
4. In the **Windows ID** box, click the Find button.
The Please select a Windows user to match the Infor CRM user dialog box appears.
5. In the **Add Name** box, type your server name and user name, and then click **OK**.
For example, servername\WebDLL.
6. In the **Import user data** box, click **No**, and then click **OK**.
7. To enable the Job Service to sign automatically you must enable Windows Authentication even if you do not intend to fully implement Windows Authentication.
 - a. On the **Tools** menu, click **Options**.
 - b. Click the **Passwords** tab.
 - c. Select the **Use Windows Authentication (Saleslogix Password not required to log on)** option.
 - d. Click **OK**.
8. Set permissions to allow the WebDLL user to alter the DNS on the domain.
9. Open Windows Services and right-click the **Job Service**.
10. Click **Properties**.
11. In the **Job Service properties** dialog box, click the **Log on** tab, and select the **This account** option button.
12. Click **Browse**.
13. Specify the Location.
For example, the domain where you created the WebDLL user.
14. Type the name of the domain user credentials specified in step 5.
In this example, the WebDLL user.
15. Restart the Job Service and verify that it started successfully.

Understanding the SData Portal

The SData portal provides RESTful data access to the Infor CRM database through SData feeds. It also provides a communication front-end to the synchronization service used to integrate with accounting systems and to the Job Server. The SData portal is also required for Infor CRM Xbar for Microsoft Outlook functionality, Windows Authentication, and Infor CRM Mobile.

Configuring for Performance

This section contains recommendations for optimizing your Web site performance.

Configuring IIS Settings for Performance

In order to cache, and therefore improve performance, use the following IIS settings for the `css`, `images`, and `libraries` subdirectories in each Infor CRM Client portal that you deploy.

To configure for IIS7.x

1. In IIS Manager, expand **Web Sites**, and then expand the Web site containing the `SlxClient` portal you want to configure for performance.
2. Expand **SlxClient** and click the `css` subdirectory folder.
3. In the IIS section, open the **HTTP Response Headers** item.
4. In the Actions panel, select the **Set Common Headers...** link.
5. Select the **Expire Web Content** check box.
6. Select **Expire after** and set the expiration for 365 days.
Sending a query more frequently will impact performance. If you often customize files in the `css`, `images`, and `libraries` directories, you can either set a shorter expiration period or else users may need to clear the browser cache to get changes.
7. When you are finished, click **OK**.
8. Repeat steps 2-6 for the `images`, `javascript`, and `libraries` subdirectories, and then click **OK**.

Enabling HTTP Compression

If your Web site(s) use large amounts of bandwidth, or if you would like to more effectively use bandwidth, you may want to consider enabling HTTP compression. HTTP compression provides faster transmission time between compression-enabled browsers and IIS. Compression has no one-size-fits-all solution that enables all users to achieve the same results in different environments. However, there are some guidelines that may increase performance in terms of lighter network bandwidth at the expense of CPU and memory used by the IIS server.

You must be a member of the Administrators group on the local computer to enable compression.

Enabling dynamic compression will provide significantly smaller files over the network. In addition, there are a number of configuration elements that may be modified to provide more benefits. You may need to try different settings to achieve optimum results.

The following information can be used as a guide to implement compression in your Infor CRM implementation. To help evaluate and test your specific compression settings, you may want to use a third-party HTTP compression debugging tool.

To enable

1. Open IIS Manager, and select your Infor CRM Web site.
2. Under **IIS**, double-click **Compression**.
3. Select the **Enable dynamic content compression** check box.
If necessary, enable the dynamic content compression module in Server Manager (Roles) to enable the check box.
4. In the **Actions** pane, click **Apply**.
If necessary, modify the **ApplicationHost.config** file using the following example. This file is stored in `%SystemRoot%\System32\inetsrv\config\ApplicationHost.config`.
The following command line can be used to edit the `applicationHost.config` file correctly:
`"%WinDir%\Notepad.exe" "%SystemRoot%\System32\inetsrv\config\applicationHost.config"`



IMPORTANT: Use the 64 bit version of a text editor (e.g. Notepad.exe) when editing ApplicationHost.config; otherwise, when using a 32 bit version of a text editor the file save will be redirected to %SystemRoot%\SysWow64\inetsrv\config\applicationHost.config and the compression settings will not take effect.

See the Microsoft IIS Web site at <https://www.iis.net/ConfigReference> for documentation regarding the settings below.

■ **Example Configuration Settings:**

```
<httpCompression directory="%SystemDrive%\inetpub\temp\IIS Temporary Compressed
Files" maxDiskSpaceUsage="500" noCompressionForHttp10="false"
noCompressionForProxies="false">
<scheme name="gzip" dll="%Windir%\system32\inetsrv\gzip.dll"
dynamicCompressionLevel="10" staticCompressionLevel="10"/>
<scheme name="deflate" dll="%Windir%\system32\inetsrv\gzip.dll"
dynamicCompressionLevel="10" staticCompressionLevel="10" />
<staticTypes>
<add mimeType="text/*" enabled="true" />
<add mimeType="message/*" enabled="true" />
<add mimeType="application/*" enabled="true" />
<add mimeType="/" enabled="false" />
</staticTypes>
<dynamicTypes>
<add mimeType="text/*" enabled="true" />
<add mimeType="message/*" enabled="true" />
<add mimeType="application/*" enabled="true" />
<add mimeType="/" enabled="false" />
</dynamicTypes>
</httpCompression>
</Quote>
```

The following script will enable both static and dynamic compression based on the Infor CRM Implementation Guide recommendations:

```
REM staticTypes

REM Enable static compression
%windir%\System32\inetsrv\appcmd set config -
section:system.webServer/urlCompression /doStaticCompression:"True" /commit:apphost

REM Clear the staticTypes section
%windir%\System32\inetsrv\appcmd clear config -
section:system.webServer/httpCompression /"staticTypes" /commit:apphost

REM <add mimeType="text/*" enabled="true" />
%windir%\System32\inetsrv\appcmd set config -
section:system.webServer/httpCompression /+"staticTypes.
[mimeType='text/*',enabled='True']" /commit:apphost

REM <add mimeType="message/*" enabled="true" />
```

```
%windir%\System32\inetsrv\appcmd set config -
section:system.webServer/httpCompression /+"staticTypes.
[mimeType='message/*',enabled='True']" /commit:apphost

REM <add mimeType="application/*" enabled="true" />

%windir%\System32\inetsrv\appcmd set config -
section:system.webServer/httpCompression /+"staticTypes.
[mimeType='application/*',enabled='True']" /commit:apphost

REM <add mimeType="*/*" enabled="false" />

%windir%\System32\inetsrv\appcmd set config -
section:system.webServer/httpCompression /+"staticTypes.
[mimeType='*/*',enabled='False']" /commit:apphost

REM dynamicTypes
```

Understanding ASP.NET

Microsoft .NET Framework with ASP.NET enabled is required on the Web server and the required version is installed as a prerequisite to your Infor CRM installation. The Application Architect automatically configures the necessary portal settings, so no manual configuration steps are necessary.

Configuring Application Pool Permissions

You must configure the Application Pool Permissions for your Web Site. The default Web site is Infor CRM, unless you change it during the Web Host installation.

The recommended Identity for the Application Pool is configured for the WebDLL user. The WebDLL user is typically associated to the Infor CRM admin user to run the process orchestration and SData service portals. This association is set up in the Administrator.

To configure on Microsoft Windows 2012 Server and higher

1. Open **Internet Information Services (IIS) Manager**.
2. Expand the local computer, and then click **Application Pools**.
3. Right-click **Infor CRM** (or the name of your Infor CRM Web site), and then click **Advanced Settings**.
4. Under **Process Model**, select **Identity**, and then click the ellipsis button. The Application Pool Identity dialog box opens.
5. Select **Custom account**, and then click **Set**. The Set Credentials dialog box opens.
6. In the **User name** box, type the **DomainWebDLL** user name. Ensure you include Domain\ in the user name.
7. In the **Password** and **Confirm password** boxes, type the WebDLL user's password.
8. Click **OK**, and then click **OK** again.

Defining the Default Document

Default documents can be a directory's home page or an index page containing a site document directory listing. You must be a member of the Administrators group on the local computer to define a default document.

To define

1. In IIS, expand the **Web Sites** directory, and then expand the Web site where you deployed the Web Client portal.
2. Select the appropriate virtual directory, and then click **Properties**.
For example, the virtual directory for the Web Client is SlxClient."
3. In the **IIS** section, double-click **Default Document**.
4. Click **Add** to add a new document to the list.
The Add Content Document dialog box appears.
5. In the **Default Content page:** box, type the page name, and then click **OK**.
For example, the default content page for the Web Client is Default.aspx.
6. Click **Move Up** to move the document to the top of the list.
7. Click **Apply**, and then click **OK**.

Testing the Web Site

After you have deployed a Web portal and defined the default document, you are ready to test the Web site.

To test

1. Ensure the following services are running on the Web Host: Indexing Service, IIS Admin Service, and World Wide Web Publishing Service.
2. Reset IIS.
3. Depending on where you deployed the Web Client portal, use one of the following URLs to test the Web site. If you deployed the Web Client portal to:
 - *localhost (your Web server)*, the format is *http://localhost/SlxClient* or *http://server/SlxClient*.
 - *localhost (your Web server)* with Windows Authentication enabled, the format is *http://server:port/SlxClient/Windows.aspx*.
 - a Web site and port you designated during Web Host installation, or to another Web site you created manually in IIS, the format is *http://server:port/SlxClient*.
The server is the Web Host server and port is the port number you designated during Web Host installation.
4. When the Web Client sign on page appears, enter your **User Name** and **Password**.
5. (Optional) Infor CRM Web components provide optional extended features in the Web Client that may require additional components to be downloaded.
 - On the login screen, click **Enhance Infor CRM**.
 - In **Options**, click the **General/Search** tab and click **Enhance Infor CRM**.
 - If prompted to install Office Integration and you want to use this feature, click **Yes**.
6. Click **Sign in**.
7. Sign out of the Infor CRM Web Client.
8. Send the Web Client URL to users or create a link from your company's Web site (detailed in the following section).

After completing this chapter...

You have completed tasks 1-11 in the "Web Tasks" checklist. Proceed with [Chapter 6, "Configuring Infor CRM Users"](#).

Chapter 6

Configuring Infor CRM Users

Before beginning this chapter...

Add licenses and configure the system as described in [Chapter 4, "Configuring the Infor CRM System"](#) and add licenses as described in ["Adding Licenses" on page 36](#).



Use the instructions in this chapter to...

Create and configure Infor CRM users. These tasks are required for all Infor CRM installations.

When creating Infor CRM users, you must add new users and modify the user profile.

Planning for Infor CRM Users

Before adding new users, you can create departments, administrative roles, and security profiles that can be assigned to individual users. Administrative roles and security profiles help define what information is available to the user and what tasks they can perform.

- ❓ For detailed steps to create departments, administrative roles, and security profiles, see the following topics in the Administrator help.
 - Managing Administrative Roles
 - Creating a Department
 - Security Profile Manager

The Web Client also contains administrative features that allow users with the appropriate security access to manage competitors, departments, lead sources, literature items, pick lists, products, packages, users, teams, and Web security (roles).

- ❓ For more information on the administrative features available in the Web Client, see the following Web Client help topics:
 - Adding a User
 - Working with Teams
 - What are Roles and Secured Actions?

Understanding the Admin User

Infor CRM contains an Administrator user type which is the default user profile created for the system administrator. The system administrator has full access to all features and functions in the system when logging on as admin.

The Administrator user profile cannot be modified in Administrator with the same access as other Infor CRM users (Network, Remote, and so on). Access on the General tab is restricted except for the E-mail and Use Windows Authentication boxes and the Change Password button. The following tabs are not visible and cannot be edited:

- Service / Support
- Teams
- Sync

Admin user access is restricted to ensure the system administrator is not included in your company's security model.

Creating Users

Before creating users, determine the best method of configuring the user's profile for your company's size and structure.

If you plan to add several users with identical profiles (for example, the same department, division, manager, security settings, and so on), Infor CRM recommends you use a user template. Templates are recommended because they significantly reduce administration time.

When creating users, you can apply an Infor CRM user template, or a custom template you create, which applies the appropriate settings to each user. User templates do not consume a license and cannot sign in to Infor CRM.

The following options are available for adding users. See the appropriate topic in the Administrator Help to add users to your implementation.

Creation Method	Description	Help Topic
Add new users based on an existing user template	You can add new users based on an existing user template or a custom user template you create.	Administrator help file > Creating a User Template
Create Infor CRM users based on existing Windows' users	If you want your existing Windows' users to also be Infor CRM users, you can import your Windows' user information to Infor CRM. During this process, you can select an existing user template to configure user profile settings.	Administrator help file > Importing Windows Users/Matching Infor CRM Users to Windows Users
Import users from a comma-delimited text file	If your company maintains user information in another application, you can export the information and import it to Infor CRM to add users. During this process, a user template can be applied to configure user settings not found in the import file.	Administrator help file > Importing Users from a CSV File Web Client help file > Importing Users
Create users individually	If you have a small number of users, or each user requires a distinct profile with settings that differ substantially, you can add users individually and configure each profile as appropriate.	Administrator help file > Adding a User

Configuring Users

If you create a user from a template, from an existing Windows' user, or import the user information from another application, you must complete additional configuration steps before the user can sign in.



If your installation includes Remote users, additional options are configured in [Chapter 12, "Configuring the Remote Client"](#). Remote user options cannot be configured until you complete various synchronization configuration steps.)



Use caution when assigning the Integrations role as it enables users to edit and add integrations without limits. User access to Integrations should be limited to Authentication Services and Sync History.

To configure

1. On the Administrator Navigation Bar, click **Users**.
 2. In the **Users** view, double-click a user to open the profile.
 3. If necessary, select the **Use Windows Authentication** check box. In the **Windows ID** box, select the name the user enters to sign in to Windows.
With Windows Authentication, users are automatically logged on without entering their Infor CRM user names or passwords.
 4. In the **Username** box, type the name the user will use when logging on to Infor CRM.
The user name is required and cannot contain spaces or an apostrophe. For Remote users, the user name must also follow the Rules for Regular Identifiers specific to the version of Microsoft SQL Server that you are using to create Remote databases. The Remote user name must follow these rules as it is sent to the Microsoft SQL Server or Microsoft SQL Express instance to be used as part of a Remote database name.
 5. In the **Name** box, enter the user's name.
If you selected the Update Infor CRM user information with Windows information check box on the Import Windows Users dialog box, the Username and Name boxes are pre-filled with Windows information. This information does not need to be changed.
 6. In the **E-Mail** box, enter the user's e-mail address.
 7. Select the **User is a Manager** check box if the user is a manager whose name should appear in the Manager list.
 8. In the **User Type** box, select the user type.
 9. Click the **Employee** tab.
 10. If necessary, in the **Accounting ID** field, type the user's accounting identification code. (This is the ID used by the accounting software.)
 11. Click the **Teams** tab.
The Teams tab allows you to create user teams and add or remove the user from system teams. User teams allow users to access accounts owned by another user. For example, if you want Lee to have access to all Dan's accounts, you can add Lee to Dan's user team. System teams group users together so that all team members have access to the same accounts.
 12. In the **User Team** section, click **Add** to add other users to this user's team.
Users you add to this user's profile can access all accounts owned by the main user (the user whose profile you are editing).
 13. In the **Field Security of selected user** box, select a security profile for the user selected in the User Team section. This profile only applies when accessing accounts owned by the main user (the user whose profile you are editing).

 Field security never applies to accounts owned by an individual when that individual is the user accessing the accounts.
 14. Click the **Calendar** tab.
The Calendar tab sets permission rights for users to view and modify other user's calendars.
 15. In the **Other Calendars** section, click **Add Users** to set access for this user to add, edit, delete, or sync activities for another user.
 16. In the **This User's Calendar** section, click **Add Users** to set access for other users to add, edit, delete, or sync activities to this user's calendar.
 17. Click **OK**.
-  This functionality is also available in the Web Admin. Sign on to the Infor CRM Web Client and see the following Web Client help topics for more information:
- Adding a User
 - Importing a User
 - Copying Profile Information

Setting Access to Customer Service Management

If necessary, you can give users access to management functions in the Infor CRM Client. If you are using customer service, you may want to allow users to manage options for ticket entry, time tracking, setting auto-assignment, managing area, category, and issue lists, user defaults, and ticket rates.

The following steps detail the options that can be set for customer service management.

- ❓ For details on other functions, see the “User Profile Function Security Tab” topic in the Administrator Help.

To set function security options

1. On the Administrator Navigation Bar, click **Users**.
2. In the **Users** view, double-click the user that you want to give access to customer service management options.
3. Click the **Function Security** tab, expand the **Tools** menu, and then expand the **Manage** menu.
4. Double-click the appropriate options to give access to this user:
 - **Customer Service Defaults** - Allows the user to access the Manage Customer Service Defaults dialog box which contains options for ticket entry and time tracking.
 - **AreaCategoryIssue** - Allows the user to manage the Area, Category, and Issue lists. Area, Category, and Issue lists are used to classify tickets and defects.
 - **Customer Service Options** - Allows the user to access the Manage Customer Service Options dialog box, which contains options for setting auto-assignment, User Defaults, and Ticket Rate options.
5. Click **OK**.

- ❓ This functionality is also available in the Web Admin. Sign on to the Infor CRM Web Client and see the following Web Client help topics for more information:

- Managing Area/Category/Issue Values
- Managing Defect Activity Rates
- Managing Ticket Activity Rates
- Setting Customer Service Options.

Configuring Roles


A role determines what functionality a user can access in the Web Client. Roles use secured actions to control access to user interface elements such as pages, menus, menu items, toolbars, and buttons. When you control access to individual user interface elements, you can control access to actions such as editing, deleting, or printing.

By default, users created in the Web Client are assigned the Standard User role. This role allows add, edit, and delete permissions to Web Client non-administrative entities such as accounts, contacts, and opportunities.

Users created in the Administrator are not assigned a role and role security cannot be set in the Administrator. If you create new Web Client users in the Administrator, you must assign users to the Standard User role.

To assign

1. Open the **Users List** view in the Web Client.
2. Select the users that should have add, edit, and delete permissions to non-administrative entities in the Web Client.
3. In the **User Tasks** pane, click **Add to Role**.
4. In the **Select Role** dialog box, lookup and select the **Standard User** role, and click **OK**.
5. Click **OK**.

-  Review the “What are Roles and Secured Actions?” topic in the Web Client help to understand the default roles and how you want to apply them to users.

Setting Permissions for Integrations

Integrations allow communication between Infor CRM and external systems and services. In some cases, a user with administrative privileges must implement an integration before it can be available to users.

The ability to view Sync History is part of the Standard User role. If users require access to other Integrations actions, for example the ability to authorize an integration, it is best practice to add those actions to the Standard User role or creating a new role that includes those actions.



The Integrations role is not recommended for standard users. Once a user is assigned to the integrations role it is possible for that user to edit and add integrations without limits. User access to Integrations should be limited to Authentication Services and Sync History.

After completing this chapter...

You have completed tasks 14-15 in the "Required Tasks" checklist. Proceed to [Part II, "Installing Infor CRM Clients"](#).

Part II Installing Infor CRM Clients

Chapter 7

Configuring the Web Client

Before beginning this chapter...

Install and configure the Web Host as described in [Chapter 5, "Installing the Web Components"](#). In addition, restart all servers involved in the implementation.



Use the instructions in this chapter to...

Configure the Web Client. These tasks are required for all Infor CRM Web installations.

Linking from Your Company's Web Site

When you are ready to make the Web Client accessible to users, you can create a link on your company's Web site (typically an intranet site) to provide access. For example, you may want to display a link that reads "Infor CRM" in a prominent location on your intranet site.

Create the link in the following format:

```
<A HREF="webservername/virtualdirectoryname">Infor CRM</A>
```

The server is the name of your Web Host machine. The virtual directory name is *SlxClient*, unless you specified a different name in the Web portal Deployment Properties in Application Architect.

Configure the Web Client Machines for Windows Authentication

If you implemented Windows Authentication in [Chapter 5, "Installing the Web Components"](#), share the following instructions with Web Client users accessing Infor CRM to add the URL as a trusted site.

To add a trusted site

1. On each Web Client computer, open your **Control Panel**.
2. Click **Internet Options**.
3. Click the **Security** tab, select **Trusted Sites**, and then click **Sites**.
4. In the **Add this Web site to the zone:** text box, enter either the Web Server name or the IP address to the Web Server (<http://10.40.0.35>).



For users using Windows Authentication, the URL address must include the windows.aspx page (<http://10.40.0.35/slxclient/windows.aspx>).

Configuring Client Computers

To ensure the Web Client functions correctly, you must configure several options on each user's computer.

To configure

1. Ensure the user is a member of the local Power Users or Administrators group.
This allows ActiveX controls to work correctly if this user enables and downloads extended features on the Web Client Sign in page.
2. Ensure the Scrollbar Item setting is set to 17 or less.
 - (Microsoft Window 10) The Scrollbar option is set in the Settings > Devices > Mouse > Choose how many line to scroll each time. Use the slider control to indicate the number of lines to scroll.
3. The default browser settings should be used for the Infor CRM Web site. In addition to your browser defaults, the following options are required.



The option locations and wording may vary depending on your browser version. For more information on these options, refer to your browser's Help.

Browser Option	Setting
Internet Explorer	
Temporary Internet Files>Settings	Check for newer versions of stored pages Automatically .
Security>Trusted sites>Sites	<ul style="list-style-type: none"> ■ Add the Infor CRM Web site (SixClient) to the trusted sites list. Type <code>http://</code> followed by the Web Host server name for the Web Client site (for example, <code>http://server</code>). ■ Turn off protected mode for trusted sites. ■ Enable Script ActiveX controls marked safe for scripting. ■ Enable (or set to prompt) Initialize and script ActiveX controls not marked safe for scripting.
Security tab	<ul style="list-style-type: none"> ■ Enable Drag and drop or copy and paste files (Allow access to the clipboard).

Enabling UTF-8 Support for Internet Protocols

If users export extended characters from Infor CRM to e-mail, UTF-8 support must be enabled.

To enable

1. Open Microsoft Outlook.
2. Click **File**, click **Options**.
3. Click **Advanced**.
4. In the **International options** section, make sure the **Allow UTF-8 Support for the mailto: protocol** option is selected.
5. Click **OK**.

Installing Office Integration

Office Integration extends Infor CRM Web Client functionality by downloading client-side files for the following features:

- Office Integration encompasses Mail Merge and Drag and Drop functionality. Administrators can also drag-and-drop library files.



Office Integration is not supported if your installation of Microsoft Office is 64 bit.

- Available functionality may be restricted by the browser type or version. For full Office Integration support, use IE 11. For limitations of other browsers see the Compatibility Guide.

Before users install and configure these features, ensure you configured SData as detailed in ["Understanding the SData Portal" on page 53](#).

To install and configure

1. Sign in to the **Infor CRM Web Client**, expand the **Tools** menu and then click **Options**.
2. Click the **General** tab, and then click **Install Office Integration**.
3. Follow the steps in the Wizard.
4. At the end of the installation, click **Finish**.

Creating the Contact Sync Group

If your implementation includes Outlook Sync, Sync for Exchange, or Sync for Gmail you must create an ad hoc group. Contacts in this group synchronize between Infor CRM and your Outlook. You can give the group any convenient name. The name used in these instructions is Contact Sync.

To create

1. Open the Web Client Contact List view.
2. Select the contacts you want to synchronize with Microsoft Outlook.
3. Right-click the selected contacts, and then click **Save Records as Group**. The Add Records to new Group dialog box opens.
4. In the **Group Name** box, type **Contact Sync**.
5. Click **OK**.

After completing this chapter...

You have completed tasks 13-15 in the ["Web Tasks"](#) checklist. If your implementation includes:

- The Mobile Client: proceed with [Chapter 8, "Configuring the Mobile Client"](#).
- Customer Portal: proceed with [Chapter 10, "Configuring Customer Portal"](#).
- Remotes: proceed with [Chapter 11, "Configuring Synchronization"](#).
- Infor CRM Xbar for Microsoft Office, see ["Infor CRM Xbar for Microsoft Outlook" on page 138](#).

Otherwise, you can begin using Infor CRM.

Chapter 8

Configuring the Mobile Client

8

Before beginning this chapter...

Install and configure the Web Host and the SData portal as described in [Chapter 5, "Installing the Web Components"](#). In addition, restart all servers involved in the implementation.



Use the instructions in this chapter to...

Configure the Infor CRM Mobile Client. These tasks are required for all Infor CRM installations that include the Mobile Client.

Understanding the Mobile Client

Infor CRM Mobile provides secure, reliable mobile access to Infor CRM information when using mobile devices with internet browsers that support HTML5 and CSS3.

For data security, make sure your Infor CRM Web Server has a valid Secured Sockets Layer (SSL) security certificate installed. You can use the Web Server where you deployed your SixClient portal.

Enabling multi-currency on the Mobile Client

If your implementation includes Multi-currency, you must complete the steps in this section.

Multi-currency is disabled by default. To enable Multi-currency in the Infor CRM Mobile Client, you must copy a setting from the `products/argossaleslogix/configuration/production.default.js` file, paste it into the `products/argos-saleslogix/configuration/production.js` file and then edit the setting before deploying the portal.

If you make your edit in the `products/argos-saleslogix/configuration/production.default.js` instead of the `products/argos-saleslogix/configuration/production.js` file, your edits will be overwritten during the next upgrade.

To enable multi-currency on the Mobile Client

1. Open the **Application Architect**.
2. Open the **Project Explorer** and expand the **VFS** folder.
3. Expand the **Portal Manager, Saleslogix Mobile Client, SourceFiles, Products, argos-Saleslogix, configuration**.
4. Double-click **production.default.js**.
5. Scroll the bottom of the file and locate **'multiCurrency'**.
6. Copy the setting.
7. Return to **Portal Manager, Saleslogix Mobile Portal, SourceFiles, Products, argos-saleslogix, configuration**.
8. Double-click **production.js**.
9. Paste the text you copied in step 6.
The file contains additional instructions to assist you.

10. Change the setting from **'false'** to **'true'**.
11. In the Application Architect menu bar, click **Save All**.

Changing the warehouse mode in the Mobile Client

Available to Promise enables users to see if there is stock on hand. If your implementation includes an integration with a back office that uses a specific warehouse location for the Available to Promise feature, you can enable users to check each warehouse inventory manually. Warehouse mode is disabled by default. To enable Warehouse mode, you must copy a setting from the `products/argos-saleslogix/configuration/production.default.js` file, paste it into the `products/argos-saleslogix/configuration/production.js` file and then edit the setting before deploying the portal.

If you make your edit in the `products/argos-saleslogix/configuration/production.default.js` instead of the `products/argos-saleslogix/configuration/production.js` file, your edits will be overwritten during the next upgrade.

To edit the .js file

1. Open the **Application Architect**.
2. Open the **Project Explorer** and expand the **VFS** folder.
3. Expand the **Portal Manager, Saleslogix Mobile Portal, SourceFiles, Products, argos-saleslogix, configuration**.
4. Double-click **production.default.js**.
5. Scroll to the bottom of the file and locate **"warehouseDiscovery"**.
6. Copy the setting.
7. Return to **Portal Manager, Saleslogix Mobile Portal, SourceFiles, Products, argos-saleslogix, configuration**.
8. Double-click **production.js**.
9. Paste the text you copied in step 6.
The file contains additional instructions to assist you.
10. Insert this line: *** warehouseDiscovery: 'manual'**.
11. In the **Application Architect** toolbar, click the **Save All** icon.

Enabling Offline Support in the Mobile Client

Offline support allows read-only access to select records and entities when a user's mobile device is offline or loses connectivity.

Offline support is disabled by default. To enable offline support, you must edit the `products/argos-saleslogix/configuration/production.js` file before deploying the portal.

If you make your edit in the `products/argos-saleslogix/configuration/production.default.js` instead of the `products/argos-saleslogix/configuration/production.js` file, your edits will be overwritten during the next upgrade.

To edit the .js file

1. Open the **Application Architect**.
2. Open the **Project Explorer** and expand the **VFS** folder.
3. Expand the **Portal Manager, Saleslogix Mobile Portal, SourceFiles, Products, argos-saleslogix, configuration**.
4. Double-click **production.default.js**.
5. Scroll to the bottom of the file and locate **"enableOfflineSupport"**.
6. Copy the setting.
7. Return to **Portal Manager, Saleslogix Mobile Portal, SourceFiles, Products, argos-saleslogix, configuration**.
8. Double-click **production.js**.

9. Paste the text you copied in step 6.
The file contains additional instructions to assist you.
10. Change the setting from 'false' to 'true'.
11. In the **Application Architect** toolbar, click the **Save All** icon.

Deploying the Mobile Client Portal and the SData Portal

See ["Deploying Infor CRM Client Portals" on page 48](#) for detailed steps to deploy the SLX Mobile and SData portals.

Defining the Default Document

Default documents can be a directory's home page or an index page containing a site document directory listing. The default document for the Mobile Client portal landing page is `index.aspx` and should have been added to the documents list on the IIS Web site by the installation. If your URL `<https://YourSlxWebServer/SlxMobile>` is not defaulting to call the `index-nocache.aspx`, you may want to define it manually.

See ["Defining the Default Document" on page 56](#) for detailed steps to define the default document.

Testing the Mobile Web Site

Use the same procedure to test the Web site as you did for the Web Client (as explained in ["Testing the Web Site" on page 57](#)); however, modify the URL as follows:

`http://localhost/SlxMobile`

If you deployed the Mobile Client portal to a different Web site in IIS, use the following format:

`http://servername:port/SLXMobile`

Before installing the Mobile Client portal, make sure your environment meets the following requirements:

- Infor CRM is installed and has a functioning Web environment.
- The Web Server has a valid Secured Sockets Layer (SSL) security certificate installed. You can use the Infor CRM Web Server where you deployed your Saleslogix Client portal.
- The SData portal has already been deployed successfully.
To confirm that SData is set up correctly, type the following URL into your browser:
`http://<servername>/sdata/$system/adapters`. Enter the user credentials of the Infor CRM user that SData is configured under (for example, Admin). The adapters page Infor CRM Mobile v1.2 Implementation Guide should load and list the available feeds.

Sending the Mobile Client Portal URL to Users

Send the Mobile Client portal URL to mobile users through email. Your users click the URL or type it into a compatible browser on a desktop computer, mobile device, or tablet computer. Any Infor CRM user can access Infor CRM information from his or her compatible mobile device by clicking the portal link. No specific user configuration is needed.

For security purposes, make sure you set up SSL encryption on the server and access the client using HTTPS. An example URL is: `https://YourSlxWebServer/SlxMobile`.



The browser may ask users if it is OK to store data on their computer for offline use. This is expected, as the mobile application is cached on the computer for improved performance. After the application has been cached, the user can quickly move from screen to screen because only data needs to be transferred over the wire from the SData portal.



For more information, refer to the "Common Tasks in Application Architect" topic in the Application Architect help.


Using Infor CRM Mobile with Windows Authentication

When Windows Authentication is implemented, users will still see a sign-on screen when they open the Mobile Client.



Remember you must enable Windows Authentication on the SData portal.

To configure Windows Authentication for Mobile:

1. After installing, building and deploying the Infor CRM (SixClient) Web Client and SData portals:
 - a. Configure Windows Authentication for the Web Client:
 - i. Configure the WebDLL user. See ["The WebDLL User" on page 15](#)
 - ii. Configure your Web Server for Windows Authentication. Be sure to complete the steps for the SData portal. See ["Configuring the Web Server for Windows Authentication" on page 50](#). Alternatively, you can follow the instructions in the Administrator help. See the topic called 'Configuring Windows Authentication for Windows Server.
 - b. Deploy the Mobile and SData portals. See ["Deploying Infor CRM Client Portals" on page 48](#).
 - c. In the Administrator, open the User Profile General tab for each Infor CRM user who will also be a Mobile Client user. This could be a Network, Web, Remote, or Concurrent user. Make sure that the Use Windows Authentication check box is selected.
For details on other functions, see the "User Profile Function Security Tab" topic in the Administrator Help.
 -  See the topic called "User Profile General Tab" in the Administrator help for more information.
 - d. Ensure that the Infor CRM user is associated to a Windows Domain user.
2. Instruct users to use the fully-qualified domain name when they sign in to Infor CRM Mobile. To authenticate with Windows Active Directory when logging into the Mobile portal, you must supply the fully-qualified domain name and windows password in the logon dialog. For example:
user name: testcorp\lee.hogan
password: <Lee Hogan's windows password on testcorp domain> .



Alternatively, you can ensure that IIS properties contain the default domain. See the Microsoft documentation for information about setting up the default domain name within IIS.

After completing this chapter...

You have completed the ["Mobile Client Tasks"](#) checklist. If your implementation includes:

- Customer Portal: proceed with [Chapter 10, "Configuring Customer Portal"](#).
- Remotes: proceed with [Chapter 11, "Configuring Synchronization"](#).

Otherwise, you can begin using Infor CRM.

Chapter 9

Installing Network Clients

Before beginning this chapter...

Create and configure users as described in [Chapter 6, "Configuring Infor CRM Users"](#).



Use the instructions in this chapter to...

Install the Infor CRM Client for Network users. These tasks are required for all Infor CRM Network installations.

The Infor CRM Client can be installed on each user's computer using the Client installation. The standard installation includes Typical and Custom options which allow you to install all components or choose the components necessary for your implementation.

Installing the Network Client

Network Clients are the computers running Infor CRM that access the main database through a direct connection or wide-area network. Depending on your installation type, see the following instructions:

To install

1. On the **Installation** screen, click **Client Installations**.
2. On the **Client Installation** screen, click **Install Network Client**.



If the installation does not detect the necessary prerequisites, you will be prompted to install them. Click **Install** to allow Infor to install the required components or **Cancel** to stop the installation.

3. On the **Welcome** screen, click **Next**.
4. On the **Setup Type** screen, select an installation type, and then click **Next**.
 - Click **Complete** to install the most common components.
 - Click **Custom** to install only certain components or to change the installation location. Use the **Custom Setup** screen to enable or disable items for installation.
5. On the remaining screens, click **Install** and **Finish** to complete the installation.
6. After installation, you must start the Infor CRM Client.

Starting the Infor CRM Client

Before starting the Infor CRM Client on Oracle, you may need to create a Client database connection on each Client computer. See ["Creating a Client Database Connection" on page 32](#) for instructions.

After installation, the user who installed Infor CRM must sign in to the Client computer(s) for the first time and launch each of the following applications. This process creates the necessary registry entries for each application.

If the standard user has installation rights, he or she can sign in and begin using the Infor CRM Client.

If the standard user does not have rights to install Infor CRM, an admin user must start the Client application. This is because the Infor CRM Client must write to restricted areas of the registry. After an admin user has logged on and run the Client, a standard user can read from the registry's restricted area.



The Infor CRM installation creates connection information in the Current User area of the registry. Therefore, if the user logging on to the Client is not the user who installed the Client, a new database connection must be created.

Creating Area, Category, and Issue Lists

Before users begin working with tickets and defects, you must create custom lists for the Area, Category, and Issue fields. The Area, Category, and Issue lists contain information specific to your company that is used to describe the problem or issue documented by a ticket or defect.

The Area, Category, and Issue lists are linked in a hierarchy. The Area you select determines the options available for the Category, and the Category you select determines the options available for the Issue.

The Area, Category, and Issue lists are used to reduce administration time when users are creating tickets and defects. If you are not using the customer service or support features, you do not need to create the Area, Category, and Issue lists.

To create

1. On the Infor CRM Client **Tools** menu, point to **Manage**, click **Customer Service Options**, and then click the **Area/Category/Issue** tab.
2. Click **Add**.
3. In the **Area** box, type a short description (limited to 64 characters) for an area value that is applicable to your company's business. For example, you could type "Software".
The Area provides a high-level description of the customer's problem (on a ticket) or the type of defect.
4. In the **Category** box, do one of the following:
 - Select a category that is appropriate for the area.
 - Type a short description (limited to 64 characters) for a category that is appropriate for the area. For example, in Step 3 you created the Area of "Software", so the Category might be the name of the software manufacturer.

The Category value provides more detailed information about the cause of the customer's problem and is grouped with a specific Area value.

5. In the **Issue** box, do one of the following:
 - Select an issue value that is appropriate for the category.
 - Type a short description (limited to 64 characters) for an issue.

The Issue value provides even more detailed information about the customer's problem and is grouped with a specific Category value.

6. Select the **Ticket** check box if you want the items to be available in the Infor CRM Client and Web Client Ticket views.
7. Select the **Defect** check box if you want the items to be available in the Defect view.
8. Select the **Customer Portal** check box if you want the items to be available in the Customer Portal Ticket view.
9. Click **OK**.

10. If necessary, select the **Issue text must match a list item** check box on the **Area/Category/Issue** dialog box. When this option is selected, the user must type or select an Issue that already exists. When cleared, a user can type a new value in the Issue box in the Infor CRM Client and Web Customer Portal.
11. Repeat steps 2-10 as necessary to create all area, category, and issue values for your company.
12. Click **OK**.

Creating the Contact Sync Group

If your implementation includes Outlook Sync, Sync for Exchange, or Sync for Gmail you must create an ad hoc group. Contacts in this group synchronize between Infor CRM and your Outlook. You can give the group any convenient name. The name used in these instructions is Contact Sync.

To create

1. Open the Infor CRM Client.
2. Open the Contacts List view.
3. Select the contacts you want to synchronize with Microsoft Outlook.
4. Right-click the selected contacts, and then click **Add Selected Members to New Group**.
5. In the Query Builder Name box, type **Contact Sync**.
6. In the Display Name box, type **Contact Sync**.
7. Click **OK**.
8. Click **Close**.

Assigning the Contact Sync Group

After creating the Contact Sync group, you must specify that group to be used to transfer information between Microsoft Outlook and Infor CRM.

To assign

1. On the Infor CRM **Tools** menu, click **Options**.
2. Click the **Lookups and Groups** tab.
3. In the **Sync Configuration** section, click **New**.
4. In the **Contact Sync Group** dialog box, click **Choose Group**.
5. Select **Contact Sync**, and then click **OK**.
6. Click **OK**.

After completing this chapter...

You have completed tasks 16-19 in the ["Required Tasks"](#) checklist.

- If your implementation includes the Web Client, proceed with [Chapter 7, "Configuring the Web Client"](#).
- If your implementation does not include the Web Client but does include remotes, proceed with [Chapter 11, "Configuring Synchronization"](#).
- If your implementation includes Infor CRM Xbar for Microsoft Office, see ["Infor CRM Xbar for Microsoft Outlook" on page 138](#).

Chapter 10

Configuring Customer Portal

10

Before completing this chapter...

Install and configure the Web Client as described in [Chapter 7, "Configuring the Web Client"](#).



Use the instructions in this chapter to...

Configure and deploy Customer Portal. These tasks are required for installations that include Customer Portal.

Customer Service and Customer Portal extend Infor CRM customer service features onto the Web for employees and customers.

Understanding Customer Service

Customer Service features in the Infor CRM Web Client allow employees to add or update tickets, track their time as ticket activities for processing and resolving tickets, create calendar activities for tickets, add related ticket information, access SpeedSearch to find solutions to customers' problems, and run reports. Customer Service is enabled for all named users by default.

Understanding Customer Portal

Customer Portal enables you to provide customers with user names and passwords so that they can view information about existing tickets, create new tickets, and change the status of tickets. Customers can also access SpeedSearch to find solutions. Customers are granted permissions to Customer Portal by an internal Infor CRM user.

Customer Portal features require:

- Infor CRM Advanced License
- Customer Portal License
- Additional configuration in Administrator and Application Architect

Before you configure Customer Portal, ensure:

- The Web Host is installed and configured according to [Chapter 5, "Installing the Web Components"](#).
- SpeedSearch Server is installed and configured on the same server as the Web Host or on a separate server.
- Employees who use Customer Service are active Infor CRM users (not WebViewer users).
- Users who access Customer Portal have the same hardware, browser, and configuration as users who access the Web Client.


Adding the Customer Portal User

Customer Portal requires a generic, named Infor CRM user. This user may be set up as a Named Web User or Concurrent User. In addition, the user **must** be a member of every team, and every user's team, so that customers can access records owned by all teams.

 The admin user can be used for Customer Portal if you do not want to create a separate named user.

To add

1. On the Administrator Navigation Bar, click **Users**.
2. Click the **Add** button on the toolbar.
3. In the **Add Users** dialog box:
 - a. In the **Add** box, select **Named Web** or **Concurrent User**.
 - b. In the **Quantity** box, ensure **1** appears.
 - c. Ensure the **Create Profile From** check box is cleared.
 - d. Click **OK**.
The User Profile for <NewUser> dialog box appears.
4. On the **General** tab:
 - a. In the **Username** box, type **customerportal** (one word).
 - b. In the **Name** box, type **Customer Portal**.
 - c. Ensure the **Login Active** check box is selected.
 - d. In the **Department** box, select a department for this user.
This can be any department.
 - e. Verify the **User Type** is **Named Web** or **Concurrent User**.
5. On the **Teams** tab:
 - a. In the **Teams** area, click **Manage**.
 - b. In the **Teams** dialog box, select each team. Ensure you have selected all teams.
 - c. Click **OK**.
6. Click **OK**.
The new Customer Portal user appears in the Users grid.

 You must assign the Standard User role to the Customer Portal user in the Infor CRM Web Client. See the Web Client help topic "Assigning Users to the Standard User Role" or specific steps.

Setting User Security

Customer Portal requires a Web access user, which permits users who are not named Infor CRM users to access parts of Infor CRM functionality. The Web access user uses the permissions of the named Customer Portal user (customerportal) to perform certain actions, and records any history, logs, and so on to that user name.

To set

1. On the Application Architect Tools menu, click Web User Security.
2. In the **Select a Web Access User** list, select *Portal, Customer*.
If you are using a different user name for the Customer Portal user, set the value to that name; however, make sure that user name has been configured as instructed in ["Adding the Customer Portal User" on page 80](#).
3. Click **OK**.
4. On the **Build** menu, click **Build Web Platform**.

Deploying the Customer Portal

See "[Deploying Infor CRM Client Portals](#)" on page 48 for detailed steps to deploy Customer Portal.

Configuring the Customer Portal

Additional configuration for SpeedSearch indexes and Web access is required for Customer Portal.

Configuring SpeedSearch Indexes for Customer Access

To make SpeedSearch indexes available to customers so that they can search for information, ensure you have given Customer access to each index under the Public Access setting. If you have already assigned Customer access to indexes when you originally set them up, disregard this section.

To configure

1. On the Administrator **Manage** menu, click **SpeedSearch Indexes**.
2. In the **Manage SpeedSearch Indexes** dialog box, select an item under **Index Name** that you want to allow customers to access, and then click **Edit**.
3. In the **SpeedSearch Index Definition** dialog box, under **Public Access**, select **1- Customer**. Internal employees can still access this index when Public Access is selected.
4. Click **OK**.
5. If necessary, continue selecting indexes and editing the Public Access for each one.

Enabling the Contact Web Access Tab

By default, only the system administrator can grant contacts access to Customer Portal. However, you can give certain employees who use Customer Service this ability as well. When employees have this access, they can see the Web Access tab in the Contact Detail view within Infor CRM Network Client and Web Client.

To enable

1. Make a list of employees who should be able to grant contacts access to Customer Portal.
2. On the Administrator Navigation Bar, click **Users**.
3. In the **Users** grid, double-click the first user in your list to open the user's profile.
4. On the **Service/Support** tab, select **User may grant access to Customer Portal**. This enables the employee to use Infor CRM with Customer Service or the Web Client with Customer Service to open a contact record, click the Web Access tab, and set up a user name and password for the contact so the user can sign in using Customer Portal.
5. Click **OK**.
6. Repeat steps 3-5 for each employee on your list.
7. Inform the employees that when they sign in to the Infor CRM Network Client or the Web Client with Customer Service, and open a contact record, the Web Access tab appears so that they can set up a user name and password for the contact. Once this is set up, the contact can sign in to Customer Portal to view tickets, create new tickets, close and re-open tickets, and access SpeedSearch. For more information, see the Customer Portal Help.

Testing the Customer Portal Web Site

Use the same procedure to test the Web site as you did for the Web Client (as explained in ["Testing the Web Site" on page 57](#)); however, modify the URL as follows:

```
http://localhost/SlxCustomerPortal
```

The localhost is the name of your Web Host server.



If you deployed the Customer Portal to a Web site you created during the Web Host installation, or to another Web site you created manually in IIS, the format is: *http://servername:portnumber/SlxCustomerPortal*.

The server is the name of your Web Host server. The port is the port number you specified during the Web Host installation.

Linking from Your Company's Web Site

After Customer Portal configuration is complete, you must create a link to it from your company's Web site.

Create the link in the following format:

```
http://servername/SlxCustomerPortal
```

For example:

```
<a href="http://servername/SlxCustomerPortal
"> Report a Problem/Check for a Response</a>
```

If you deployed the Customer Portal to a different Web site in IIS, create the link in the following format:

```
<A HREF="http://servername:portnumber/SlxCustomerPortal"
"> Report a Problem/Check for a Response</a>
```

The server is the name of your Web Host machine. The port is the name of the port the Web site is using. The Web site name is *SlxCustomerPortal*, unless you specified a different name when deploying Customer Portal.

Configuring Client Computers

To ensure the Customer Portal functions correctly, configure settings in each user's browser as described in the following table.



The option locations and wording may vary depending on your browser version. For more information on these options, refer to your browser's Help.

Internet Explorer Option	Setting
Temporary Internet Files>Settings	Check for newer versions of stored pages Automatically .
Privacy tab	Medium or lower (cookies must be enabled).

After completing this chapter...

You have completed the ["Customer Portal Tasks"](#) checklist. If your implementation includes Remotes, proceed with [Part III, "Remote Offices, Users, and the Offline Web"](#).

Part III Remote Offices, Users, and the Offline Web



Chapter 11

Configuring Synchronization

11

Before beginning this chapter...

Add licenses and configure the system as described in [Chapter 4, "Configuring the Infor CRM System"](#).

Give the SLXService user permissions for the Sync Service as described in ["Permissions Required for the SLXService User \(without Administrator rights\)"](#) on page 14.



Use the instructions in this chapter to...

Configure synchronization. These tasks are required for all Infor CRM installations that include remotes.

Synchronization Server refers to both the software that runs synchronization and the hardware on which the server is installed. A Sync Server is only necessary if you have Remote users (including Offline Web Client users) or Remote Offices, or you plan to run agents.

Creating Synchronization Transfer Profiles

Infor CRM supports three methods of synchronization. Each synchronization method is defined by one or more Sync Transfer Profiles. To create a Sync Transfer Profile, refer to one of the following:

- ["Creating a Network Synchronization Profile"](#) in the following section.
- ["Creating an FTP Synchronization Profile"](#) on page 85.
- ["Creating an HTTP Synchronization Profile"](#) on page 87.

Creating a Network Synchronization Profile

One way to synchronize with the main office is through a VPN (Virtual Private Network) connection. Using VPN, Remote users or offices connect to the Infor CRM network via the internet to send and receive transactions from the main office database.

This is the default method of synchronization. Unless you want to change the Sync Transfer Profile settings, Remotes can synchronize via network synchronization without additional configuration.

The next step...

Proceed to ["Creating a Synchronization Service Profile"](#) on page 90.

Creating an FTP Synchronization Profile

FTP support is built into both the Sync Server and Sync Client. When the Sync Server cycles, it connects to the FTP site and searches the FTP Infiles directory for any transaction exchange files that were sent by Remote users. Likewise, when the Sync Client cycles, it connects to the FTP site and searches the FTP Outfiles directory for transaction exchange files placed there by the main office. Essentially, all transaction exchange files, library files, and documents are delivered to and received from the FTP site.

Logging on to an FTP site can be accomplished in one of two ways:

- **Global login** - Using a global login, the Sync Server and all Remote users share the same login and password.
- **Personal logins** - Using personal logins, the Sync Server and each Remote user is assigned a different login to the FTP site.

Setting up an Infor CRM FTP Site

An FTP site is a collection of files on an FTP server. The FTP server allows users to upload or download files through the Internet or other TCP/IP network using a File Transfer Protocol (FTP). By default, IIS uses Passive FTP connections.

When setting up an FTP site, you must:

- Create three folders on the FTP server. For example, /Infiles, /Outfiles, and /FailedTrans. These folders must be shared, and all Remote users and the Sync Server must have read, write, and delete access.
 - Create three virtual directories that point to the Infiles, /Outfiles, and /FailedTrans folders. All Remote users, as well as the Sync Server, must have read, write, and delete access to these directories.
- ?
- For FTP performance tips, see the “Improving FTP Synchronization Performance” topic in the Administrator Help.
 - To configure FTP synchronization to use Active FTP connections, see the “Configuring FTP Sync to Run in Active or Passive Mode” topic in the Administrator Help.

If your implementation includes multiple Sync Servers, note the following:

- You can only have one /Infiles, /Outfiles, and /FailedTrans folder per Sync Server.
- You can have multiple FTP virtual folders per Sync Server. However, Infor CRM recommends approximately 50 Remote users per FTP virtual folder.
- Infor CRM recommends that your FTP Server is on the corresponding Sync Server (if possible).

Creating an FTP Sync Profile

The Sync Transfer Profile identifies the DLL file used for FTP synchronization.

To create

1. On the Administrator **Manage** menu, click **Sync Transfer Profiles**.
2. In the **Sync Transfer Profiles** dialog box, click **Add**.
3. In the **DLL** box, select **FTP Sync Transport v1.2 (SSftp.dll)**.
If FTP Sync Transport is not available in the DLL list, verify the SSftp.dll file is located in the SalesLogix folder.
4. In the **Description** box, type a description of the synchronization method.
5. Click **Setup**.
6. In the **FTP Site** box, type the address of the primary FTP site to which the Sync Client connects (for example, ftp.yourcompany.com).
You can use a named FTP site (for example, yourcompany.com), or an IP address (for example, ftp.123.45.67.8).
7. In the **Port** box, type the primary site’s port number on the FTP server.
Port numbers allow IP packets to be sent to the FTP site.
8. In the **Alternate Site** box, type an alternate address that connects to your FTP site.
If the Sync Client cannot connect using the primary address, it attempts to use the alternate address. For example, you can use the named FTP site as the primary site and the IP address as the alternate site.
9. In the **Port** box, type the alternate site’s port number on the FTP server.
10. In the **File Names** box, select **Uppercase**, **Lowercase**, or **Unspecified**.
Response time improves considerably if this setting matches the way file names are stored on your FTP server. The default is Unspecified.

11. In the **Infiles**, **Outfiles**, and **FailedTrans** boxes, type the Infiles, Outfiles, and FailedTrans folder names on your FTP server (for example, /Infiles, /Outfiles, and /FailedTrans).
Creating the folders is outlined in ["Setting up an Infor CRM FTP Site" on page 86](#).

12. Under **Login**:

- Click **Login and password below** to assign the same login and password to the Sync Server and all Remote users. Then in the **Login** box, type the general login that is shared by all Remote users and Sync Server(s) when logging on to the FTP site. In the **Password** box, type the corresponding password. Then, click **OK**.

If you choose to use a global login, you can use the default anonymous user that comes with FTP. This user is already configured with the necessary permissions. This user has a Login of anonymous, and the corresponding Password is your domain name.

- Click **Personal login and password** to assign a different login and password to each Sync Server and Remote user. Then, click **OK**.

Use the FTP Sync Transport Local Options dialog box to set the login for the sync server. Personal logins for Remote users are set in the individual's user profile. The instructions for configuring the user login are in [Chapter 12, "Configuring the Remote Client"](#).

13. If you selected the **Personal login and password** option, in the **Edit Sync Transfer Profile** dialog box, click **Server Settings**. In the **Login** and **Password** boxes, type the Sync Server's login and corresponding password to the FTP site.
14. Click **OK**.
15. Proceed to ["Creating a Synchronization Service Profile" on page 90](#).

Creating an HTTP Synchronization Profile

HTTP Synchronization provides a secure method of transferring data using a Web site on an HTTP Server. When the Sync Server cycles, it connects to the HTTP Server and searches the Infiles folder for any transaction exchange files (TEFs) that were uploaded by Remote users. Likewise, when the Sync Client cycles, it connects to the HTTP Server and searches the Outfiles folder for any transaction exchange files placed there by the main office. All transaction exchange files, library files, and documents are uploaded to and downloaded from the HTTP Server.

Setting up an Infor CRM HTTP Site

An HTTP site is a collection of files on an HTTP Server that allow users to upload or download files via the Internet. HTTP synchronization requires Internet Information Services (IIS) with World Wide Web Service installed.

When synchronizing using HTTP, you must set up IIS and configure the necessary folders for file transfer.



Before creating the HTTP Site, ensure you have IIS with HTTP Support installed and running.

To create an HTTP site on Windows 2012 or higher

1. On the HTTP Server, create a folder where you want the Infor CRM Web site you create to point. For example, SLXHTTPSync.
2. In the folder you created in the step 1, create the following three sub folders. Set folder permissions to Read, Write, and Modify.
 - Infiles
 - Outfiles
 - FailedTrans
3. Open **Internet Information Services (IIS) Manager**.
 - a. Create or use an existing Infor CRM application pool.
 - b. Ensure the identity of the application pool is set to log on with a user that has Read, Write, and Modify permissions to the HTTP sync folders you created in step 2.
 - c. For 64-bit operating systems, enable 32-bit applications.
4. In the **Connections** tree view, expand your HTTP Server, and then expand **Sites**.
5. Right-click the **Sites** folder, and then click **Add Web Site**.

The Add Web Site dialog box opens.

- a. In the **Site name** box, type a name for the Web site. For example, Infor CRM HTTPSync.
 - b. In the **Physical path** box, browse to the folder you created in Step 1. DO NOT point to the network logging path.
 - c. Click **Connect as**, verify **Application user (pass-through authentication)** is selected, and click **OK**.
 - d. Click **Test Settings** to verify the connection.
 - e. In the **Type** box, ensure http is selected.
 - f. In the **IP address** box, select **All Unassigned**.
 - g. In the **Port** box, change the port number to port 1024 or higher. Record the port number you are using. If necessary, port 80 can be used.
 - h. Leave the **Host name** box blank.
 - i. Click **OK**.
6. In the **Connections** tree view, select your Infor CRM HTTP Web site.
 7. In the Features View under **IIS**, double-click **Authentication**.
 8. In the **Authentication** list, select **Anonymous Authentication**, and in the **Actions** pane click **Disable**.
 9. Enable Windows Authentication.
 - a. In the **Authentication** list, select **Windows Authentication**, and in the **Actions** pane click **Enable**.
 - b. In the **Actions** pane, click **Advanced Settings**.
The Advanced Setting dialog box appears.
 - c. In the **Extended Protection** drop-down, select **Off** or **Accept** (either option works), and then click **OK**.
 - d. In the **Actions** pane, click the **Providers** link.

- e. In the **Enabled Providers** list, select **NTLM** and move it to the top of the list.
 - f. Click **OK**.
10. In the Features View under **IIS**, double-click **MIME Types**.
 - a. In the **Actions** pane, click **Add**.
 - b. In the **File name extension** box, type **SLXT**.
 - c. In the **MIME type** box, type **text/plain**.
 - d. Click **OK**.
 11. In the Features View under **IIS**, double-click **Directory Browsing**.
 12. In the **Actions** pane, click **Enable**.
 13. Enable and configure WebDAV (Web-based Distributed Authoring and Versioning).



Although WebDAV has been determined to impact SData, you can enable it here without issues. It is automatically disabled in the SlixClient, SData and ProcessHost portals at deployment. This will not affect HTTP sync.

- a. In the Features View under **IIS**, double-click **WebDAV Authoring Rules**.
If WebDAV Authoring Rules is unavailable, download the WebDAV Extensions for IIS from Microsoft.
 - b. In the **Actions** pane, click **Enable WebDAV**.
 - c. In the **Actions** pane, click **Add Authoring Rule**.
 - d. In the **Add Authoring Rule** dialog box, set the following options, and then click **OK**.
 - Under **Allow access to**, select **All Content**.
 - Under **Allow access to this content to**, select **All users**.
 - Under **Permissions**, select the **Read**, **Source**, and **Write** options.
14. Reset IIS.
After setting up IIS, you must create a Sync Transfer Profile in the Administrator.



WebDAV has a default upload limit of 30 MB which can cause HTTP sync to fail to sync portals to Offline users. You can edit the HTTPSync web.config file as follows to increase this:

```
<security>
<requestFiltering>
<requestLimits maxAllowedContentLength="2000000000" />
</requestFiltering>
</security>
```

Creating an HTTP Sync Transfer Profile

The Sync Transfer Profile identifies the DLL file used for HTTP synchronization.

To create

1. On the Administrator **Manage** menu, click **Sync Transfer Profiles**.
2. In the **Sync Transfer Profiles** dialog box, click **Add**.
3. In the **DLL** box, select **HTTP Sync Transport v1.2 (SShttp.dll)**.
If HTTP Sync Transport is not available in the DLL list, verify the SShttp.dll file is located in the SalesLogix folder.
4. In the **Description** box, type a description of the synchronization method.
5. Click **Setup**.
6. In the **Web Site** box, type the name of the HTTP Server to which the Sync Client connects for file transfer (for example, httpserver). This is the name of the server the Sync Client connects to, not the URL.
Use the format: Servername or Servername.DomainName. Do not include http:// before the server name.


7. In the **Port** box, type the port number of your HTTP Server.
8. Select the **Secure Comm (SSL) check box** if you are using a secure connection to transfer files between the HTTP Host and Infor CRM.
9. In the **Alternate Site** box, type an alternate HTTP Server for file transfer.
If the Sync Client cannot connect using the primary Web Site, it attempts to use the alternate site.
10. In the **Port** box, type the alternate site's port number on the HTTP Server.
11. If necessary, select the **Secure Comm (SSL) check box** if you are using a secure connection for your alternate site.
12. In the **Infiles**, **Outfiles**, and **FailedTrans** boxes, type the Infiles, Outfiles, and FailedTrans folder names on your HTTP server (for example, /Infiles, /Outfiles, and /FailedTrans).
Creating the folders is outlined in ["Setting up an Infor CRM HTTP Site" on page 88](#).
13. Under **Login**:
 - Click **Login and password below** to assign the same login and password to the Sync Server and all Remote users. Then in the **Login** box, type the general login that is shared by all Remote users and Sync Server(s) when logging on to the HTTP Server. In the **Password** box, type the corresponding password. Then, click **OK**.
 - Click **Personal login and password** to assign a different login and password to each Sync Server and Remote user. Then, click **OK**.

Use the HTTP Sync Transport Local Options dialog box to set the login for the Sync Server. Personal logins for Remote users are set in the individual's user profile. The instructions for configuring the user login are in See ["Configuring the Remote Client" on page 93](#).

14. If you selected the **Personal login and password** option, in the **Edit Sync Transfer Profile** dialog box, click **Server Settings**. In the **Login** and **Password** boxes, type the Sync Server's login and corresponding password to the HTTP Server.
15. Click **OK**.

Creating a Synchronization Service Profile

Since synchronization can require a lot of system resources, it is recommended that you run synchronization during off-peak times, such as before or after normal business hours. To implement a synchronization schedule, you can use the Synchronization Service. Running the Sync Server from a Windows service allows synchronization to process without an administrator logged on to the server. In addition, the Monitor Console allows you to remotely view the status of the Sync Server and its scheduled jobs.

-  To create a Synchronization Service Profile, see the “Configuring Synchronization Server Automated Services” topic in the Administrator Help.

Starting the Synchronization Server

After installation and configuration, run a synchronization cycle to create the synchronization folders. This manual cycle also creates a registry entry that is used by Agent Runner to build a connection string.



You must log on to the Synchronization Service computer as a Domain user. You cannot log on using the Local System account to cycle the Sync Server the first time. The Local System account does not have the correct privileges for running Agents.

To start

1. Click **Start**, point to **Programs**, point to **Saleslogix**, and then click **Synchronization Server**.
2. In the **Please log on** dialog box:
 - a. In the **Username** box, type **admin**.
 - b. In the **Password** box, type the admin user’s password.
 - c. In the **Log on to** box, ensure the correct database connection name displays.
This is the connection name established in the Connection Manager.
3. Click **OK**.
4. If necessary, click **Yes** to register this computer to the database.
5. If the **Verify Administrator Password** dialog box appears, retype the administrator password, and then click **OK**.
6. Click **Sync Now** to cycle the Sync Server.
7. On the **File** menu, click **Exit** when the process is complete.

The first time you cycle the Sync Server, a sub folder is created in Documents and Settings\All Users\Application Data\Saleslogix\Sync. The folder name is server_name-alias_name. In addition, the Sync Server creates the ConfTran.stm file used for conflict resolution.

Modifying Virus-Checking Software for the Synchronization Server

If you have virus-checking software scanning the synchronization folders at the same time that the Sync Server tries to use a file within the folders, you may receive an “Error deleting file or folder” error. This occurs when the virus checking software checks the file at the same moment that the Sync Server tries to use that file.

To avoid errors, set your virus-checking software to modify scans to skip the following folders during real-time scans and/or scans scheduled to run at the same time the Sync Server is scheduled to run. If anti-virus programs are scanning the following folders in real time during a synchronization cycle, it may cause problems with synchronization to Remotes.

- WriteCache
- Infiles
- Outfiles
- FailedTrans
- WGLogs
- SharedLogs
- Archives

After completing this chapter...

You have completed the "[Synchronization Tasks](#)" checklist. If your implementation includes:

- Remote users: proceed with [Chapter 12, "Configuring the Remote Client"](#).
- Remote Offices: proceed with [Chapter 13, "Configuring a Remote Office"](#).
- Offline Web Client: proceed with [Chapter 14, "Configuring Offline Web Clients"](#).

Chapter 12

Configuring the Remote Client

12

Before beginning this chapter...

Configure the Sync Server as described in [Chapter 11, "Configuring Synchronization"](#).

Use the instructions in this chapter to...


Install and configure Infor CRM Remote Clients. These tasks are required for installations that include Remote users.

Remote Clients use the Infor CRM Windows Network Client. They keep a subset of the main office database on their local computer (a laptop, for example) and use synchronization to transfer changes between their system and the main office. To synchronize data, the main office and each Remote client must have a set of synchronization folders on their computers and have the ability to transfer files. Remote users can also connect directly to the main office database using a LAN or WAN connection.

Planning for Remote Users

The computer used for creating remote databases must have SQL 2005 Native client installed.

Before adding Remote users, consider creating subscription rules to limit the number of account records stored on the Remote user's database. Subscription gives Remote users access only to accounts that they use on a regular basis. This maintains the Remote user's database at a manageable level and improves overall system performance. The use of subscription and subscription rules for Remote users is strongly recommended.

-  For more information, refer to the "What is Subscription?" and "Subscription Recommendations" topics in the Administrator Help.

Configuring Remote User Profiles

The Administrator is used to manage user profiles. In addition to the settings for Network users, Remote user profiles must contain synchronization and subscription information.

If you have not created your Remote users, refer to ["Creating Users" on page 60](#). Then, configure the synchronization options as described in the following section.

Setting Synchronization Options

Synchronization options assign the Remote user to a Sync Server, and determine how the user synchronizes with the main office.

You must create system Sync Transfer Profiles before setting the Remote user's Sync Transfer Options. If you have not created your system profiles, see ["Creating Synchronization Transfer Profiles" on page 85](#) for instructions.

To set

1. On the Administrator Navigation Bar, click **Users**.
2. In the **Users** view, click the **Remote Users** tab, and then double-click a user name.
3. In the **User Profile** dialog box, click the **Sync** tab.

4. In the **SyncServer** box, select the Sync Server to which this user is assigned.
5. In the **Sync Transfer Profile** box, select the Remote user's method of synchronization. Your choices depend on the system sync transfer profiles configured in ["Creating Synchronization Transfer Profiles" on page 85](#). If FTP or HTTP is your synchronization method, and you are using individual logins and passwords for each user and the Sync Server, type the user's login and password in the appropriate boxes.
6. To set subscription rules for the user, click **Subscription Rules**.
 - a. In the **Subscription Rules** dialog box, select the rule(s) you want to apply to this user. Click **Copy**.
 - b. Click **OK**.
7. To configure how attachments are sent to this Remote user, click **Attachment Filters**. In the **Attachment Filter Options** dialog box:
 - a. To set a size limit, select **File Size Less Than**, and then type in a size limit. When this value is set, any attachments larger than the specified value will not automatically synchronize to the Remote. The Remote user can request the attachment, but it will not be sent when creating a Remote database or during the normal synchronization process.
 - b. To set a date limit, select **Files Added Within Last**, and then type in a number of days. When this value is set, any attachments older than the specified value will not automatically synchronize to

the Remote. The Remote user can request the attachment, but it will not be sent when creating a Remote database or during the normal synchronization process.

- c. To apply these options to all Remote users, click **All Users**.
 - d. Click **OK**.
8. In the **User Profile** dialog box, click **OK**.

Creating a Remote User Database

Remote databases can be created using a Microsoft SQL Server Express instance.



When a remote database is created, it uses the host server collation settings. When the database is sent to the remote it will use the SQL Express installation collation settings.

When you install the Remote Client and use the Infor CRM media to install SQL Express the installation will automatically have the correct collation regardless of the Windows System Locale settings.

However, if you install SQL Express using a standalone install prior to installing Infor CRM then you must ensure that the collation is set correctly as per the Host Database, otherwise where the Windows System Locale is anything other than English (US), SQL Express will use the Windows System Locale settings to determine your collation and it will be incorrect.

To create

1. On the Administrator **Tools** menu, click **Create Remote User Databases**.
2. In the **Create Databases** dialog box, under **Available Users**, select the user(s) for whom the database(s) will be created, and click the arrow to move them to the **Selected Users** box.
Configuring the default database settings is explained in "[Setting Database Options](#)" on page 37. To change the settings for this user only, click Options or Properties and configure the changes.
3. Each database is placed in the folder specified in the **Create Remote DB in server directory box** on the Database tab of the Options dialog box. To create the database(s), do one of the following.
 - To create the database(s) immediately, click **Now**.
 - To create the database(s) at a later time, click **Later**.
 - In the calendar, select a date and time, and then click **OK**.
The Administrator is unavailable when the timer is active.
 - The **Create Databases** dialog box displays a countdown to the scheduled date and time.

A test is performed to ensure the settings are configured and that the database can be created in the chosen location.

The database is created with the file name *SLX_userid_dat.sxd*.

4. Click **OK** to confirm successful completion.

If the Remote user's computer is connected to the network, create a folder on the Administrative Workstation and copy the database to the folder. Share this folder so that the Remote user's computer has access to it.

If the Remote user is not connected to the network, copy the database to the user's computer using some form of removable media. Another option is to zip the database, e-mail it to the Remote user, and instruct the user to copy it to his or her computer and unzip it.

Deploying the SData Web Portal to Remote Clients

Infor CRM Remote Network Client users require an SData portal to enable support for such features as Outlook Sync and Xbar. Use the Application Architect to deploy this portal to the appropriate users.



Ensure you run a synchronization cycle on the Host before deploying the Web site (see "[Starting the Synchronization Server](#)" on page 91). The sync cycle creates the PortalDeployments folder required for the Web site deployment.

To deploy

1. On the Application Architect View menu, click Deployment Explorer.
2. In the **Deployments** tree view, double-click **Windows Remote Clients**.
3. (Optional) In the **Deployment Settings** pane, in the **Name** box, type an intuitive deployment name. For example, Remote Windows Client Users.
4. In the **Description** box, type a description for this deployment. For example, "Provides SData portal for remote Windows Clients."
5. In the **Deployment Targets** pane, click **Remote Users**. The Remote User Target Settings appear.
6. In the **Remote User Target Settings** pane, click **Add**.
7. In the **Select Remote User(s)** dialog box, select the names of the users who need to access the SData portal.
8. On the **SlxClient** tab:
 - a. In the **Virtual Directory** box, type the alias name for the virtual directory. By default, the Virtual Directory is SlxClient.
 - b. In the **Port** box, type the port number for the Web site. The Infor CRM Web Server requires its own port for each portal instance. The port for each portal must be unique.
 - c. Ensure the **Deploy Portal** check box is selected. This indicates the portal is active and should be deployed.
9. Click **Save**.
10. Click **Deploy**. The RemoteManifest.xml file is created which contains the settings used by the remote registration services to add an existing IIS Web site or register the site with a personal server instance.

Installing the Remote Client

Install the Infor CRM Remote Client on every Remote user's computer. The Infor CRM Remote Client cannot be installed on the same computer as the Administrative Workstation.

- If you created an automated installation using the instructions in ["Installing the Network Client" on page 75](#), see ["Performing an Automated Installation" on page 96](#) in the following section.
- If you did not create an automated installation, see ["Performing a Manual Installation" on page 97](#).

Performing an Automated Installation

Installing the Infor CRM Client using an automated installation configures the Client computer with the settings selected when the installation was built.



When installing Infor CRM using an automated installation, third-party (prerequisite) applications are not installed. Third-party applications must be installed separately. Installations for these applications can be found in the Redist folder on the Infor CRM media.


To run

1. Distribute the entire folder structure created during the automated installation to the remote computer.
2. Instruct the Remote user to double-click **Saleslogix Remote Client.msi** in the root folder.
3. Install the Remote user database as detailed in ["Creating a Remote User Database" on page 95](#).

Performing a Manual Installation

Run a manual installation if you do not want to install some components or if you want to change the installation location.

To run

1. On the **Installation** screen, click **Client Installations**.
2. On the **Installation** screen, click **Install Remote Client**.
 -  If the installation does not detect the necessary prerequisites, you will be prompted to install them. Click **Install** to allow Infor CRM to install the required components or **Cancel** to stop the installation.
3. On the **Welcome** and **License Agreement** screens, read the information and accept the agreement, and then click **Next**.
4. On the **Setup Type** screen, select an installation type, and then click **Next**.
 - a. Click **Complete** to install the most common components.
 - b. Click **Custom** to install only certain components or to change the installation location. Use the **Custom Setup** screen to enable or disable items for installation.
5. On the remaining screens, click **Install** and **Finish** to complete the installation.

After installation, you must install the Remote user database as outlined in the following section.

Installing the Remote User Database

Before logging on to the Remote Client, you must attach the Remote database using the Remote Database Setup dialog box.

The connection contains the following values:

- The Database Name is set to SLXRemote.
- The Server Name is set to the name of the Remote user's computer.
To change this value, right-click **My Computer** on your desktop, and click **Properties**. The computer name appears on the **Computer Name** tab.
- The **User** name is set to **sa**.
- The sysdba password is set to Ma\$t3rk3y.
When attaching the remote database, if the sysdba user does not exist, the user is created with a password set to Ma\$t3rk3y. If the sysdba user already exists in the remote Microsoft SQL instance, then the sysdba user's password remains unchanged. However, the database installation sets the sysdba password in the Connection Manager to Ma\$t3rk3y. Therefore, if the sysdba password on the remote database is set to a value other than Ma\$t3rk3y, the Remote user must open the Connection Manager and change the sysdba password to the value in their database.

To install

1. Browse to the location of the Remote user database. The database file name is *SLX_userid_dat.sxd*.
2. Double-click the Remote database.
3. In the **Infor CRM Attach Remote** dialog box click **OK** to confirm a successful installation.
If more than one Microsoft SQL Server instance is detected, you must select the instance you want to use in the **Select the name of the SQL instance to use** dialog box.

The Attach Remote utility assumes the sa password is SLXMa\$t3r. If you did not install Microsoft SQL Express using the Infor CRM installation, you may have to change the sa password in the Remote Database Setup dialog box before the database can be successfully attached.

Creating the Database Login

If you manually attach the SQL databases instead of using Attach Remote, you must enable the sysdba user or the CRM database will not be listed in the Connection Manager. This task is only necessary if attaching the database manually.

To configure the sysdba user

1. In the **SQL Server Management Studio** dialog box, on the **Tools** menu, click **SQL Server Query Analyzer**.
2. If you are not connected to the server, the Connect to SQL Server dialog box opens. In the **Connect to SQL Server** dialog box:
 - a. In the **SQL Server** box, select your server.
 - b. Type the system administrator (sa) password.
 - c. Click **OK**.
3. On the **File** menu, click **Open**, and browse to **sysdbafix_script.sql**. This script is located in the Database folder on the DVD.
4. In the **Query** dialog box:
 - a. In the **DB** box, select your new database.
 - b. Click **Execute Query** (the green arrow) to start the script.
The number of orphaned users fixed with this statement should be 1.
5. Exit the **Query** dialog box and the **SQL Server Management Studio**.

After running the sysdbafix_script.sql, refresh the SQL Server Management Studio to display the sysdba user in the database.

Starting the Remote Client

After installation, the user who installed Infor CRM must log on to the Client computer(s) for the first time and launch various applications. This process creates the necessary registry entries for each application and creates a connection to the Remote database.

If the standard user does not have rights to install Infor CRM, an admin user must start the Client application. If the standard user has installation rights, he/she can simply log on and begin using Infor CRM. The Infor CRM Client must write to restricted areas of the registry. Therefore, once an admin user has logged on to the Client, a standard user can read from the registry's restricted area.

To start

1. On the **Start** menu, point to **Programs**, point to **Saleslogix**, and then click **Infor CRM Client**.
2. In the **Please log on** dialog box:
 - a. Type your **Username** and **Password**.
 - b. In the **Log on to** box, ensure the correct database connection name displays (for example, SLXRemote).
 - c. Click **OK**.
3. (Optional) Configure synchronization of the Remote user's database to run automatically when the user is logged on to the main office database.



For more information on automated synchronization, see the "Infor CRM Synchronization Client" topic in the Infor CRM Client Help.

Creating a SpeedSearch Schedule

You can set a schedule on the Remote user's computer to determine when SpeedSearch indexes are run. If a schedule is not set and your Host updates indexes when the Remote computer is turned off, the indexes on the Remote are updated when the user starts their computer. This update may delay the user as he/she cannot immediately start their work.

To create

1. On the Infor CRM Client **Tools** menu, click **SpeedSearch Options**.
2. In the **Index** list, select the index(es) for which you want to set a schedule.
3. In the **Full Update** section, select the date and time you want the index(es) to complete a full update.
4. In the **Daily Update** section, select how you want to schedule daily incremental updates.
 - **When Infor CRM Opens** - All enabled indexes are updated when you open the Infor CRM Client.
 - **When Infor CRM Closes** - All enabled indexes are updated when you close the Infor CRM Client.
 - **Once at** - Select the time of day that you want to update all enabled indexes.
 - **Repeat Every** - Select or type how often you want all enabled indexes to be updated.
5. Click **OK**.

After completing this chapter...

You have completed the "[Remote User Tasks](#)" checklist. If your implementation includes:

- Remote Offices: proceed with [Chapter 13, "Configuring a Remote Office"](#)
- Offline Web Client: proceed with [Chapter 14, "Configuring Offline Web Clients"](#)
- Infor CRM Xbar for Microsoft Office, see "[Infor CRM Xbar for Microsoft Outlook](#)" on [page 138](#).

If your implementation does not include additional components, you can now begin using Infor CRM.

Before beginning this chapter...

Configure the Sync Server as described in [Chapter 11, "Configuring Synchronization"](#).



Use the instructions in this chapter to...

Install and configure a Remote Office. These tasks are required for installations that include a Remote Office(s).

A Remote Office consists of a group of users who access a Remote Office database. Unlike Remote users, these users do not individually synchronize with the main office. Instead, synchronization occurs when the Remote Office database synchronizes with the main office. A Remote Office may support any combination of Network and Web Client users.

The main office's Administrator manages the Remote Office and Remote Office users.

Remember that SQL 2005 Native client is required on the computer that creates Remote databases.


Configuring the Remote Office Profile

Before configuring the Remote Office profile, you must have a Remote Office license(s) installed. One license is required for each Remote Office.

To configure

1. On the Administrator Navigation Bar, click **Systems**, click the **Offices** tab, and then double-click the **Remote Office** name.
2. On the **Sync Options** tab in the **Office Description** box, type the Remote Office name.
3. Under **Remote Office Options**:
 - a. Use the **Synchronize Changes** check box to activate or deactivate synchronization for this remote office. Select this option only after you install and configure the Remote Office Sync Client, and the database is ready to accept synchronization files.
 - b. Ensure the **Sequence Files Before Apply** check box is selected to check for missing, duplicate, or incorrect index numbers in Transaction Exchange Files (TEFs) before changes are made to the main office database.
If this option is selected, the Archives folder stores a copy of all files sent to the main office. Once a confirmation is received from the main office that all files were successfully transferred, the archives are deleted.
 - c. Click **Transfer Options**. In the **Transfer Options** dialog box:
 - In the **Sync Transfer Profile** box, select the Remote Office's method of synchronization. Your choices depend on the system sync transfer profiles configured in "[Creating Synchronization Transfer Profiles](#)" on page 85.
 - Click **Custom Settings** to enter a login and password for the Remote Office.
 - Click **OK**.

4. Under **Shared Paths**:
 - a. In the **Logging** box, type the location of the Remote Office logging folder using UNC conventions and the shared names.
For example, \\MyServer\RemOffice Sync Logs, **not** \\MyServer\C:\RemOffice Sync Logs.

 It is not possible to use a logging path on a different (trusted) domain if the SLX Service is using the local system account. To use a logging path on a different domain, you must change the SLX Service from the local system account to a domain user with rights on both domains.
 - b. In the **Library** box, type the location of the Remote Office Library folder using UNC conventions and the shared names.
For example, \\MyServer\Library, **not** \C:\RemOffice Sync Logs\Library.
 - c. In the **Attachments** box, type the location of the Remote Office Documents folder using UNC conventions and the shared names.
For example, \\MyServer\Documents, **not** \\MyServer\C:\RemOffice Sync Logs\Documents.
If you are connected to the network, browse to the Remote Office folders.
5. Click **OK**.

Adding Users to a Remote Office

After configuring the Remote Office profile, assign Network and/or Web Users to the Remote Office.

To add

1. If necessary, use Administrator to create users as described in ["Creating Users" on page 60](#).
2. In the **User Profile** dialog box, click the **Sync** tab.
3. Under **General**, in the **Location** box, select the remote office to which you want to assign the Network users. The Web user option will not be available.
4. Click **OK**.
5. Repeat this procedure for all Remote Office Network users.

Creating a Remote Office Database

Create Remote Office databases using Administrator.



When a remote database is created, it uses the host server collation settings. When the database is sent to the remote it will use the SQL Express installation collation settings.

When you install the Remote Client and use the Infor CRM media to install SQL Express the installation will automatically have the correct collation regardless of the Windows System Locale settings.

However, if you install SQL Express using a standalone install prior to installing Infor CRM then you must ensure that the collation is set correctly as per the Host Database, otherwise where the Windows System Locale is anything other than English (US), SQL Express will use the Windows System Locale settings to determine your collation and it will be incorrect.

To create

1. On the Administrator **Tools** menu, click **Create Remote Office Databases**.
2. In the **Create Databases** dialog box, under **Available Remote Offices**, select the office(s) for which the database(s) will be created, and click the arrow to move them to the **Selected Remote Offices** box. The default database settings were configured in ["Setting Database Options" on page 37](#). To change the settings for this office only, click Options and make the changes.
3. Each database is placed in the folder specified in the **Create Remote DB in server directory box** on the Tools > Options > Database tab. To create the database(s), do one of the following.

- To create the database(s) immediately, click **Now**.
- To create the database(s) at a later time, click **Later**.
 - In the calendar, select a date and time, and then click **OK**.
The Administrator is unavailable when the timer is active.
 - The **Create Databases** dialog box displays a countdown to the scheduled date and time.

A test is performed to ensure that the settings are configured and that the database can be created in the chosen location.

The database is created with the file name *SLX_sitecode_dat.sxd*.

4. Click **OK** to confirm successful completion.

Transfer the database to the remote office database computer. If the computer is connected to the network, create a folder on the Administrative Workstation and copy the database to the folder. Share this folder so the remote office's computer has access to it.

If the Remote Office computer is not connected to the network, copy the database to the office's computer using some form of removable media. Another option is to zip the database, e-mail it to the Remote Office, and then copy it to the Remote Office's computer and unzip it.

Installing the Web Host

If the Remote Office will be using the Infor CRM Web Client, you must install the Web Host. Follow the instructions detailed in ["Installing the Web Host" on page 45](#).

Installing a Remote Office

The Remote Office is the computer that processes synchronization files and ensures that the main office and Remote Office database contain the same information. Because the synchronization process is resource intensive, do not install the Remote Office on the same computer as the Remote Office database. Rather, install the Remote Office on a dedicated computer with direct access to your network.

To install

1. On the **Infor CRM Installation** screen, click **Server Installation**.
2. On the **Server Installation** screen, click **Remote Office Server**.




If the installation does not detect the necessary prerequisites, you will be prompted to install them. Click **Install** to allow Infor CRM to install the required components or **Cancel** to stop the installation.

3. On the **Welcome** and **License Agreement** screens, read the information and accept the agreement, and then click **Next**.
4. On the **Setup Type** screen, select an installation type, and then click **Next**.
 - Select **Complete** to install all components on this computer.
 - Select **Custom** to install only certain components or to change the installation location. Use the **Custom Setup** screen to enable or disable items for installation.
5. Depending on your installation type, you will be prompted to enter some or all of the following information on the installation screens:

- **Use Local System Account** - Select this option if the local user account has the correct security permissions to install Infor CRM.
If you do not select this option, set the information for the Infor CRM Service user you created as described in ["Permissions Required for the SLXService User \(without Administrator rights\)" on page 14](#).
 - **Domain** - Type the network domain where you created the Infor CRM Service user.
 - **User Name** - Type the name of the Infor CRM Service user (for example, SLXService).
 - **Password** and **Confirm** - Type the Infor CRM Service user's password.
 - Port **Change** button - Changes the port number used for communication between the Clients and Saleslogix Server. In most implementations, the default port number does not need to be changed. However, if you have another application or service using port 1706, you should change the port number to an unused port.
 - **Configure IIS for the Web Server** - Select this check box if your installation includes the Saleslogix Client and/or SData portals. This makes necessary modifications to IIS.
6. On the remaining screens, click **Install** and **Finish** to complete the installation.

Installing the Remote Office Database

Note the following when using SpeedSearch at your remote office:

- If the SpeedSearch Service is started before you install the Remote Office database, no SpeedSearch indexes are created.
 - If the SpeedSearch Service is started after the Remote Office database is installed, but before the first Sync Client cycle, the SpeedSearch indexes are created but there are no documents in either the Library or Documents folder. A search will not find anything until the first schedule for those indexes is run.
 - If you rename the database in the Attach Remote utility, you must complete additional steps to ensure the SpeedSearch indexes are created.
-  See the "SpeedSearch Indexes Not Built For New Database" troubleshooting topic in the Administrator Help for more information.

To install

1. Browse to the location of the Remote Office database. The database file name is *SLX_sitecode_dat.sxd*.
2. Double-click the remote database.
3. In the **Remote Database Setup** dialog box, click **OK**.
4. In the **Infor CRM Attach Remote** dialog box click **OK**.
If more than one Microsoft SQL Server instance is detected, you must select the instance you want to use in the Select the name of the SQL Server instance to use dialog box.

After installing the Remote Office database, you are ready to start the Remote Office Synchronization Client.

Creating the Database Login

If you manually attach the SQL databases instead of using Attach Remote, you must enable the sysdba user or the Infor CRM database will not be listed in the Connection Manager. This task is only necessary if attaching the database manually.

To configure the sysdba user

1. In the **SQL Server Management Studio** dialog box, on the **Tools** menu, click **SQL Server Query Analyzer**.
2. If you are not connected to the server, the Connect to SQL Server dialog box opens. In the **Connect to SQL Server** dialog box:
 - a. In the **SQL Server** box, select your server.
 - b. Type the system administrator (sa) password.

- c. Click **OK**.
3. On the **File** menu, click **Open**, and browse to **sysdbafix_script.sql**. This script is located in the Database folder on the DVD.
4. In the **Query** dialog box:
 - a. In the **DB** box, select your new database.
 - b. Click **Execute Query** (the green arrow) to start the script.
The number of orphaned users fixed with this statement should be 1.
5. Exit the **Query** dialog box and the **SQL Server Management Studio**.

After running the `sysdbafix_script.sql`, refresh the SQL Server Management Studio to display the `sysdba` user in the database.

Deploying Web Portals for the Remote Office

Remote Offices can support both Windows Network Client users and Web Client users. Each type of user requires that you use the Application Architect installed at the main office to deploy the relevant portal(s).

For the Web Client, the required portals are:

- SixClient
- SData
- SixJob Service

For the Windows Network Client, the required portal is:

- SData



If your Remote Office supports both Web Client users and Windows Network Client users, your Network Client users can use the SData portal deployed for your Web Client users.

Ensure you run a synchronization cycle on the Host before deploying the Web site (see ["Starting the Synchronization Server" on page 91](#)). The sync cycle creates the PortalDeployments folder required for the Web site deployment.

To deploy portals for the Web Client user

1. On the Application Architect View menu, click Deployment Explorer.
2. In the **Deployments** tree view, double-click **Remote Sales Client**.
3. In the **Name** box, type a name for the deployment.
4. In the **Description** box, type a description for this deployment.
For example, "Portals to support the Web Client at the Remote Office."
5. In the **Deployment Targets** tree view, click **Remote Office(s)**.
The Remote Office Target Settings appear.
 - a. In the **Server** box, type the name of your Web Host server.
If you did not install the Web Host, and you are deploying to a separate Web server, type the name of your Web server.
 - b. Ensure the **Deploy Target** check box is selected.
This indicates the target is active and should be deployed.
 - c. In the **Port** box, type the port number for your Web Host server. It must match the port for the Web site.
 - d. In the **App Pool** box, type the name of the application pool for your Web site.
For example, if you used the *Saleslogix* Web site, the App Pool is *Saleslogix*.
6. In the **Company Name** list, select the Remote Office(s) to which you want to deploy the Web Client.

7. Select the tab for each portal you want to deploy (SixClient, SData, and/or SixJobService):
 - a. In the **Virtual Directory** box, type the alias name for the virtual directory.
 - b. In the **Sub Directory** box, type the folder name where all portal files will be copied under the target's base directory.
 - c. Ensure the **Deploy Portal** check box is selected.
This indicates the portal is active and should be deployed.



When the Inherit from Target check box is selected, the deployment uses the port and application pool settings of the current target to deploy the portal (these settings are specified under IIS Target Settings). If necessary, clear this check box and set a different Port and App Pool for the portal.

8. Click **Save**.
9. Do one of the following:
 - Click **Deploy** to deploy portals individually.
 - Click **Deploy All** to deploy all portals in the Remote Office.

The RemoteManifest.xml file is created which contains the settings used by the remote registration services to add an existing IIS Web site or register the site with a server instance. When the Synchronization Server at the main office cycles, the portals are deployed to the remote.

To deploy the SData portal for the Windows Client user

1. On the Application Architect **View** menu, click **Deployment Explorer**.
2. In the **Deployments** tree view, double-click **Windows Remote Clients**.
3. In the **Name** box, type a name for the deployment.
4. In the **Description** box, type a description for this deployment.
For example, "SData Portal at the Remote Office."
5. In the **Deployment Targets** tree view, click **Remote Office(s)**.
The Remote Office Target Settings appear.
 - a. In the **Server** box, type the name of your Web Host server.
If you did not install the Web Host, and you are deploying to a separate Web server, type the name of your Web server.
 - b. Ensure the **Deploy Target** check box is selected.
This indicates the target is active and should be deployed.
 - c. In the **Port** box, type the port number for your Web Host server. It must match the port for the Web site.
 - d. In the **App Pool** box, type the name of the application pool for your Web site.
For example, if you used the *Saleslogix* Web site, the App Pool is *Saleslogix*.
6. In the **Company Name** list, select the Remote Office(s) to which you want to deploy the Web Client.
7. Select the tab for each portal you want to deploy (SixClient, SData, and/or SixJobService):
 - a. In the **Virtual Directory** box, type the alias name for the virtual directory.
 - b. In the **Sub Directory** box, type the folder name where all portal files will be copied under the target's base directory.
 - c. Ensure the **Deploy Portal** check box is selected.
This indicates the portal is active and should be deployed.



When the Inherit from Target check box is selected, the deployment uses the port and application pool settings of the current target to deploy the portal (these settings are specified under IIS Target Settings). If necessary, clear this check box and set a different Port and App Pool for the portal.

8. Click **Save**.
9. Click **Deploy All** to deploy all portals in the Remote Office.

The RemoteManifest.xml file is created which contains the settings used by the remote registration services to add an existing IIS Web site or register the site with a server instance. When the Synchronization Server at the main office cycles, the portals are deployed to the remote.

Starting the Remote Office Synchronization Client

The first time the Remote Office Synchronization Client runs, the synchronization folders are created under the root RemOffice Sync Logs folder. This process only occurs if you configured the shared paths to the Remote Office ("[Configuring the Remote Office Profile](#)" on page 101) and shared the RemOffice Sync Logs folder.

The synchronization cycle processes the portal(s) deployed from the main office and allows access to the Web site.

The following files are created under the main RemOffice Sync Logs folder.

- Archives
- Infiles
- WGLogs
- What's New.tlg

To start

1. Click **Start**, point to **Programs**, point to **Saleslogix**, and then click **Synchronization Client**.
2. In the **Log on to** dialog box:
 - a. In the **Database** box, select the Remote Office database to which you want to sign in.
 - b. Click **OK**.
The Remote Office Sync Client assumes you are logging on as the system administrator.
3. In the **Synchronization Client** dialog box, click **Execute**.
The Remote Office Server creates the synchronization folders under the main RemOffice Sync Logs folder.
4. Click **Close** when the "Sync Process Completed" message appears.



Remember to select the Synchronize Changes option on the Administrator > Systems > Offices > Remote Office > Sync Options tab to activate synchronization for this remote office.



You can choose to run the Remote Office Synchronization Client as a service. For more information, see the Infor CRM Client Help topic called "Running the Remote Office Synchronization Client as a Service".

Installing Remote Office Network Clients

To install Network Clients in the Remote Office, refer to "[Installing the Network Client](#)" on page 75.

Configuring Remote Office Web Clients

After installing and configuring the Web Remote Office, you must provide access to the Remote Office for Web Client users. Use the following URL format:

http://servername:port/<virtual directory name>. For example, http://servername:8086/SlxClient.

After completing this chapter...

You have completed the "[Remote Office Tasks](#)" checklist. If your implementation includes:

- Offline Web Clients, proceed with [Chapter 14, "Configuring Offline Web Clients"](#).
- Infor CRM Xbar for Microsoft Office, see "[Infor CRM Xbar for Microsoft Outlook](#)" on page 138.

If not, you can begin using Infor CRM.

Chapter 14

Configuring Offline Web Clients

14

Before beginning this chapter...

Configure the Sync Server as described in [Chapter 11, "Configuring Synchronization"](#).



Use the instructions in this chapter to...

Install and configure Offline Web Clients. These tasks are required for installations that include Offline Web Client users.

Offline Web Client users are remote users that connect to their local database using the Infor CRM Web Client. Synchronization is used to transfer changes between the Offline Web Client user's database and the main office database.



- Offline Web Client users cannot request attachments.
- Offline Web Clients cannot set a SpeedSearch schedule.

Configuring the Offline Web Client User

Offline Web Client users must be created as Remote users in the Administrator. Remote user profiles must contain synchronization and subscription information.

To create Remote users that will access Infor CRM using the Web Client, refer to the following sections:

- ["Planning for Remote Users" on page 93](#) - to determine subscription rules.
- ["Creating Users" on page 60](#) - to add Remote users. Offline Web Clients users are added in the Administrator as Remote users.
- ["Setting Synchronization Options" on page 93](#) - to configure how the Offline Web Client user synchronizes with the main office.
- ["Configuring Roles" on page 62](#) - to configure Web Client access for Offline Web Client users.
- ["Creating a Remote User Database" on page 95](#) - to create the remote database.

After adding Remote users, setting synchronization options, and creating remote databases, install the Offline Web Client.



Web Client and Customer Portal help files are hosted by Infor at an external location and are available to users over the internet. Offline users will not be able to connect to Help when they are offline.

Deploying Web Portals for the Offline Web Client Users

The Web Portals are:

- SixClient
- SData
- SixJob Service

Use the Application Architect to deploy the Infor CRM Web portals.



Ensure you run a synchronization cycle on the Host before deploying the Web site (see ["Starting the Synchronization Server" on page 91](#)). The sync cycle creates the PortalDeployments folder required for the Web site deployment.

Offline Web Clients must be deployed using the Virtual File System (VFS). Deployments created from a local file system are not supported and will not function correctly.

To deploy

1. On the Application Architect **View** menu, click **Deployment Explorer**.
2. In the **Deployments** tree view, double-click **Remote Sales Client**.
3. (Optional) In the **Name** box, type a deployment name. For example, Offline Web Clients.
4. In the **Description** box, type a description for this deployment.
5. In the **Deployment Targets** pane, click **Remote Users**.
The Remote User Target Settings appear.
6. In the **Remote User Target Settings** pane, click **Add**.
7. In the **Select Remote User(s)** dialog box, select the remote users who will receive the Offline Web Client deployment.
8. On the **SixClient** tab:
 - a. In the **Virtual Directory** box, type the alias name for the virtual directory.
By default, the Virtual Directory is SixClient.
 - b. In the **Port** box, type the port number for the Web site.
The Infor CRM Web Server requires its own port for each portal instance. The port for each portal must be unique.
 - c. Ensure the **Deploy Portal** check box is selected.
This indicates the portal is active and should be deployed.
9. Click **Save**.
10. Click **Deploy**.


The RemoteManifest.xml file is created which contains the settings used by the remote registration services to add an existing IIS Web site or register the site with a personal server instance.

Running a Synchronization Cycle

After deploying the Web site, a synchronization cycle must run to deploy the portal to remotes. Synchronization is set to run automatically every 30 minutes. You can run a manual synchronization cycle immediately or wait for an automated cycle to complete.

Understanding the Offline Web Client Installation

Users do not need administrator rights to install or run the Offline Web Client. However, the Offline Web Client installation installs third-party prerequisites if they are not detected on the user's computer. Administrator rights are required to install the following:

- Microsoft SQL Express 2012
 -  If Microsoft SQL Express 2012 is not detected, Infor CRM will install it. If a previous version of Microsoft SQL Express with an Infor CRM instance is detected during the Infor CRM installation, the Infor CRM instance will be upgraded and 2012 will be installed in addition to the earlier version.
- Microsoft .Net Framework 4.8 and .NET Framework 4.8 Developer Pack installed in Integrated mode
- Microsoft SQL 2005 Backwards Compatibility
- .Net AJAX Extensions
- Internet access to Microsoft.com

You can grant the user installing the Offline Web Client administrator rights or install all the required prerequisites before running the Infor CRM installation.

Installing Without Administrator Rights

To install the Offline Web Client without administrator rights, ensure you have installed all the prerequisites listed in the previous section. If the Offline Web Client installation does not detect the necessary prerequisites and the user running the installation does not have administrator rights, the Offline Web Client installation will not complete.

Installing With Administrator Rights

To install the Offline Web Client and the required prerequisites, you must grant the user administrator rights for the computer on which you are installing Infor CRM. See your Microsoft documentation for instructions on granting administrator rights using one of the following options:

- Add each user to the local machine's Admin group for the duration of the implementation.
- Use a domain user account that is a member of the domain admin group for the duration of the implementation.

Installing the Offline Web Client

The Infor CRM Personal Web Server is installed with the Offline Web Client to host the Infor CRM portals on the Remote computer. Therefore, IIS is not required on the Remote Client computer.

To install

1. On the **Infor CRM Installation** screen, click **Client Installations**.
2. On the **Client Installation** screen, click **Install Offline Web Client**.
3. On the **Welcome** screens, read the information and then click **Next**.
4. On the remaining screens, click **Install** and **Finish** to complete the installation.

Installing the Remote User Database

Install the Offline Web Client database using the steps outlined in ["Installing the Remote User Database" on page 97](#).

Running a Synchronization Cycle

Users must run a synchronization cycle before they can sign in to the Web Client. The synchronization cycle processes the portal(s) deployed from the main office and allows access to the Web site.

To run

1. On the **Start** menu, point to **Programs**, point to **Saleslogix**, and then click **Synchronization Client**.
2. Sign in using your Infor CRM user name and password.
3. Click **Sync Now**.

Logging on to the Web Client

After running a synchronization cycle to set up the portal, you can sign in to the Web Client using the system tray icon.

To sign in

1. Right-click the system tray icon, and then click **Open Site**.
2. Sign in using the standard Web Client sign in screen.

Installing Office Integration

Offline Web Client users must download and configure the Office Integration Module to use Mail Merge and Drag and Drop functionality. See "[Installing Office Integration](#)" on page 69 for details.

After completing this chapter...

You have completed the "[Remote User Tasks](#)" checklist.

- If your implementation includes Infor CRM Xbar for Microsoft Office, see "[Infor CRM Xbar for Microsoft Outlook](#)" on page 138.

If not, you can begin using Infor CRM.

Part IV Appendices

Appendix A

Creating a Database for Oracle

Before beginning this chapter...

Verify you have installed the prerequisites and created and shared the logging folders as described in [Chapter 2, "Preparing Your Environment"](#).

Having an experienced Oracle database administrator (DBA) to properly administer, tune, and maintain the CRM database, especially in a UNIX environment is strongly recommended.



The instructions in this chapter are provided as an example of creating an Oracle database for Infor CRM. This information can be safely used in a demonstration environment. For production systems, your Oracle DBA may use the information in the Infor CRM scripts as an example, but the database should be created by your DBA specifically for your environment.

To create a database for Oracle, you must do the following:

1. Create an Oracle database instance
2. Create a Net Service Name
3. Configure the Oracle database
4. Import the database structure
5. Index the database
6. Add database views

Creating an Oracle Database Instance

Refer to your Oracle documentation to create a database on UNIX. In a demonstration environment, you can accept the Oracle defaults for the Infor CRM database.

Ensure the Infor CRM database is placed in its own instance.

Creating a Net Service Name

After creating the database instance, you must create a Net Service Name (also called database alias).

Refer to the Oracle documentation for instructions to create a database alias.

Configuring the Oracle Database

After creating the database instance and Net Service Name, you must configure the database for Infor CRM. This process is automated using scripts provided by Infor CRM. Depending on your Oracle version, use SQL *Plus Worksheet or SQL Developer to perform the following tasks:

- Create permanent, temporary, and index tablespace and data files.
- Create an Oracle database login.



You must run the scripts used to complete these tasks in a specific order. If you do not run the scripts in the order outlined in the following sections, they do not work.

When running the scripts, you must sign in with the Oracle sysdba option. sign in as “sys” with the Connect as option set to sysdba.



Due to legacy requirements of an earlier database platform, the name of the Infor CRM schema owner is sysdba.

Creating Tablespaces and Data Files

A tablespace logically organizes data in an Oracle database, while physically storing the data in one or more associated data files. To use Oracle with Infor CRM, you must create the permanent (SLX_DATA), temporary (SLX_TEMP), and index (SLX_INDEX) data files.



The CreateOracleSpace.sql script must be run as the sys user using the sysdba role.

To create

1. Open the **CreateOracleSpace.sql** script.
The script is located in the Database\Oracle folder on the Infor CRM media.
2. Modify the Tempfile and Datafile paths as appropriate for your environment.
If necessary, you can also modify the script to ensure that tablespace and data files are sized correctly.
3. Log on to SQL *Plus Worksheet or SQL Developer.
4. In the **Login Information** dialog box:
 - a. In the **Username** box, type **sys**.
 - b. In the **Password** box, type the corresponding system password.
 - c. In the **Service** box, type the name of the database instance.
 - d. Verify that **Connect As** is set to **sysdba**.
 - e. Click **OK**.
5. On the **File** menu, click **Open**.
6. Browse to the **CreateOracleSpace.sql** script.
7. To load the script into the Query section, click **Open**.
8. To run the script, click **Execute**.
9. Run the script as described in the following section to create the database login.

Creating the Database Login

To connect to an Oracle database, a user must have a login name in the database and privileges to perform specific database operations. Since Infor CRM uses sysdba to sign in to the Oracle database, you must create a new login for the sysdba user and grant the appropriate privileges.



The CreateOracleUser.sql script must be run as the sys user using the sysdba role.

To create

1. Open Oracle SQL *Plus Worksheet or SQL Developer.
2. On the **File** menu, click **Open**.
3. Browse to the **CreateOracleUser.sql** script.
4. The script is located in the Database\Oracle folder on the Infor CRM media.
5. To load the script into the Query section, click **Open**.
6. To run the script, click **Execute**.

After creating the database login, you must import the database structure. Do not change the sysdba password before importing the database structure. If you change the password prior to importing the database structure, the import fails.

Importing the Database Structure

Infor CRM uses a DMP file to import the database structure into the Oracle database. The DMP file copies the default views, pick lists, reports, plugins, and other system information to the Oracle database. The DMP files are located in the Database\Oracle folder on the Infor CRM media.

The SLX_Blank.dmp file creates the blank Infor CRM database. To create an evaluation database, run the SLX_Eval.dmp file.

Before importing the database structure, do the following:

- If running Oracle on UNIX, FTP the DMP file(s) to the Oracle Server.
- If running Oracle on Windows, copy the DMP file(s) to the Oracle Server.

To import

1. On the Oracle Server, open a command window.
2. Type `imp USERID='sys/sys_password@database_instance_name AS SYSDBA' fromuser=sysdba touser=sysdba grants=n statistics=none ignore=y file=absolute path to the location of the .dmp file\SLX_Blank.dmp`.
For example, if the database instance name is SLX, and it is located in the C:\Oracle\Databases folder, the command line would be:
`imp USERID='sys/sys_password@SLX AS SYSDBA' fromuser=sysdba touser=sysdba grants=n statistics=none ignore=y:`

```
FILE=C:\Oracle\Databases\SLX_Blank.dmp
```

Running the GrantSYSDBAViews.sql script

The script must be run as the sys user.

To run the script

1. Open Oracle SQL *Plus Worksheet or SQL Developer.
2. On the **File** menu, click **Open**.
3. Browse to the **GrantSSYSDBAViews.sql** script.
The script is located in the Oracle folder.
4. To load the script into the Query section, click **Open**.
5. To run the script, click **Execute**.

The next step...

If you are completing task 4 of the ["Required Tasks"](#) checklist, refer to [Chapter 3, "Installing Infor CRM"](#) to install Infor CRM.

Appendix B

Understanding Infor CRM Security



B

The two types of security in Infor CRM are database security and account security. This appendix contains information about both.

Infor CRM Database Security

Infor CRM database security is controlled by the Infor CRM OLE DB Provider. The provider can be explained as a layer between ADO and the OLE DB provider native to your database type (Oracle or Microsoft SQL Server). The Infor CRM OLE DB Provider enforces field and record-level data security on all queries passed to the Infor CRM database.

Connection Pooling

The physical connection to your Infor CRM database uses OLE DB Connection Pooling. Each client query uses one connection from a pool of connections available for use on the Infor CRM Server, and then releases the connection when the query is complete. So a user might be logged on to Infor CRM, but if he or she is not retrieving information from the database, a connection to the database is not being consumed.

More information about how OLE DB manages a shared pool of connections is available in the documentation on the Microsoft Developers Network.

Infor CRM Product Security

Infor CRM enables your company to implement the level of product security that is appropriate to your needs. Using a combination of account ownership, security privileges, and team membership, security can range from none to stringent. This approach gives Infor CRM the adaptability and flexibility to meet the needs of a wide variety of companies.

Infor CRM Security and Other Software Applications

The Infor CRM OLE DB Provider uses standard Microsoft ADO and requires no proprietary API calls to access data. This means that Visual Basic, Active Server Pages (ASP), Crystal Reports, or any other application that uses a standard OLE DB connection can access Infor CRM data as a client.

The SLX Provider must also be installed for third-party applications that use Infor CRM API (SLAPI) or the OLE DB Provider externally.


Third-Party Access Scenarios

The Infor CRM OLE DB Provider controls access to Infor CRM data from external applications by allowing the system administrator to use passwords to restrict access. The system administrator has three options for controlling third-party access to Infor CRM.

No Access Third-party applications cannot access Infor CRM data.

Read-Only Access Third-party applications can import Infor CRM data but cannot make changes to the Infor CRM database.

Read/Write Access Third-party applications can import Infor CRM data and make changes to the Infor CRM database. The system administrator can specify passwords during installation or at any time afterwards using the Connection Manager. Users who log on to Infor CRM through a third-party application with a connection string containing the appropriate password are granted the correct access. (More information about connection strings is available in the Infor CRM LAN Developers Reference.)

 To prevent all access, the system administrator must set the Read/Write and Read-Only passwords.

The following table describes how password settings influence third-party access:

Password Setting	Third-Party Access
No Read/Write or Read-Only Access.*	Read/Write If no default password is set, a user can access Infor CRM data through a third-party application, and the application can write to the Infor CRM database.
Only the Read/Write password is set (Read-Only is blank).	Read/Write if the required password is passed in the connection string. A user can access Infor CRM data through a third-party application. The application can write to the Infor CRM database, however, only if the appropriate password is passed through the connection string.
Read/Write password is set to one password, and Read-Only is set to a different password.	Either Read/Write or Read-Only depending on which password is passed through the connection string. Otherwise, no access. A user can access Infor CRM data through a third-party application only if the appropriate password is passed through the connection string.
Read/Write and Read-Only passwords are identical.	Read/Write (the most access "wins") if the required password is passed through a connection string. Otherwise, no access.
*If no Read/Write password is set, the Read-Only password is not used (the Password box is unavailable in the Connection Name dialog box).	

Understanding Account Ownership

Security in Infor CRM is based on account access. To understand how this works, it helps to understand the role of the account in Infor CRM.

Accounts are the fundamental units of the Infor CRM system. From the perspective of the Infor CRM Client user, an account is any company that a salesperson is working with on a sale. Contacts are the individuals at the company, and potential sales are the opportunities. An account can have many contacts and opportunities associated with it. These contacts may have activities and history items related to interactions with a salesperson. Users who do not have security access to the account are unable to access any account-related information, including the activities and history items.

From the perspective of the customer service or support user, an account is the company that has purchased or may purchase your company's products. Contacts are the individuals at the company, and tickets are the reports received from contacts who are logged with your Support Center. Information about defects and returns are also recorded by account. When users do not have access to a particular account, they cannot see any record associated with that account.

Account access is referred to in the system as Account Ownership. The three levels of Account Ownership are:

- Individual User
- Team
- System

An individual user, a team of users, or everyone can own Public accounts.

During the planning stage, it is imperative that you consider your users and the access you will allow them to certain areas of your system. When you add customizations to your implementation, remember that Infor CRM core tables will enforce Account-level rights and filter data accordingly.

Individual User

Each user added to Infor CRM has a user profile. Settings in this profile determine the user's ability to access accounts, edit account records, create new accounts, and assign account ownership. You can control access to data at the table or field level. A user can have one set of access rights as an individual owner of an account and another set as a member of a team who owns an account. For example, a user who owns an account as an individual has full access rights to all tables and fields, but might be limited to view-only rights as a member of a team.

Team

A team is a group of users who require access to the same set of accounts. You create teams in the Administrator. Teams define who owns an account and which users can access that account. When creating teams, consider what the team members have in common and what information they need to share.

A user automatically has access to accounts owned by any team to which they belong. For example, Lee Hogan belongs to the Midwest team and has access to all accounts owned by that team. However, Lee is not a member of the Northeast team, therefore does not have access to accounts owned by the Northeast team.

Department

A department is a specialized team. All users must be assigned to a department. (By default, Infor CRM assigns all new users to the "None" department.) You can add a department to a team, and by doing so, everyone in the department has access to all of the accounts for that team. When a user is a member of both a team and a department assigned to the team, rights for the team prevail. A Department cannot own accounts.

System

There are two system teams:

Everyone

This system team automatically includes all Infor CRM users. When an account is owned by Everyone, any Infor CRM user may view, edit, or delete account information or even delete the account itself. Consequently, using Everyone equals having no security. For this reason, Infor CRM recommends creating specific teams, rather than using the Everyone system team.

Everyone - View Only

This system team allows all users to view all of the accounts in the system, but withholds editing rights. This enables users to access accounts to answer customer questions, but still maintains a level of security by preventing those account records from being edited.

Understanding Security Profiles

Account security can be restricted at the individual and team level. The system administrator can implement more advanced security (field-level security) by specifying access rights to tables, fields, and application functions. You can restrict a user's access to any item on a view, since each of these items has a corresponding field in the database. This access may be set to read/write, read-only, or no access. This is done in the Administrator and Application Architect. Users cannot modify their own security profiles.



- Security in the Network Client is defined using feature security, function security, and administrative roles. Web security combines all Network elements into one security model - a role. You cannot use the Network security model for a user who is logged into the Web Client or the Web security model for a user who is logged into the Network Client.
- The admin login can access all user interface elements, regardless of secured actions.

Individual Security Profile A user's individual security profile determines that user's access to accounts, contacts, opportunities, and other records. Each user's security profile is determined by the permissions the user is given in the user's profile. When the account is owned by an individual, that individual always has read/write access.

Team Security Profile Each user's team security profile dictates the user's access rights when an account is owned by a team. Each team can have multiple Team Owners. Additional team members have default rights as assigned on the Teams tab in their user profiles.

Team Owner Profile The Team Owner Profile is the only security profile that can change ownership. Any number of team members can be team owners.

The default security profile determines which profile will be assigned when the user is added to a team or to another user's team. When a user is added to a team, you can choose to have his or her manager added to the team by default.

Separate security profiles can exist for a user as an individual and as a team member. Consequently, a user may have one security profile for accounts owned by another individual and another for accounts owned by teams.

It is also possible for a user to have a separate security profile for each team to which he or she belongs. Consequently, a single user can have many security profiles, or as few as one.

Security profiles are generic and, once created, can be assigned to multiple users. You can evaluate your access requirements and build several generic security profiles for a large group of users rather than creating a custom security profile for each user.

For example, you may want one security profile for Sales Representatives that only allows them to view certain data. You may have another profile for Support Representatives that allows them to view all data, but only edit certain fields. Then, you could have an additional security profile for Sales Managers, Regional Managers, or Support Managers that allows read and write access to all data.

Your customer support department will not be able to access information for callers unless they are a member of the team that owns that account. For this reason, some companies choose to assign their support department to all teams, but give read-only privileges for certain views.

Calendar Security

Depending on their access rights, individuals can view or modify other users' calendar activities or events. When setting calendar permissions, you should evaluate the structure of your company as well as the informational needs of your users.

By default, new users do not have access to any other users' calendars. To enable access to another user's calendar, your system administrator must provide the permissions for that calendar. You will probably want to retain some limitations on who can view and edit calendars. For example, Lee Hogan may have calendar access to sales representatives in his region, however, he cannot view or edit the calendar activities of any other users.

All calendar activities and events are updated during synchronization based on the access granted to each individual or team. Allowing users to access other user's calendars will increase the number of synchronization transactions.

Determining Security in the Web Products

Before you implement the Web components, you must understand the security differences between Infor CRM Network and Web products. Security is managed in the Web Client for Web users.

Although account ownership determines what accounts users can view, you can use roles to restrict users from user interface elements such as pages, menus, menu items, toolbars, and buttons. When you control access to individual user interface elements, you can control access to actions such as editing, deleting, or printing. A user interface element in the Web Client that is secured restricts access from all users until a role is assigned which gives access to the user. To secure elements in the Web Client using roles you must add secured actions to elements, add the secured action to a role, and assign users to the role. Roles and secured actions are managed in the Web Client and Application Architect.

Understanding Administrative Roles and Web Roles

The Administrator is used to manage users and configure Infor CRM applications (such as the Infor CRM Client). Access to the Administrator is limited to the system administrator and to those users who have been assigned administrative roles.

The Web Client also contains administrative features that allow users with the appropriate security access to manage competitors, departments, lead sources, literature items, pick lists, products, packages, users, teams, and Web security (roles). These features are assigned to Web Roles.

You will need to determine whether to use administrative roles for the Administrator and/or roles for the Web Client. If so, you will need to decide how many and who will be assigned to each role. Keep the number of roles to a manageable level so that they are not difficult to maintain. In addition, keeping a record of users and their roles helps maintain the integrity of your database.

Administrative Function Roles

Administrative roles are profiles that determine which functions a user can perform in the Infor CRM Administrator. Administrative users are given access rights based on their assigned administrative role. The system administrator remains the only user with full access to all features and functions in Infor CRM.

System Administrator

The system administrator is the only user with full access to all features and functions in Infor CRM. The administrator's access is activated when an Infor CRM license is installed. The Administrator user profile cannot be modified with the same access as other Infor CRM users (Network, Remote, and so on).

Administrative Users

Infor CRM users can be assigned an administrative role, enabling them to perform tasks in the Administrator, normally reserved for the system administrator. These users can log on as themselves and do not have to log on as the administrator.



Administrative Roles are not available under the Infor CRM Standard license.

The default administrative roles are:

- **Sales Admin** - Users assigned this role can perform all functions except using the Database Manager and modifying the Library.
- **DB Admin** - Users assigned this role can perform all functions except realigning territories, modifying sync transfer profiles, and modifying the Library.
- **Librarian** - Users assigned this role can only modify the Library.

You can also create any number of custom roles that meet the needs of your company. For example, you may grant one user the ability to only change user passwords.

Users assigned administrative roles require access to the Administrator in one of two ways. Either the Administrator can be installed on the administrative user's computer, or the administrative user can log on to the Administrator on the Administrative Workstation. Administrative users are able to access only those features and functions for which an administrative role has been assigned.



The "Managing Administrative Roles" topic in the Administrator Help provides more information and instructions for creating Administrative Roles.

Web Roles

A role determines what functionality a user can access in the Web Client. You secure a user interface element by assigning a secured action to its Applied Secured property in the Application Architect. Once a secured action is applied to a user interface element, only users who are assigned a role that includes the secured action can see and use the element. For example, Entities/Account/Save is the secured action assigned to the Applied Security property for the Save button action on the Account Detail view. When the button loads at runtime, the display value changes depending on whether the user has permission to perform the action.

The default roles are:

- **Administrator** - Allows add, edit, and delete permissions to administration functions such as users, teams, departments, pick lists, and packages.
- **Back Office** - Allows add, edit, delete, and view permissions for back office integrations.

- **Contour** - Allows users to access Contour maps and places features.
- **CRM-Marketo User** - Allows view, add, edit, promote, and delete permissions for Marketo integrations.
- **Data Quality Manager** - Allows add, edit, and delete permissions to Check for Duplicates, Process Duplicates, and Check for Duplicates History.
- **Integration** - Allows add, edit, delete, and view permissions for integrations.
- **Integration Contract Lock Price** - Allows permission to lock product pricing on a sales order.
- **Order and Quote Processor** - Allows add and view permissions to contacts and accounts and add, edit, and delete permissions to sales orders and quotes
- **Quota Management**- Allows users to view, add, edit, and delete quotas.
- **Quotas and Forecasting**- Allows users to view quotas and view, add, edit, and delete forecasts.
- **Standard User** - Allows add, edit, and delete permissions to Web Client non-administrative entities such as accounts, contacts, and opportunities. Allows view access to products and packages.



The “What are Roles and Secured Actions?” topic in the Web Client Help provides more information and links to topics with instructions for creating and assigning roles.

Appendix C

Understanding Infor CRM Licenses



Licenses control access to Infor CRM features. They also determine the number and type of users that can access Infor CRM. You must add licenses before the Infor CRM components are available for use and before adding users (Network, Remote, Concurrent, etc.). For information about purchasing -Infor CRM products and licenses, see your Infor CRM representative or Business Partner.

This appendix lists the available licenses and explains the functionality they enable in Infor CRM.

Infor CRM Licenses

There are three Infor CRM licenses that control specific features and functionality. Licenses provide access to the Infor CRM clients, as well as the Administrator, Architect, and Application Architect. The first time you log on to the Administrator, you must install one of the following licenses.

License Name	Available Functionality	Restrictions / Exceptions
Advanced	<ul style="list-style-type: none"> ■ Account and Contact Management ■ Sales Opportunities ■ Marketing Campaign Management ■ Customer Service ■ The ability to apply bundles containing any plugin type ■ Web functionality (including Web Customer Portal). ■ Sales Opportunity Statistics. ■ Update Multiple Sales Opportunities. ■ Sales Processes. ■ Full Administrator capabilities including: <ul style="list-style-type: none"> ■ User security ■ Field-level security ■ Administrative Roles ■ User teams ■ Agents 	<p>In Architect:</p> <ul style="list-style-type: none"> ■ You can edit existing customizations, and save your changes, but you cannot create new customizations. ■ You can edit existing Contact Processes, but you cannot create new. ■ You cannot edit any other plugins including stand-alone scripts or main views. ■ You cannot copy or paste in the Plugin Manager. ■ You cannot access the Stored Procedures manager or the Secured Functions manager. <p>In Application Architect:</p> <ul style="list-style-type: none"> ■ No restrictions.
Premier	Provides all functionality in the Advanced licenses plus full Architect capabilities.	None

SpeedSearch License

All Infor CRM users and systems receive standard SpeedSearch features:

- Ability to view the standard indexes. Standard indexes are detailed in the “Standard SpeedSearch Indexes” topic in the Administrator Help.
- Ability to set up schedules to rebuild each standard index at certain times or intervals.

The SpeedSearch Advanced license allows Infor CRM users to have additional functionality.

License Name	Available Functionality	Restrictions / Exceptions
Advanced	Allows the system administrator to add new (custom) indexes and edit the standard indexes. Custom indexes can search anywhere inside the Infor CRM system or within file directories on your network. The SpeedSearch Advanced license limits the number of users who can access SpeedSearch to the number specified in the license. You can purchase licenses in quantities to meet the needs of your company.	Custom FileSystem indexes are not available to Remote users.

Server Licenses

Server licenses apply to Infor CRM software installed on one or more servers.



Server licenses can be purchased for a Cloud or on-premises license. In addition servers can be set as backups to allow for redundancy depending on the license type.

License Name	Available Functionality	Restrictions / Exceptions
Customer Portal	Enables a set number of users to access the Customer Portal features using the Internet. The license is available for any number of users that your company requires. This license is required in addition to the Web Server license and the External Access License.	You are eligible for this license if your Infor CRM license is Advanced or Premier. This license is not available for the Standard license.
External Access License	Required for each external application that accesses Infor CRM data with the OLE DB Provider and makes such data available to non-Infor CRM users. This license is not required for customizations built solely for use within an Infor CRMClient (including bundles and applications inside an Infor CRM Client) since only Infor CRM users can access these customizations.	
Remote Office Server	Allows one server to synchronize data between a satellite office and the main office database. When this license is installed, each user who has been assigned a Named User for Network, Remote, or Web, or WebViewer license can access the Infor CRMdatabase through the Remote Office Server.	
Synchronization Server	Permits one server to synchronize data between theInfor CRM main office database and remote databases. When this license is installed, each user who has been assigned a Named User license can remotely access the Infor CRM database through the Sync Server.	

License Name	Available Functionality	Restrictions / Exceptions
Oracle Host Database	Required to install Infor CRM on an Oracle database.	This license should not be confused with any license(s) required from Oracle for the rights to use an Oracle database.
Web Server	Enables you to install and configure the Web Host, which provides access to the Infor CRM database using the Internet. This license is required for the Application Architect, Web Client, as well as the other Web components.	

User Licenses

User licenses enable user access to Infor CRM.

License Name	Available Functionality	Restrictions / Exceptions
Concurrent User	<p>Concurrent User licenses allow multiple Infor CRM users to share the same license. However, only the number of users for which you have licenses can log on at the same time. For example, if you have 40 users and a 30 Concurrent User license, all 40 users can log on to Infor CRM but only 30 can be logged on at the same time.</p> <p>Concurrent users can log on to the Web Client, Windows Client, Administrator, Architect, Application Architect, Sync Client (Remote Office only), and a Remote Office. Each user will consume a single Concurrent User license regardless of how many clients the user is signed in to at one time. For example, if Samantha Brink logs on to the Web Client and Windows Client and leaves them both open, it will consume one license.</p> <p>Concurrent User licenses can be divided between the Host and any or all Remote Offices. This assignment can be changed at any time. When you assign Concurrent User licenses to a Remote Office, the Host assumes all Remote Office licenses are consumed at all times. For example, if you have a 30 Concurrent User license and you assign 10 licenses to one Remote Office, the Host automatically subtracts the 10 licenses and only allows 20 Concurrent Users to log on to applications at the main office.</p>	<ul style="list-style-type: none"> ■ Remote users cannot be Concurrent users. ■ Logging on to a third-party product, like ADO Explorer, using the Infor CRM Provider and a Infor CRM Concurrent user name and password will consume a license.
Add-On User	This license type, for use by third-party add-on products possessing a custom interface, enables creation of a Infor CRM user profile. It provides rights to use the OLE DB Provider, but does not permit logging on to any Infor CRM Client.	

License Name	Available Functionality	Restrictions / Exceptions
Named User (Network User or Remote User)	Each license enables a single named user to access any number of copies of any Infor CRM Web, Remote, or Network Client software using a PC, laptop, phone, or browser. One license is assigned per user for each named user. For example, if you have 100 Named User licenses, only the 100 users whose names have been attached to a license can log on to Infor CRM.	
Named Web User	Grants Internet access to the Infor CRM database via the Web Host server for a single, named user for each Named Web User License granted. Internet access may be by a browser or phone. Named Web Users may not access any Remote or Network Client Software.	
Web Viewer (Restricted Use)	Grants Internet access to the Infor CRM database via the Web Host server for a single, named user for each WebViewer License. Internet access may be by a browser or phone. Users are limited to read-only access to Sales information, although they can create and edit notes, history, and activities. Users do not have access to reports.	
Mobile Only	Limits named user to mobile client or to a custom mobile application.	

Appendix D

Customizing Client Installations

D

You can create customized installations of the Infor CRM Client and make them available to Network and Remote users to install. The user then installs Infor CRM using the custom configuration file. This feature is only supported for the Network and Remote Client installations.



Installing Infor CRM using the customized installation Infor CRM does not install third-party (prerequisite) applications. Third-party applications must be installed separately. Installations for these applications can be found in the Redist folder on the Infor CRM media.

To create a customized Client installation

1. Copy the contents of the \\Installs\Network Client folder from the Infor CRM v8.4 media to a convenient location on the machine where the network generated install is being created.
2. Browse to the location where you copied the files in step 1 and copy the file named **InforCRMInstalls.dat** from the installed folder to the folder one level above.
For example: if the Network Client install is copied to "C:\NetworkClient\Install then copy "InforCRMInstalls.dat" to "C:\NetworkClient".
3. Open a command prompt.
4. Type the following:
"<Path to the network client setup.exe>" /a /VTARGETDIR=<path to where you want the network generated installs>
5. In the **User Account Control** box, click **Yes**.
The Infor CRM Install Wizard screen for the component you are installing appears.
6. Click **Next**.
7. In the **Administrative Install Options** window, click **Modify default feature set**.
8. In the **Select Install Features** dialog, select the features you want to install.
Features with a cleared check box next to the name will not be included in the install.
9. Click **OK** and then click **Next**.
10. In the **Network Location** box, accept the default location or click the **Change** button to select a different location.
The location should be one available to anyone who will be installing, as the install you are creating will be saved to the location you specify.
11. Direct your users to the location you specified in step 10.
12. Repeat steps 4 through 11 to create the Remote client installation.

Appendix E


Silent Installations



Silent installs allow you to install Infor CRM components without any visible interface interaction, using command line prompts.

Commands and Options

The following table shows the basic MSIEXEC commands and options to use to install the Infor CRM components from the command prompt.

 For a complete list of MSI options, run the following at the command prompt:

```
> msiexec /?
```

Feature Name	Command Line Script
OleDb Provider	> msiexec /i "Saleslogix OLE DB Provider.msi" ALLUSERSPROFILE="%ALLUSERSPROFILE%" /qb+
Administrative Tools and Servers	> msiexec /i "Saleslogix Admin Tools and Servers.msi" ALLUSERSPROFILE="%ALLUSERSPROFILE%" SLXDBSERVER=<YOUR_SERVER_NAME> /L*v <PATH><LOG FILE> /qb+
Web Host	> msiexec /i "Saleslogix Web Host.msi" ALLUSERSPROFILE="%ALLUSERSPROFILE%" SLXDBSERVER=<YOUR_SERVER_NAME> /L*v <PATH><LOG FILE> /qb+
Remote Office Server	> msiexec /i "Saleslogix Remote Office.msi" ALLUSERSPROFILE="%ALLUSERSPROFILE%" /L*v <PATH><LOG FILE> /qb+
Network Client	> msiexec /i "Saleslogix Network Client.msi" ALLUSERSPROFILE="%ALLUSERSPROFILE%" /L*v <PATH><LOG FILE> /qb+
Network Remote Client	> msiexec /i "Saleslogix Remote Client.msi" ALLUSERSPROFILE="%ALLUSERSPROFILE%" /L*v <PATH><LOG FILE> /qb+
Offline Client	> SlxOfflineClientSetup.exe /s /v"/qn /L*v <PATH><LOG FILE>"
Custom - Outlook Integration	SlxDesktopIntegrationSetup.exe /s /v"/qn INSTALLDIR="C:\SLXDESKTOP" ADDLOCAL=OutlookIntegration

Setting Properties on the Command Line

Power users can set certain properties on the command line.

For the installs that setup a database connection

CONFIGSLXDB="YES" ("YES" is the default. Flag to determine whether or not we update the Infor CRM database.)

SLXDBUSER

SLXDBPSWD

SLXDBSERVER

SLXDBSERVERALIAS

SLXDBSERVERPORT

For the installs that can create a web site (for Web Host installs)

CREATEWEBSITE= "Yes" ("Yes" is the default. Flag to create a website.)

WEBSITENAME

WEBSITEDOMAIN

WEBSITEPORT

WEBSITEUSERNAME

WEBSITEUSERPSWD

Appendix F

Advanced Web Host Configuration

F

To maximize performance, you may need to scale your Web implementation. The Web components can be scaled at any time after your initial implementation. This appendix explains how to scale the implementation and includes instructions for completing a manual configuration.

Scaling the Web Implementation

If many users access the client(s) simultaneously, you may need to add secondary Web Hosts to improve performance. Secondary Web Hosts are separate Web servers.

In addition to the number of concurrent users, other factors, including database size, Server hardware, and Web Host hardware, influence performance. The need for additional Web Hosts must be individually evaluated for each implementation.

To install a secondary Web Host

1. Follow the instructions in ["The WebDLL User" on page 15](#).
2. Install the Web Host as detailed in ["Installing the Web Host" on page 45](#).
3. Using the Application Architect, deploy the portals to the secondary Web Host.
4. In each user's browser, make the Web site a Trusted site with the Default Level of security (Low).

Monitoring Active Thread Count

The recommended default thread setting is 32, and in most cases, it should not be necessary to modify this setting.

- Lowering the default thread setting is not recommended unless server responses are slow because of processing demands.
- Raising the default thread setting is not recommended, except in rare cases. For example, it may be helpful to raise the default thread setting if you are experiencing random 500 errors from IIS. It may also be helpful to raise the default thread setting in situations where many long-running, low-intensity actions are being performed by a user.
For best performance, create another Web site (virtual server) on the same machine or on a different machine rather than raising the default thread setting.

To monitor active thread count (ISAPI connections) on your Web Host after you complete the implementation, use the Infor CRM counters in Microsoft System Monitor.

For more information, refer to ["Monitoring Web Host Performance" on page 136](#).

Manually Configuring Web Hosts

If you prefer to manually create a Web site follow the instructions in this section.

Addressing Prerequisites

Address the following system prerequisites before continuing with your Infor CRM installation.



You do not need to apply these manual settings if you created your web site using the Infor CRM Web Host install.

- **IIS 7** - Use IIS Manager to enable 32-bit applications in the Saleslogix Application pool.
 - In IIS Manager, open the Infor CRM Application Pool Basic Settings. In the .NET Framework version box, select .NET Framework version 4.0.30319.
 - In the Managed pipeline mode box, select Integrated.
 - Open the Application Pool Advanced Settings. Set "Enable 32-Bit Applications" to True.

Creating the Web Site(s)

To enable users to access the Web Client, create a Web site in IIS for each Web Host and virtual server.

To create

1. Use the IIS wizard to create each Web site with the following settings:
 - a. **TCP port** - Any available port greater than 1024.
Port numbers 1024 and less are reserved by Microsoft.
 - b. **Path to your home directory** - For example, C:\inetpub\wwwroot.
 - c. **Pass-through Authentication:**
 - Click **Connect As**, and then click **Specific User**. Enter the credentials for your WebDLL user. For example, domain\WebDLL.

All other default settings in the wizard are acceptable.

2. Right-click the name of each site, and then click **Properties**. Set the following options:

Tab	Step(s)	Notes
Web Site	In the Features View pane > HTTP Response Header > under Set Common Headers . Select the EnableHTTP Keep-Alives check box.	May improve performance slightly.
Directory Security	In the Features view, under Authentication , click Edit . Select the Enable anonymous access check box, and set anonymous access to the WebDLL user.	The anonymous user is the user name IIS uses to verify that the Web server has the appropriate security to access all necessary directories. Ensure you select the WebDLL user from your company's domain and enter the correct password for the user.

Configuring Application Pool Permissions

You must configure the Application Pool for your Infor CRM Web site to ensure you have sufficient permissions to start the OLE DB Provider. The Web site is named Saleslogix, unless you changed it during Web Host installation.

See "[Configuring Application Pool Permissions](#)" on page 56 for detailed configuration steps.

Using Application Pools (Optional)

An application pool is a configuration that links one or more applications to a set of one or more work processes. Because each application in an application pool is separate from other applications by work process boundaries, an application in one application pool is not affected by problems caused by applications in other application pools. This means that each pool can be restarted without affecting other applications.

By default, an application pool named Saleslogix is created when you install the Infor CRM Web Host. Moving Infor CRM to an application pool is optional; it is not required to run Infor CRM Web components.

Using Firewalls

If your company uses firewalls, you must open certain ports to enable the Web components to function correctly. You can set up your Web Host(s) Server in a Demilitarized Zone (DMZ) as long as the ports for the Web sites are open to the outside. Internally, the Web Host(s) must be able to access the appropriate ports on the Database Server, Saleslogix Server, and the server where the Documents and Library folders reside (typically the Synchronization Server).

Assuming your Infor CRM Web servers sit between two firewalls (one connecting to the outside and the other to your LAN), use the following table as a guideline.

Server	Port	Open on
Database Server	1433 (MS SQL)	Inside firewall
Web Host	1706 (OLEDB)	Inside firewall
	1025 and/or other higher (HTTP port configured for each Web site)	Outside firewall
	11211 (required for the Infor CRM Cache Server)	Inside firewall
Synchronization Server* (Shared Documents & Library folders)	NetBIOS	Inside firewall
	138 (UDP)	Inside firewall
	139 (TCP)	Inside firewall
	If using Domain Name Service (DNS), also open these: 135 (TCP/UDP - Remote Procedure Calls)	Inside firewall Inside firewall
	137 (TCP - DNS)	Inside firewall
	445 (TCP/UDP - DS)	

*The Documents and Library folders may be located on another machine, such as the Administrative Workstation (for example, if your organization does not use synchronization). Be sure to open the ports on the correct machine.

RPC Communication

When deploying the VFS from a Infor CRM server (running Application Architect) to a separate Web Host, the Windows Firewall must be configured to ensure the proper Remote Procedure Call (RPC) communication.

To configure

1. Open **Windows Firewall** and click **Advance Settings**.
2. Create a new inbound rule and select "Remote Administration" and then click **Next**.
3. Select the check boxes for all the of the available rules.
4. Click **Next**.
5. Select **Allow the Connection** and then click **Finish**.

Monitoring Web Host Performance

You can install the Infor CRMcounters for Microsoft System Monitor to measure the performance of your Web Host(s). The monitor can help you identify peak times, shortcomings, and bottle necks.

To monitor

1. Open the Performance Monitor:
 - (Windows 2019 Server) From the **Start** menu, point to **Windows Administrative Tools**, and click **Performance Monitor** and click **Reliability and Performance**. Under **Monitoring Tools**, select **Performance Monitor**.

The Performance snap-in appears in the Microsoft Management Console.

2. Click the **Add** button.
The Add Counters dialog box appears.
3. Select the **Use local computer counters** option.
4. In the **Performance object** box, select **Web Service**.
5. Do one of the following:
 - Select the **All counters** option.
 - Select the **Select counters from list** option. Then, press CTRL and click each counter you want to use.

For more information on the function of each counter, select the counter and click **Explain**. A counter definition appears.

6. Select the **Select instances from list** option, and then click **Saleslogix**.
7. Click **Add**, and then click **Close**.
The Performance Monitor Chart appears, and you can view the activity of your server.
For more information on using Performance Monitor, refer to the Performance Monitor Help or the Microsoft MSDN Web site.

Appendix G Integrations

Integrations allow an exchange of data between Infor CRM and external applications and services. Infor CRM supports a number of Integrations. Each integration may communicate different information, or have different communication behavior.


Infor CRM Contour

The Infor CRM Contour feature enables integration with a map provider to view contacts or accounts geographically. Users can view contacts and accounts in a specific city or determine nearby contacts or accounts when meeting a contact or an account in a particular city in order to plan sales meetings. It also provides driving routes for a group of contacts or accounts in the same area.

To make Contour available to users, the Administrator must enable and configure the Contour integration.

To implement Contour

1. Enable the Contour integration.
2. Configure your map provider.
3. Grant permissions or roles to users.
4. Run the Geocode Addresses Job to update contact, account, and user addresses with geocode information.


 For complete steps, see "Configuring Contour Integration" in the Infor CRM Web Client online help.

LinkedIn Sales Navigator

When LinkedIn Sales Navigator is installed and configured, Infor CRM users who have a LinkedIn membership and have subscribed to the LinkedIn Sales Navigator feature at either the Team or Enterprise level are able to see a widget of Sales Navigator in a tab on the Infor CRM Account, Contact, and Lead Detail views.

- In the Infor CRM Account Detail view, the Widget locates and displays other recommended leads, connections and news for the selected account available through your LinkedIn network.
- On the Contact and Lead detail views, the LinkedIn Sales Navigator tab displays the Icebreaker, Related Leads, and Get Introduced information.

Integration with LinkedIn Sales Navigator is disabled by default and must therefore be enabled.

 For complete steps, see "Integrating with LinkedIn Sales Navigator" in the Infor CRM Web Client online help.

Marketo

Marketo for the Infor CRM Web Client provides an integration between Infor CRM and Marketo. When the Marketo Integration is installed and configured, Infor CRM users who have appropriate permissions can leverage valuable marketing and activity-related data that can assist with business solutions from the Sales Insight tab on the Infor CRM Contact, Lead, and Marketo Lead Detail views.

 For complete steps, see "Configuring Marketo" in the Infor CRM Web Client online help.

Infor CRM Xbar for Microsoft Outlook

Infor CRM Xbar for Microsoft Outlook is an add-in to Infor CRM that embeds the functionality of CRM into Microsoft® Outlook®. Infor CRM Xbar for Microsoft Outlook enables users to access their most important CRM information and functionality through a window that is "docked" within the Outlook interface.

Users can access a wide range of information and activities, including interaction history, follow-up action items, leads generated from e-marketing campaigns, and opportunity management. Users work with and modify the CRM information, taking actions and updating the information as necessary, all from within Outlook and without losing sight of the Microsoft Outlook inbox.

Infor CRM Xbar for Microsoft Outlook must be installed on each user's machine. In most cases, the user performs the installation him or herself. To enable the installation to be successful, the Administrator must do the following:

Ensure users have the correct role. Each Xbar user must have been assigned the Standard User Role in the Core product. For information on assigning user roles, see the topic called "User Detail View" in the Web Client help.

Ensure each user who will be installing Infor CRM Xbar for Microsoft Outlook has Administrator rights for the computer where he or she will be performing the installation.

Installing Xbar

- Copy the Infor CRM Xbar Setup.exe set up files to the location where it can be accessed by your users. The Infor CRM Xbar Setup.exe is provided on the Infor CRM media. To make the install available, do the following:
 - Infor CRM Web Client users install Infor CRM Xbar from the Web Client Tools, Options, General tab, where there is an **Install Xbar for Outlook** button. To enable this button to function correctly you must copy the Infor CRM Xbar Setup.exe to C:\inetpub\wwwroot\SlxClient\Libraries\DesktopIntegration.
 - Infor CRM Windows Network Client users must manually launch the setup.exe. Copy the Infor CRM Xbar Setup.exe to a convenient location and share that location with your Network Client users.

Providing users with instructions for installing Xbar

Provide your Infor CRM Web Client users with the following installation instructions:

Infor CRM Web Client users

1. Sign in to the **Infor CRM Web Client**, expand the **Tools** menu and then click **Options**.
2. Click the **General** tab, and then click **Install Xbar for Outlook**.
3. Follow the installation instructions on screen.

Infor CRM Windows Client user

1. Browse to the location provided by your Infor CRM Administrator and copy the **Infor CRM Xbar Setup.exe** to any convenient folder.
2. Click **Infor CRM Xbar Setup.exe**, and then click **Install**.

Sync for Exchange

This integration enables users to share information between Infor CRM and Microsoft Exchange. Infor CRM Sync for Exchange enables:

- Synchronizing contacts and calendar information
- Recording e-mail messages and any attachments as Infor CRM history records

For information about configuring this type of integration, see the document *Applying Infor CRM Synchronization for Exchange* available from the Infor Support portal on the Infor Concierge web site: <https://conciierge.infor.com/>.

Sync for Exchange is available as an add-on to Infor CRM.

Sync for Gmail™

This integration enables users to share information between Infor CRM and the user's Google account. There are two levels of integration available:

- Google Sync - synchronizes contacts and calendar information
- Google Mail - records e-mail messages from Google to Infor CRM

For information about configuring this type of integration, see the document *Applying Infor CRM Sync for Gmail* available from the Infor Support portal on the Infor Concierge web site: <https://conciierge.infor.com/>.

Sync for Gmail™ is available as an add-on to Infor CRM.

Infor CPQ


Infor CPQ provides a visual, rules-based configurator software that integrates with Infor CRM to accelerate product configuration, pricing and quoting. The connection to Infor CPQ is available in Infor CRM. You must enable the configuration and then create the configuration groups that will provide the correct components. After CPQ is configured, the feature will be available to Infor CRM Web Client users when they are creating Sales Orders and Quotes.

Requirements

To enable

1. Sign in to the **Infor CRM Web Client** as **Administrator**.
2. In the Navigation Bar, expand **Administration** and then click **Integrations**.
3. In the **Integrations List View**, click **Infor CPQ**.
4. In the **Integration - Infor CPQ** detail view,
The integration boxes will be autofilled by default.
5. **Enabled** check box and then click **Save**.
6. Select the **Configuration Group tab** and then click **Add Configuration** (plus icon).
7. In the **Add Configuration Group** window, type the information that will connect Infor CRM to the product information in the product configurator. If you do not have this information, contact your CPQ administrator:

- **Application Name:** The application name registered in the Product Configuration Manager Enterprise Manager. It is a combination of the configuration model and the output database. For example: InforCRM_DB.
 - **Config Group Name:** Type the intuitive name of your choice.
 - **Description:** A description of the group.
 - **Instance Name:** The instance ID that identifies your database instance. For example, InforCRM_DB. A single server can host several instances of PCM Configurator.
 - **Name Space:** The namespace of the product configurator model as defined in PCM Design Studio.
 - **Ruleset Name:** This is the name of the Product Configuration Model as defined in PCM Design Studio. For example, if the product being designed is a bicycle, the Ruleset name assigned might be "Bike".
 - **Service URL:** The URL for the Integration Web Service.
 - **API Key:** The key used to identify the tenant connection to the API. This key can be acquired by the tenant administrator through the PCM Home page. Keep this key private.
8. Click **Test link**.
 9. If the test status is successful, click **OK**.
 10. Repeat steps to **6** though **9** for each group you need to add.

 For additional information about configuring Infor CPQ, see the Web Client online help.

Infor Ming.le

For steps to integrate with Ming.le, see the following documents:

- *Integrating Infor CRM with Infor Ming.le: Infor Ming.le On-premises Edition.*
- *Integrating Infor CRM with Infor Ming.le: Infor Ming.le Cloud Edition.*
- *Adding Infor Ming.le Users and Dashboards to Infor Ming.le.*

These documents are available from the Infor Support portal Web site: <https://concierge.infor.com/>.

Infor CRM Back Office Integration

Infor CRM Back Office Integration is a feature in the Infor CRM Web Client. When configured, it enables Infor CRM to integrate with your supported ERP system when Infor ION is also installed. Data from the ERP system is displayed in the Web Client interface.



Multi-currency must be enabled prior to configuring and enabling the Infor CRM Back Office Integration.



See the help topic "Configuring Back Office Extension Integration" in the Web Client online help systems for detailed steps.

For information about configuring Infor CRM Back Office Integration, see the following documentation:

- Infor CRM Back Office Extension Configuration Guide for ION explains how to configure Infor CRM with Infor ION including how to:
 - Create and Verify the IOBOX
 - Create Infor CRM connection points and document flows
 - Verify the Infor CRM Logical ID from ION Desk
 - Creating a connection between Infor CRM and the IOBOX
 - Configure the database connection (MSSQL or Oracle)

- Set the Back Office Extension as an integration
- Install and configure the BOD pack
- Configure Back Office settings
- Clone a new Back Office (optional)
- Add Roles to users
- Implement the new IOBOX optimization scripts
- Infor CRM Back Office Extension Customization Guide explains how to create custom BODs if those provided are do not meet your business requirements.
- Infor CRM BOD Pack Release Notes explains how to install the BOD pack appropriate for your ERP system.
- The Infor CRM Web Client online Help contains information about the tabs and fields that are available in Infor CRM when the integration is complete.

These documents are available from the Infor Support Portal on the Infor Concierge website: <https://concierge.infor.com/>

Before you begin

Before proceeding with your Infor CRM Back Office integration:

- Verify that the WebDLL user has been configured for Windows Authentication. See "[Configuring the WebDLL User for Windows Authentication](#)" on page 50 for more information.
- Verify the Job Service is able to sign in as an Infor CRM user that has access to Infor CRM Application entities. See "[Modifying the Log on User for Job Service](#)" on page 53 for more information.

Planning for initial load of integrated data to Infor CRM

Consider this information prior to your initial synchronization of Back Office data to Infor CRM.

Initial Load Order

The recommended order in which BODs should be processed. BODs should be processed from the ERP in ascending order. BODs with the lowest value should be processed first (100) followed by the next highest (200,300) until the processing is complete.



It is not recommended to synchronize anything over 5 mg as they are too large to process.

BOD Noun	Data Type	Initial data load order
CodeDefinition	Master	100
Location	Master	200
Person	Master	300
ContactMaster	Master	400
CustomerPartyMaster	Master	500
ShipToPartyMaster	Master	600
SupplierPartyMaster	Master	600 (Mapped to Account with Type = Vendor)
BillToPartyMaster	Master	700
PayFromPartyMaster	Master	800
ItemMaster	Master	900
Quote	Transactional	1000
SalesOrder	Transactional	1100
Shipment	Transactional	1200
Invoice	Transactional	1300
ReceivableTransaction	Transactional	1400
CustomerReturn	Transactional	1500

Master Data:

If any Master Data nouns (ContactMaster, ShipToMaster, Bill ToMaster, PayFromPartyMaster, ItemMaster) contains more than 100,000 records it is recommended to configure ERP integration settings to send the data in 100,000 record batches (or less).

Once a batch of records has been sent, you can verify that BODs been processed in Infor CRM or ION Desk prior to sending the next batch. See ["Verifying BODs are Processing" on the facing page](#) for more information.

Transactional Data

Transactional data (Quote, Sales Order, Shipment, Invoice, etc.) should be broken into 3 to 6 month increments starting with the newest moving backward. For example, 9/1/2020 to 12/1/2020, next 6/1/2020 to 8/31/2020, etc.

Once a batch of records has been sent, you can verify that BODs been processed in Infor CRM or ION Desk prior to sending the next batch. See ["Verifying BODs are Processing" on page 143](#) for more information.

Back Office initial data load

This section contains recommendations for the initial synchronization of Back Office Integration,

Recommended Back Office settings for initial data load synchronization

Infor CRM recommends changing the following settings prior to your initial data load. Upon completion, you should change the settings back to the recommended values for normal synchronization.



It is expected that the initial data load may take a long time to complete due to the volume of information transferring from the host ERP system to Infor CRM.

To change Back Office settings for initial data load


1. You must first configure Back Office integration.



See the help topic "Configuring Back Office Extension Integration" in the Web Client online help system for detailed steps.

2. On the server where the Saleslogix Job Service and Saleslogix Cache Server are installed, stop the Saleslogix Job Service and Saleslogix Cache Server.
3. Change some of the Back Office Extension integration options for the initial data load.
 - a. Sign in to the Infor CRM Web Client as admin or a user with administrative rights.
 - b. On the Navigation bar, click Integrations, and in the list click **Back Office Extension**.
 - c. On the **Back Office Extension** detail view, click the **Options** tab.
 - d. Update the following settings:
 - **Success Message Expiration (in minutes)** - Click in the **Value** column and type **60**. This will cleanup success message after 1 hours and keep the IOBOX size small.
 - **Inbound Process List Size** – Click in the **Value** column and type **20**. This is the number of record each pool/thread will process per fetch.
 - **Inbound Message Fetch Size** – Click in the **Value** column and type **500**. This will help with the number of BODs fetched from the IOBOX to the SYSINBOXSTATUS table.
 - **Out of Sequence Message Expiration (in hours)** - Click in the **Value** column and type **-1**. This will help with linking the contact to the correct account during BOD Processing.
4. Save your changes.

- If BODs had already started processing before you updated the settings you must run the following SQL statement in Microsoft SQL Management Studio or for Oracle databases, Oracle SQL *Plus Worksheet or SQL Developer.

 If BODs have not started processing, you may skip this step.

```
DELETE FROM [sysdba].[QRTZ_BLOB_TRIGGERS]
DELETE FROM [sysdba].[QRTZ_CALENDARS]
DELETE FROM [sysdba].[QRTZ_CRON_TRIGGERS]
DELETE FROM [sysdba].[QRTZ_FIRED_TRIGGERS]
DELETE FROM [sysdba].[QRTZ_JOB_DETAILS]
DELETE FROM [sysdba].[QRTZ_LOCKS]
DELETE FROM [sysdba].[QRTZ_PAUSED_TRIGGER_GRPS]
DELETE FROM [sysdba].[QRTZ_SCHEDULER_STATE]
DELETE FROM [sysdba].[QRTZ_SIMPLE_TRIGGERS]
DELETE FROM [sysdba].[QRTZ_SIMPROP_TRIGGERS]
DELETE FROM [sysdba].[QRTZ_TRIGGERS]
DELETE FROM [sysdba].[SYSINBOXSTATUS]
```

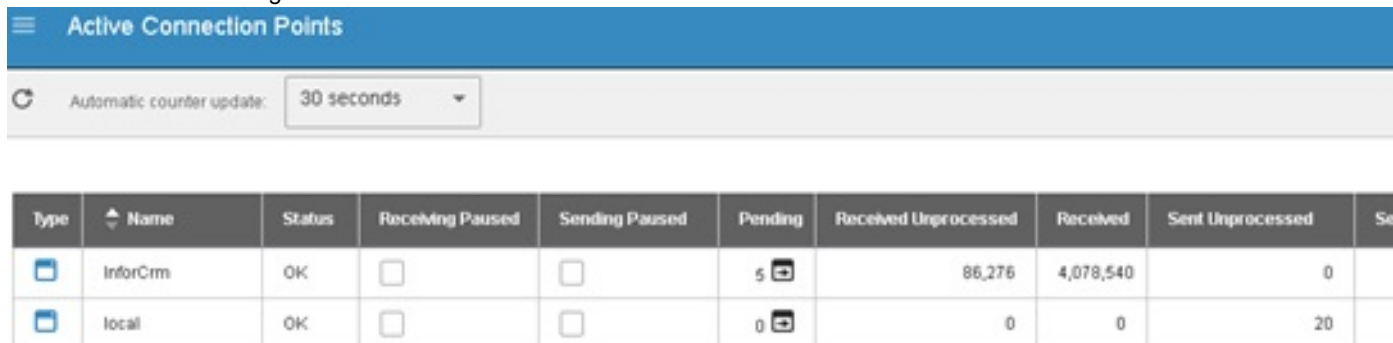
- On the server where the Saleslogix Job Service and Saleslogix Cache Server are installed, start the Saleslogix Job Service and Saleslogix Cache Server.
- Publish and process the data content in the order specified in "[Planning for initial load of integrated data to Infor CRM](#)" on page 141.
For specific steps, see the integration guide published by your host ERP system. These documents are available from the Infor Support Portal on the Infor Concierge website: <https://conciierge.infor.com/>.





Verifying BODs are Processing

It is strongly recommended to monitor the processing of the inbound BOD content throughout the initial data load process. If BOD records are being sent but not processed the IOBOX database will expand in size drastically. Use the steps below to assure BODs are being processed by Infor CRM.

To verify if BODs are processing using ION

- Navigate to your Mingle URL and sign in to the Mingle portal for your company.
- From the Navigation menu (top left) select **ION Desk**.
- From the ION Desk Navigation menu select **Active connections**.



Type	Name	Status	Receiving Paused	Sending Paused	Pending	Received Unprocessed	Received	Sent Unprocessed	Se
	InforCrm	OK	<input type="checkbox"/>	<input type="checkbox"/>	5 	86,276	4,078,540	0	
	local	OK	<input type="checkbox"/>	<input type="checkbox"/>	0 	0	0	20	



Once listed in the active connections page, the Received Unprocessed value represents the number of messages sent to the connection point, but not yet consumed by the application. (The BOD status in the in-box remains 0, indicating the BOD is still unprocessed).

To verify if BODs are processing using SQL


1. In SQL Management Studio run the following statement multiple times.

```
select C_WAS_PROCESSED, count(*) as InboxCnt
FROM [IOBOX].[dbo].[COR_INBOX_ENTRY]
group by C_WAS_PROCESSED
```

- When viewing the C_WAS_PROCESSED column the following values may be assigned.
 - -1 = Bad or non active Logical ID
 - 0 = BOD Not processed
 - 1 = Successfully Processed
 - 9 = Failed (BOD Data issue / Invalid Configuration)
 - 100 = BOD contained in prioritized backlog, but not yet processed
 - 102 = BOD is actively being processed
 - 999 = Failed (Exception)
- If the C_WAS_PROCESSED row 0 InboxCnt value decreases and the C_WAS_PROCESSED rows -1, 1,9,999 increase, then the Job Server is processing BODs. -

	C_WAS_PROCESSED	InboxCnt
1	0	254028
2	1	1217
3	9	181
4	999	37575

2. Once the C_WAS_PROCESSED row 0 InboxCnt equals "0" you can send your next batch to be synchronized.
3. BODs that were not successfully processed (status of -1, 9, or 999) will need to be reviewed to determine the cause for failure.
 - -1 indicates Infor CRM does not contain an enabled Back Office for the Logical ID specified in the BOD. Find the failing BOD in the Sync History list view to obtain details of the Logical ID value published by the host system.
 - Review the errors in Windows Event Viewer.
 - Review error message details in the Web Client Sync History list and detail views and corresponding detail view.

 See the "Sync History List View" and "Sync History Detail View" topics in the Web Client Help online help system for more information

Recommended Back Office settings for normal synchronization

Once the BODs have been published and synchronized during the initial data load, you should change your Back Office settings to the recommended values for normal synchronization.

To change the Back Office settings

1. On the server where the Saleslogix Job Service and Saleslogix Cache Server are installed, stop the Saleslogix Job Service and Saleslogix Cache Server.
2. Change the Back Office Extension integration options you changed for the initial synchronization.
 - a. Sign in to the Infor CRM Web Client as admin or a user with administrative rights.
 - b. On the Navigation bar, click **Integrations**, and in the list click **Back Office Extension**.
 - c. On the **Back Office Extension** detail view, click the **Options** tab.

- d. Update the following settings:
- **Success Message Expiration (in minutes)** - Infor CRM recommends changing this setting to **1440** which will save successful messages for 1 day.
 - **Inbound Process List Size** – Infor CRM recommends changing this setting to **10** after initial data synchronization.
 - **Inbound Message Fetch Size** – Infor CRM recommends changing this setting to **1000** after initial data synchronization.
 - **Out of Sequence Message Expiration (in hours)** - Infor CRM recommends changing this setting to **24** after Initial data synchronization.
3. On the server where the Saleslogix Job Service and Saleslogix Cache Server are installed, start the Saleslogix Job Service and Saleslogix Cache Server.

Glossary

Account A company with which there is a current or potential business relationship. Accounts are owned by an individual user, a team of users, or everyone.

Administrative User A user who can perform tasks in the Administrator normally reserved for the system administrator.

Administrative Workstation The primary computer for administering and customizing Infor CRM. Usually, this is either the system administrator's personal computer or a separate computer dedicated to Infor CRM. The Administrator, Architect, Application Architect and Infor CRM Client are usually installed on this computer.

Agents A method of scheduling reports, running Basic scripts, SQL scripts, etc., at intervals specified in the Administrator and Synchronization Server profile. Agents can be scheduled to run once or on a regular basis.

Application Architect A development environment containing the tools that allow developers to rapidly build, customize, manage, and deploy coded and codeless Web application solutions with one-click functionality.

Architect A development environment for creating customized views, menus, toolbars, and scripts for Infor CRM.

Back Office A system that manages your financial, manufacturing, or distribution processes and acts as the System of Record (SPOR) for your business.

Back Office Extension A feature in Infor CRM that, when configured and supporting products (a supported ERP system and Infor ION) are installed, enables integrating with supported Infor ERP products.

Bundle A bundle is a group of plugins or other customizable components that are packaged together for installation as a unit, rather than having to move them one by one, or re-create them on every database. Bundles containing Network plugins (.sxb files) are installed using the Administrator. Bundles containing Web customizations (.zip files) are installed using the Application Architect.

BOD Field mapping A collection of associations between Infor CRM and the back office system (ERP) fields to support data synchronization and integration between the two systems.

Business Object Document (BOD) The common XML message structure provided by OAGIS. It provides a message architecture based on reusable components. See Nouns and Verbs.

Cache Server Stores Web data which allows the cache to be real-time.

Concurrent Users The number of users accessing the database at any one time. In Infor CRM, a license type that enables multiple Infor CRM users to share the same license. For example, if you have 40 users and 30 Concurrent User licenses, all 40 users can sign in to Infor CRM but only 30 can be logged on at the same time.

Contacts The prospects or customers in a company (account) that users interact with. Each account can contain one or more contacts.

Contract An agreement between your company and the customer to provide support services, either for free or for a specified fee.

Customer Service Customer Service allows designated users to track, qualify, and resolve customer questions and issues.

Database Manager Part of the Administrator and Architect that allows you to add, view, and delete tables and fields, as well as name indexes, in the Infor CRM database.

Defect A record describing a problem in a product or process, or a feature request for a product or process.

Entity A business object, such as account or product that contains business rule methods and events, relationships, properties, and forms. Entities can also have other related entities associated with them, either through child relationships or extensions.

Form A Smart Part containing normal content, markup, and controls. A Web form is similar to Forms created in the Architect.

Host A term commonly used for a Infor CRM database that supports both Network and Remote users.

Host System Of Record A term commonly applied to the ERP system used for your Back Office.

Infiles A folder in which the main office, or Remote users or Remote Offices, place sync files during synchronization.

Infor CRM Client An installation of the Infor CRM Client where the user is directly connected to a network database to access and manage customer accounts, contacts, tickets, defects, activities, and related information.

Infor Configure Price Quote (CPQ) A visual, rules-based configurator software that integrates with Infor CRM to accelerate product configuration, pricing, and quoting. It captures your engineering and pricing knowledge to enable your sales reps and/or dealers to quickly become product experts.

Join A database operation that connects two database tables having a common field.

Library A central repository for company information. The library may include product information, policies and procedures, presentations, and so on.

Logging Folders Logging folders are required directories that store files needed to support synchronization. These logging folders may include Archives, Cache, Infiles, Documents, Failed Trans, Infiles, Outfiles, PortalDeployments, QueueFiles\Failed, Failed Trans, Sync, WGLogs, EventLogs, Library, SharedLogs, and Tasks.

Lookup Lookups enable users to search for information under any of the major families (for example; account, contact, ticket, and so on) that shares certain characteristics. Once a lookup is created, you can save the result as a group. Lookups can be managed from the Architect or Administrator.

Nouns Used in Infor Business Object Documents, Nouns describe a common business object and are composed of components which are basic building blocks shared across all nouns.

Offline Web Client Remote users that keep a subset of the main database on their computers (such as a laptop) and use synchronization to transfer changes between their system and the main office. Offline Web Client users make changes to their local database using the Web Client.

On-premise (on-prem) Software that is installed and run on computers of the individual or organization using the software, rather than at a remote facility.

OLE DB Provider A client-side component that handles all database access and applies security.

Opportunities Potential sales to accounts or contacts.

Outfiles A folder in which the main office places sync files during synchronization. Remotes obtain files from this location.

Outlook Sync An optional component available with Infor CRM Xbar. It allows users to share activities and contacts between Infor CRM and Microsoft Outlook.

Package A group of related entities, forms, Smart Parts, templates, and aliases that are grouped together under a common name. Packages make it easier to manage your Web customizations.

Page A unit within a Web Portal. A page is a collection of workspaces.

Personal Web Server Hosts the Infor CRM portals on the Remote computer. The Infor CRM Personal Web Server functions as a personal Web server for Offline Web Clients.

Plugins Components that customize and add functionality to Infor CRM. Plugins include views, processes, reports, templates, Visual Basic scripts, and SQL scripts.

Portal Represents a collection of Web pages.

PortalDeployments A folder in which the main office places deployed Web portals to be delivered to Remote users and Remote Offices.

Process Orchestration Allows you to create and configure process definitions and manage them with the Process Orchestration Host. Processes can be created for any entity, and any entity can be associated to multiple processes.

Processes A plugin that represents a series of tasks executed in a specific sequence over a set time period. Processes are used to perform repetitive tasks, implement a sales process, or provide an automated way of following up with customers. The Web components may only schedule processes and change process status.

Project A group of Web packages or plugins that are grouped together for easy retrieval and use.

Relational Database Management System (RDBMS) An engine and method of managing a database consisting of tables (rows and columns) and the relationships between those tables.

Remote Client Infor CRM Client users that keep a subset of the main database on their computers (such as a laptop) and use synchronization to transfer changes between their system and the main office. They can also connect directly to the main office database using a LAN/WAN connection.

Remote Office A group of users that access a single Remote Office database directly. Unlike Remote users, Remote Office users do not synchronize with the database at the main office. Instead, the remote office regularly synchronizes with the database at the main office.

SData Using SData features, you can expose an entity or a business rule to RESTful-based Web services, allowing you to integrate and enhance Infor CRM data with data from outside the application.

Security Determines what a user can access in Infor CRM. Security is controlled by a combination of account ownership, management hierarchy, and level of access rights to information.

Security Profile Determines each user's access to information, tables and fields, and functionality.

Site Code A unique identification code assigned to each Network user, Remote user, Synchronization Server, and Remote Office that represents the user or component.

SLX Server Components that primarily handle logging and licensing for the Infor CRM system. The computer where the components are installed is also referred to as the SLX Server and it may be combined with the CRM Database Server

SLXService user A Windows logon name with security permissions that allow the Infor CRM Server and Synchronization Service to access all necessary directories.

SpeedSearch Enables users to find information stored in the Infor CRM database or external files.

Subscription Allows a Remote user to select or subscribe to accounts used on a regular basis and store the accounts in the Remote user's local database. Subscription rules identify the criteria for selecting accounts.

Synchronization The process of reconciling changes between remotes (users or Offices) and Network users. Synchronization can occur through a direct connection (LAN/WAN), FTP, or HTTP.

Synchronization (Sync) Server The application that runs synchronization and agents. It can also refer to the hardware on which the Sync Server application resides.

Synchronization Service A Windows service that communicates with the Synchronization Server(s) and SyncServices.cfg file for scheduling.

Team A group of users who have access to the same accounts. Members of the same team may have different security access to data.

Ticket A record of a call relating to a question or problem experienced by the customer.

Transaction Exchange Files (TEFs) Files that are transferred between Remote users and Remote Offices, and the main office to synchronize data.

Verbs Used in Infor Business Object documents, Verbs describe the action to be applied to the noun. For example, the ProcessSalesOrder BOD is constructed from the SalesOrder Noun and the Process Verb. BOD messages are based on common nouns combined with the verb.

WebDII User A valid network logon name created when you implementation uses Web components. Has security permissions that allow the Web Host and the Infor CRM Job Service to access all necessary directories.

Web Remote Office A group of Remote users that access a single Remote Office database using the Web Client.

WGLogs A folder in which Network users place transaction files as changes are made to the database.

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