CRM for Outlook – FAQ (Server)

Welcome to the CRM for Outlook – FAQ (Server). This document contain the most common issue/questions people run into and how to solve/troubleshoot them.

Install

Q: What are the requirements to install the server?
A: Please see the Server Install Guide for details on what is required but in general you need a windows machine that have 32 bit SAP DI-API installed that have access to the SAP License server and Database server (for the most common scenario it is the same server as the SAP DB Server)

Q: Do I need the Outlook on the server?
A: No, that is not required.

Q: Do I need to install any of Boyum's other products prior to this?
A: No, CRM for Outlook is a stand-alone product.

Q: Do I need to install the server component with the "Run as administrator" option?
A: Administrator rights are needed while installing. If you forget the "run as" the setup process will automatically ask you for elevated permissions.

Q: I run SAP Business One on SAP HANA. How do I install the server component on the Linux box?
A: While CRM for Outlook work with HANA this server component still need to be installed on a Windows machine and configured to communicate with HANA. The reason for it not being installed on Linux is primarily that SAP does not allow 3rd party products to be installed on the HANA box and secondary the code is written in C# that can't be run on Linux (read: even if SAP allowed it we would still require it to be installed on windows machine)

Configure

Q: The Setup ask me for a subscription file. Where do I find this?
A: You get the subscription file by logging into the Boyum Portal, find the customer the installation is aimed at and download the subscription file. You can read more about this in the Boyum Portal Guide.

Q: What is inside the subscription file?
A: The subscription file contains the unique ID that links the server and the Boyum portal so the system knows what customer the setup is for. This is later used to send that data between the server and the client?

Q: Configuration ask me for a login after I choose the subscription file. What login should I use?
A: You need to use your login details for the Boyum portal to verify that that you have the correct permissions to setup this customers system.

Q: I do not have a login to your portal. What to do?
A: A valid login is required to continue (security reasons). You need to either ask the correct person with access to log in or have them create your own portal user login with permissions to manage the subscription.

Q: Why do I need to log into the SAP databases during the configuration?
A: This is needed to verify what databases should be used with CRM for Outlook

Q: Do I need to log into all the databases?
A: No, just the databases that you wish people to have access to in the CRM for Outlook client

Troubleshooting

Q: Something does not seem to be as it should. Do you have a log or something?
A: Yes, you can access the server-log in this path: C:\Program Files (x86)\Boyum IT\CRM for Outlook Server\Eventlog\

Q: I still have questions. What should I do?
A: First try to visit you help-center here: https://support.boyum-it.com/hc and check if you question might be addressed there. If you still have issue and you are a SAP partner then contact support@boyum-it.com. If you are an end-user then please contact your SAP partner

Q: I get one of these errors when I try to press set credentials for a database "-129: Connection with license server failed" or "-132: Connection to license server is not authenticated". What is wrong?
A: This error indicate that something went wrong connection to SAP's DI-API. Please press back at the top-left and verify that the server login information are correct. If they are there might be something wrong with the DI-API. Best way to verify this is to install SAP's Data Transfer Workbench (DTW) tool. This tool also do DI-API connections and if this can't connect either there is a general problem that need SAP Supports involvement.

Q: I get error: Error: -119 - Database server type not supported. What to do?
A: First please verify that the database type selected in step 2 is correct. Second please install the SQL Server Native Client that matches the SQL server type you are using. For SQL Server 2012/2008 you can download the native client here: http://www.microsoft.com/en-us/download/details.aspx?id=36434